

RTO Student Support Policy

Scope

This policy applies to all students of Atwea who require specific support services to complete their learning, training, or assessment activity.

Purpose

The main purpose of Student Support Services Policy and Procedure is to outline the support services available for students, providing them access to the educational and support services needed to meet the requirements of their qualifications.

Atwea is committed to ensuring that all students receive adequate learning support to ensure their full potential is reached.

Atwea aims to be able to demonstrate that they identify, for each learner, any additional support required and that this support is made available, either directly or via arrangements with a third party.

Definitions

Welfare In the context of this policy, welfare means ensuring the well-being of all students enrolled at Atwea, This includes students' emotional, physical, intellectual, cultural and social wellbeing.

Reasonable adjustments to assessment are variations to assessment tasks including additional time in examinations, providing examination questions in alternative formats (ie audio tape), extending due dates for assignments, provision of specialized equipment, substitution of one assessment task for another of equivalent academic merit and provision of support personnel (readers and scribes).

Reasonable adjustments to training are variations in course delivery including audio or video recording of class sessions, provision of personal notes or copies of overheads to students, utilizing accessible venues, allowing the 'buddy' system to operate.

Policy

Among Students who are most likely to need support and therefore are prioritised by Atwea include:

- people whose first language is not English and who have not had access to English language classes - people of Aboriginal and Torres Strait Islander origin (because they may not speak English as a first language and may have had limited or disrupted schooling)
- people with limited or disrupted formal education
- people in older age groups who have not undertaken formal learning for some time
- people whose training has been disrupted by disability

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- people who have been unemployed and may not have taken part in formal learning for some time

Atwea recognises that all people learn differently and acknowledge that some students may require additional support. Additional support will be provided for any student experiencing:

- Disability and access issues
- Language barriers
- Language, literacy and numeracy issues (LLN)
- Employment issues
- Any other issues that may affect their training goals.

Provision of additional support services will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required. Where there is perceived difficulties in achieving learning goals, the Student Support Team will discuss these issues with the student. The student will be provided with information about possible alternative pathways, additional tools and resources available, and options and choices for accessing a supportive network. The information provided will vary depending on the individual needs of the student.

In order to achieve the above Atwea shall provide, for all students:

1. A Dedicated Student Support Team
2. The tools to identify LLN support requirements prior to enrolment or commencement
3. A Pre Training Review
4. An Induction presentation
5. Ongoing Student Support throughout the course of study

1. Student Support Team

To ensure that appropriate support is available to students, Atwea appoints Student Support Officers who will interact directly with the students guiding them towards relevant support services. Each nominated Student Support Officer is identified with the capability of providing student support for a particular geographical region. Where there is an increased services in a geographical region Atwea will endeavour to match the level of services on offer proportionally.

2. Tools to Identify LLN Support Requirements Prior to Enrolment or Commencement

LLN Testing will be administered prior to enrolment or commencement into qualifications within Atwea's scope of registration.

LLN Testing will be administered through Atwea's LLN Testing Processes.

The main aim of the test is to identify particular skill levels of the student such as literacy, numeracy and English language, in order to meet the requirements of the qualification they wish to enrol in.

If a gap is identified, it would be recommended that learners undertake foundation skills courses, or other strategies would be adopted to make support available, prior to enrolment in that qualification.

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See Flowchart Phase 1 SSU

3. Pre Training Review

Pre Training review would be conducted by the delegated person from Student Support or the designated appropriate Trainer/ Assessor to identify:

- the student's learning requirements.
- Gaps in student's performance, knowledge and skills would be identified.

The assessor will identify any special requirements of the learner that needs to be catered for in the training:

- Delivery and assessment arrangements would be outlined.
- Learning strategy for the learner would be detailed.
- Detail of evidence that would be used for the assessment will be outlined.
- Resources required will be mentioned.
- The pre training review would also reflect units chosen by the students or in order of preference as per their work-based requirements.
- Assessor should also identify the need of contextualisation/reasonable adjustment to training/reasonable adjustment to assessment according to learner's workplace requirements where required.

The Student Training Plan would be developed based on this Pre-Training review. It is one of the major tools used in identifying academic support needed by the learner.

See Flowchart Phase 1 SSU

4. Induction Presentation for all Students

A Student Induction presentation will be conducted for all students at the venue or workplace by Atwea authorised delegates.

