



SC: Student Support Policy and Procedure

1. Purpose

This policy specifies the way in which Elizabeth Institute will administer, ensure access to services and provide student support services in all qualifications. This policy should be read in conjunction with the Assessment Policy and Procedure. This policy demonstrates compliance against; SNR 1.7 and NC Std. 6.

2. Policy

Elizabeth Institute will provide all students with access to the educational and support services necessary for them to meet the requirements of the training product as specified in the training packages.

To ensure we meet the specific needs of our students, Elizabeth Institute will:

- determine the support needs of individual students during the enrolment process
- ensure trainers are fully informed of student support needs prior to commencement of training
- Provide all students with access to the educational and support services necessary for them to meet the requirements of the training product as specified in the training packages

After enrolment the Students will also be required to undertake an LLN test to identify if they will require additional learning support and if the identified level of additional support is within Elizabeth Institute RTO capabilities to deliver. This does not form part of the course entry requirements.

Elizabeth Institute will provide assistance to support students to make sure they have the opportunity to successfully complete their training and assessment program by:

- Identifying particular requirements (such as literacy, numeracy, English language or physical capabilities) students would need to complete each course
- Developing strategies to make support available where gaps are identified
- Implementing individualised strategies to suit the client (as applicable)

This may include providing:

- Language, Literacy & Numeracy (LLN) support
- Assistive technology
- Additional tutorials/training, eLearning, resource materials etc.



Elizabeth Institute will seek to maximise opportunities for access, participation and outcomes for all students by implementing inclusive practices throughout the delivery of all its courses.

3. Responsibility

The Course Coordinator is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

4. Requirements

Learner Support SNR Clause 1.7 Elizabeth Institute must

- Determine the support needs of individual students
- Provide the student with access to the educational and support services necessary to meet the requirements of their course

NC Standard 6

Elizabeth Institute must assist overseas students to adjust to study and life in Australia and have appropriate orientation programs that help overseas students to access the information and services they require.

5. Scope

This policy applies to

6. Procedure

This will be achieved by providing ongoing access to:

- All resources (physical or virtual) necessary to complete training
- Trainers and assessors through the training program
- Records held by Elizabeth Institute

Elizabeth Institute will make every reasonable effort to ensure that it can accommodate a student's needs. However, sometimes those needs are beyond the assistance that can reasonably be provided by Elizabeth Institute. In these circumstances, Individuals who require substantial additional help with their literacy and numeracy or other needs will be assisted to access specific assistance. Any costs incurred will be the responsibility of the student.

All students and staff will be provided with training in the Elizabeth Institute's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.

The Student Services Officer is charged with the responsibility for the care and maintenance of student welfare and the effective implementation of the organisation's obligations under the ESOS framework. The Student Services Officer is also obligated to assist students in support



of their domestic circumstances, within reason, and to help the student maintain course performance. These support services are provided without cost to the students.

The Student Services Officer has the authority and responsibility to assist in addressing student welfare requirements, which may include the following:

- Absenteeism/attendance
- Accommodation
- Financial concerns
- Facilities and resources
- Telephones & communication
- Visa & immigration issues
- Complaints and appeals
- Family matters/relationship concerns
- Legal assistance
- Sexual harassment
- Employment rights

The Student Services Officer can also refer the student to the Academic Director regarding the following academic student support matters:

- Assessment failures
- English proficiency
- Flexible delivery
- Learning difficulties
- Performance and course progression
- Reasonable adjustment
- Study habits and problems
- Transitioning course/provider

In each matter, the student shall be encouraged to meet with the Student Services Officer and to provide an explanation of the nature of their problems. Elizabeth Institute, through the Student Services Officer will be seeking to provide a supportive, empathetic and proactive environment in which the student's problems are identified by appropriate persons, who can assist the student to obtain a satisfactory outcome.

A register of support services is maintained by the Student Services Officer. A listing of resources is also in the Student Handbook.



All welfare and support service requests, actions and the outcomes will be noted and retained on the student file.

International students will be required to attend an induction at the commencement of their studies at Elizabeth Institute which will be conducted by the Student Services Officer. These inductions give an overview of the Elizabeth Institute policies and procedures including the Student Information Handbook, administration procedures, government requirements, cultural matters, basic housekeeping issues, introduction to staff and a tour of facilities.

Where a student is in danger of being in breach of their Visa conditions, due to failure to maintain academic progress the Student Services Officer will contact the student to determine the cause and seek to assist and also advise the student of the risk to their student visa and their appeal rights. (See the student intervention plan policy and procedure)

Elizabeth Institute is committed to providing support, advice or assistance during training to all students. To ensure the quality delivery of training and assessment, Elizabeth Institute, provides:

- a. **Student vocational counselling** to improve and extend training outcomes. The student can make an appointment for:
 - education and career counselling, or
 - assistance when applying for Recognition of Prior Learning (RPL).

- b. **Personal counselling services** are available to all clients. These services may take the form of advice from management or referral to other services. Personal counselling services include but are not restricted to:
 - Conflict resolution
 - Stress management
 - Access and equity issues
 - Client welfare and support

- c. **Language, literacy and numeracy (LLN) support** is available to provide students with advice and support services in the provision of language, literacy and numeracy assessment services. Students needing (LLN) support are identified on enrolment through the completion of a LLN test.

Students requiring any assistance or support with language, literacy or numeracy are advised to speak with their trainer. All trainers, at a minimum have the unit,



TAELLN411 Address adult language, literacy and numeracy skills and can discuss different ways of conducting training and assessment to assist students in achieving competence.

If a student needs LLN assistance beyond the capacity of Elizabeth Institute to provide it will refer the student to an appropriate LLN provider. This may incur a cost.

d. Academic progress support is available for students who are experiencing difficulty by providing

- Information on study skills, including some online skills programs
- extra tuition
- providing a mentor or study buddy
- providing LLN assistance

Students are able to access all support services by request to their trainer or reception. In addition, trainers can also activate academic support when they see the need for students.

Associated documents

Elizabeth Institute caters to diverse student learning needs and aims to identify and respond to the learning needs of all students. Students are encouraged to express their views about their learning needs at all stages of their learning experience, from the initial enrolment stage onwards.