

Student Support Services Policy and Procedure

1.0 Purpose

This policy and procedure sets guidelines for student support services provided by the RTO. This policy addresses the Standards 1 and 5 for the Standards for RTO 2015.

The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product

2.0 Responsibility

- 2.1 The RTO as an organization is committed to creating awareness and access to a variety of student support services and ensuring that all the students achieve satisfactory course progress and ultimately achieve their desired academic outcomes.
- 2.2 The Student Support Officer, Student Administration Manager and Training Manager are responsible for the implementation of this policy.
- 2.3 Every member of the RTO staff member will execute the procedural aspect of this policy. With specific matters dealt by specialized personnel.

3.0 Scope

- 3.1 This policy applies to all the domestic students enrolled in the RTO.

4.0 Requirements

- 4.1 The RTO must ensure to have an age and culturally sensitive orientation programme is required, including information regarding:
 - legal services – external agencies
 - emergency and health services – external agencies
 - Academic Support
 - Language and Literacy Support
 - facilities and resources
 - complaints and appeals processes; and
 - information relating to course progress and, if applicable, attendance.
- 4.2 The RTO must have a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, the required follow-up to the incident, the recording of the incident and the action taken. Refer 'Critical Incident Policy and Procedure'
- 4.3 The RTO must help students access study support and welfare-related services.
- 4.4 A contact officer or officers must be appointed as the official point of contact for students.
- 4.5 The RTO has sufficient staff for extending student support services to meet the needs of all enrolled students. The RTO prior to enrolment will provide information about student support services available to all learners and any cost associated with them.

5.0 Support Provided Procedure

Orientation Program

5.1 All students are required to participate in an Orientation Session on the first day at the RTO.

The Orientation Session involves;

- About the RTO
- Campus facilities etc.
- Details of the course, individual training plan, staff members contact details
- Academic Progress requirements of the enrolled course(s) such as attendance, absence notification requirements, course progress, mode of delivery, assessment methods and delivery location/s.
- Providing a copy/link to the student handbook.
- Information on other support available e.g. Legal, emergency and health services available
- When a student completes orientation, the student signs a student induction checklist, which is to be filed in the student's file.
- Student's rights and obligations
- Campus tour
- Emergency Management plan including evacuation procedures
- Policies and procedures such as
 - Complaints and Appeals
 - Plagiarism and Cheating
 - Code of Student Conduct / Disciplinary Policy
 - Fee and Charges

5.2 The orientation program will be accessible to all students and allow for late arrivals and students who begin at different entry points. If students are unable to attend the orientation program, the Administration Officer will invite to attend another orientation program on an agreed date, but within one month from the date of course commencement.

5.3 During the orientation program, students are given an Induction Kit consisting of the following items:

- Student Handbook
- Training Plan
- Student Support Services Guide

5.4 Students' photos must be taken at orientation and students are provided with their Student Identification Card.

6.0 Student Handbook

6.1 All students are provided with a hardcopy / a link to the Student Handbook during their Orientation Session. The Student Handbook provides information on;

- Services, facilities and resources available to students
- Assessment
- Recognition to Prior Learning and Credit Transfers
- Plagiarism and cheating

- Complaints and Appeals
- Student Code of Behaviour
- Maintaining contact details up to date
- Policies and Procedures
- Student Support Services

7.0 First class orientation

7.1 At the commencement of a student's first class the the RTO Trainer and Assessor will detail and explain the following;

- Learning and assessment program
- OH&S
- Facilities and equipment
- Assessment requirements
- Questions
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8.0 Nominated/Assigned Student Support Services Officers

8.1 Whilst all staff employed by the RTO are responsible in providing education and support services to students, the RTO shall nominate 'Student Support Service Officers' who shall be available to all students, on an appointment basis, during the RTO's standard hours of business (8:30am to 4:30pm, Monday to Friday).

8.2 Students can access the Student Support Officers directly or via Student Administration and an appointment will be organised as soon as practical. Students may also approach student support officers via email or phone contact. In cases of emergency (non-life threatening), the person to be contacted is the CEO, Yolanda Merrey on 0415390409 (available 24 hours / 7 days per week).

8.3 The assigned Student Support officers

Name: Joshua T

Position: Administration and Student Support

Ph: (03) 9421 4464

Email: studentservices@nahb.edu.au

8.4 As part of their responsibility they will ensure up-to-date information is available for the below listed services provided and the contacts listed are current. This information is given to students during their orientation program as outlined in this policy and as informed via informative posters displayed around the campus. The Student Support Officer, in collaboration with trainers and other staff (administration) will assist all students with study related issues. This may include study skills, time management, and exam preparation, students with special needs, inspiration and stress management.

9.0 Student Support Services

9.1 The primary mechanism for student support is through the Administration Manager who is responsible for responding to requests for assistance from students.

9.2 the RTO has a Student Services team designated to support students. Reception is open daily from 8.30am – 4.30pm Monday to Friday.

9.3 Students are free to approach any the RTO staff member for any help or make general enquiries, for example: directions, public transport and other day to day needs, banking, access to other services.