During the induction students will be informed about:

- Student Handbook
- Student Support Services
- Health and Safety Procedures
- Credit Transfer/ RPL
- Access and Equity
- Referrals if required for Specialised Students (Job Seekers etc.)
- Student Code of Conduct
- Privacy Policy
- Plagiarism

AND

- Course Duration

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- Timetable/ Training Plan
- Course Progress

Student acknowledgement of the Induction Presentation would be recorded in the 'Induction Checklist' with student signature and date the induction was conducted.

See Flowchart Phase 1 SSU

5. Student Support

Students will be provided with information about how to access student support.

Student Support Officers will be appointed to deal with academic and wellbeing issues within Atwea. Students will be referred to external support services for any matters that require further follow up with relevant professionals.

Any referrals provided by Atwea are without cost, but fees and charges may apply where an external service is used by the student and this should be clarified with the student prior to referring any such services outside of Atwea.

Academic Support

During the course of their study, students may have concerns with their attendance, academic performance or other related issues that could place them at risk of not achieving the requirements of their course.

Students are able to gain advice and support to ensure they maintain an appropriate academic level, attendance and achieve satisfactory results in their studies. All students' academic progress and attendance is monitored and guidance and support provided where non satisfactory results are identified. A student is able to get an appointment with a 'Student Support Officer' to discuss any academic, attendance or other related issues. The Student Support Officer would provide advice and guidance, or referral, where required.

See Flowchart Phase 2 SSU

Student wellbeing-services

Students may face various challenges that could affect their academic, social or personal life. Students have access to the Support Officer through normal business hours to receive advice and guidance on issues such as; personal matters, financial difficulties, accommodation arrangements.

Where the Student Support Officer feels further support should be provided, a referral to an appropriate support service will be organised. Assistance with referrals made on behalf of students to external services are at no cost to the student, however, the cost of external services are not included in course fees and are the responsibility of the student.

Atwea will make reasonable effort to assist the student to locate appropriate external support services that are free or subsidised. Where available Atwea will advise students of possible funding for the particular service.

In regard to medical concerns or psychological counselling, the student would be referred to a GP.

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While Atwea does not offer accommodation services or take any responsibility for accommodation arrangements, Atwea is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements.

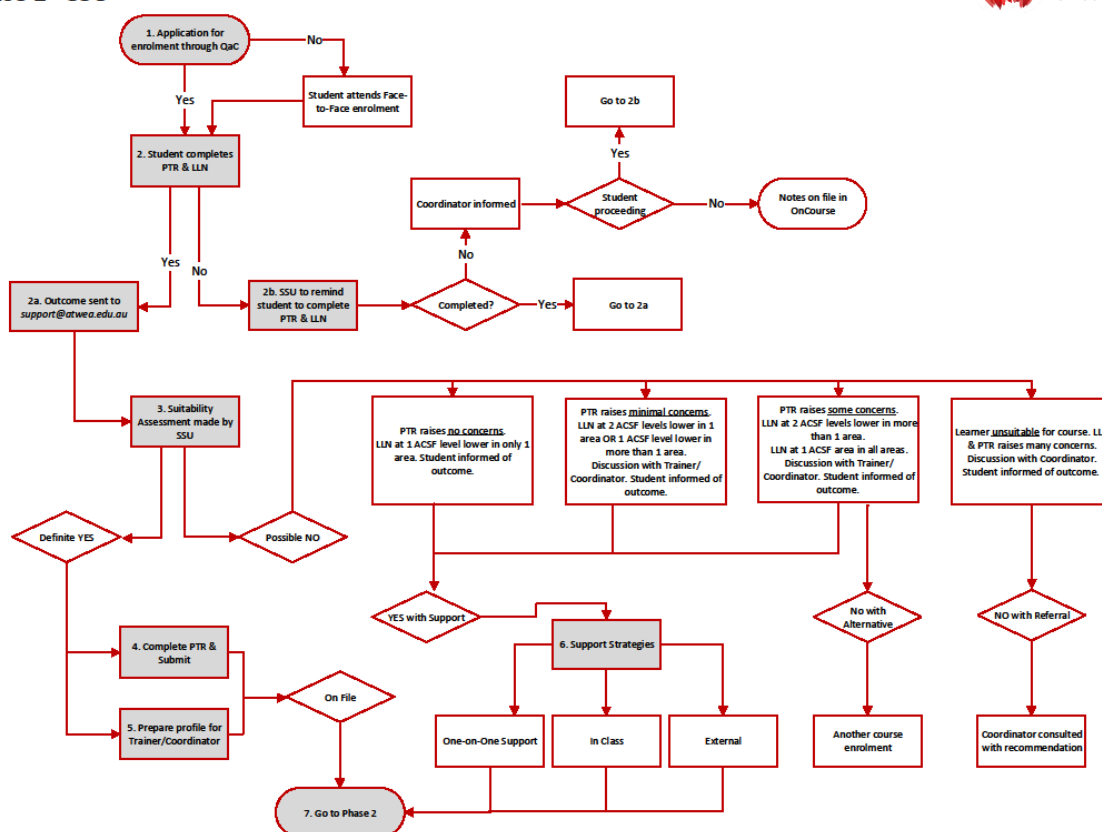
Student Administration will always have an up-to-date list of medical professionals within reasonable proximity to Atwea locations and any student with medical concerns should inform the student support officer who will assist them in finding an appropriate medical professional.

See Flowchart Phase 2 SSU

Process Map

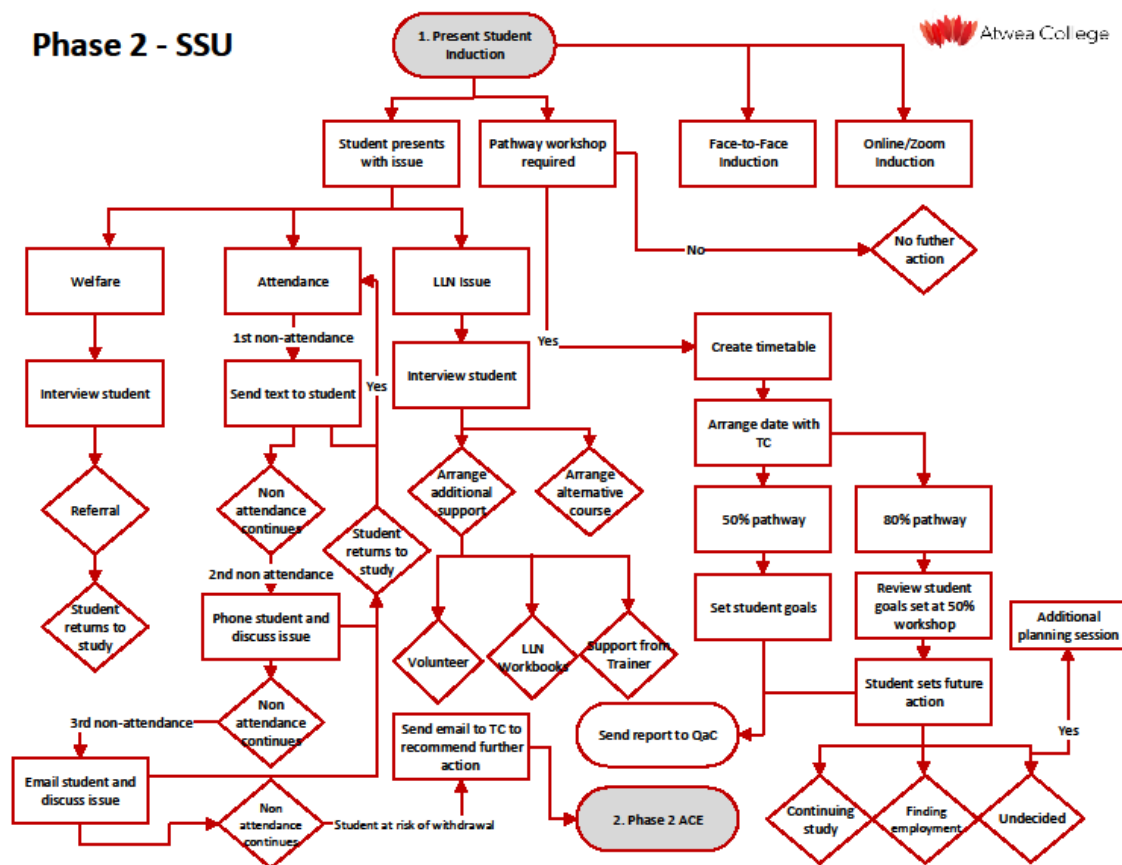
Flowchart Phase 1 Student Support Unit

Phase 1 - SSU



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Flowchart Phase 2 Student Support Unit



Related documents, forms, and legislation

LLN Form

Pre Training Review Form

RTO Student Handbook

RTO Course Information Guide

RTO Student Code of Conduct

RTO Student Attendance Policy

Atwea Privacy Policy

RTO Student Charter

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Review

This policy review period is: 2 yearly

Publication Log

Common (X) Drive	

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Review Panel	Adult and Community Education Manager, Operations Manager, Student Support Coordinator		
Approval Authority	Rowan Cox		
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