9.4 Students requiring additional assistance will be referred to the appropriate Institute staff, e.g. Student Administrator, Training Manager, Trainers, Admin Officer, Chief Executive Officer, or to an appropriate external support provider if this is considered appropriate.

- 9.5** The following support services are available and accessible for all students studying with the RTO. There is no cost to the student to access these services. the RTO will provide students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals are conducted by the RTO at no cost to the student but fees and charges may apply where the student uses an external service and prior to using such services outside of the RTO, this should be clarified by the student
- 9.6** Services are available to help students meet course requirements Examples of such services include supervised study groups and tutorial support assistance.
- 9.7** Students are made aware of their course progress policies. the RTO's course progress and intervention strategy will be activated when the student is identified as being at risk of not meeting course requirements. Students who are identified as at risk may access the RTO's support services in accordance with the provider's intervention strategy.

9.8 Academic, Language and Learning Support

Academic support is the responsibility of the trainers. Students are advised to approach their trainers, Student Support Officer or the Training Manager if they need assistance in meeting course requirements. The academic support could arise from identifying the special learning needs (Pre-Training Review), or the disabilities student might have prior to enrolment or during the course of their enrolment into a course. The student support officer / trainers must assist with the following;

- Study Skills
- Timetables
- Learning Support Strategies
- Academic issues
- Reasonable Adjustment in conducting assessments (refer 'Assessment Guidelines Policy' for more details)
- Understanding course content
- Preparing for tests
- Computer Assistance
- LLN Support - Help with oral and written English expression, reading comprehension and listening is available on an individual basis or as a part of a small group.

9.9 Student Welfare Services

This service provides assistance to students experiencing difficulties in any aspect of their lives, including issues of academic or personal nature. Where the Office Administrator feels further support should be gained, a referral to an appropriate support service will be organised. The student support officer is available to students to help them access study support and welfare-related services such as;

- Legal Services – the RTO can refer a student who requires to a legal practitioner, the referral is at no cost to the student. Student would be responsible for any cost related to the legal advice provided.
- Emergency and Health Services – During orientation students are advised on campus safety and how to access emergency and health services. For non-urgent services students are encouraged to talk with student services. For medical or other emergencies students are instructed to contact the appropriate services, e.g. 000 and inform the RTO as soon as appropriate.

- Facilities and Resources – At orientation students are given a guided tour of the campus and all the RTO facilities and during that process they will become aware of all the resources available to them.
- Complaints and appeals processes – The complaints and appeals policy and procedure is detailed on the website www.NAHB.edu.au and made available from administration upon request.

the RTO can also refer students to external Counselling Service for various issues if necessary however each issue is dealt with on a case by case basis. There is no fee attached to this welfare support and referral service. Any cost charged by the external services shall be borne by the students.

9.10 Student social activities and workshops

Students are given the opportunity to participate in a range of student support and social activities organised by the RTO.

Annual plan is made to highlight the various proactive student support activities that the RTO shall organize for the students. This annual shall cover the various aspects of LLN, course related content, field trips/excursions, the RTO run workshops, industry event participations/ visits.

9.11 Job search and career advice

Regular workshops are run to assist students with career planning, interview preparation, resume writing, personal development, work experience and market information.

9.12 Critical Incidents

the RTO has a documented Critical Incident Policy and Procedure that outlines the action to be taken in the event of a critical incident.

9.13 Complaints and Appeals

Students have access to Complaints and Appeals Policy. When the RTO receives a complaint it is recorded, acknowledged and dealt with fairly, efficiently and effectively under the RTOs Complaints and Appeals Policy and Procedure. Any areas for improvement, which become apparent whilst handling a complaint, are raised with the relevant area and actioned accordingly.

10.0 Procedure

- 10.1** For any kind of student support, the student shall approach the reception or the student support contact officer. The student lodges a written request seeking student support by filling the 'Student Support Request Form.
- 10.2** The student support officer assesses the form and an appropriate staff member is assigned to address the student support request. This is done within 2 business days of receiving the request.
- 10.3** The assigned staff member shall contact the student within 5 working days of the responsibility being assigned. An appointment shall be made and the student support service will be extended. An external agency referral shall be made if required.
- 10.4** The records of the student support are maintained by the student support officer.
- 10.5** For all the field trips/excursions/event participation, the assigned staff member fills in an 'Excursion Approval Form'. Every participating student fills a 'Medical Authorisation Form'. An

attendance sheet is maintained by the staff member accompanying the students. All the documents are maintained and filed by the student support officer.

- 10.6** For all the workshops organised by the RTO, the organising staff member organises for the promotion of the workshop, prepares the handouts and the workshop content and eventually conducts the workshop. The registration is maintained by the student support officer.

Document History	
Version No, Date	Modification Details
1.0, June 2017	Published the first version of the policy
2.0, April 2018	Periodic Annual Review ESOS 2018
3.0, September 2019	Updated LLN requirements and support system

Related Documents

Access and Equity Policy
 Critical Incident Policy
 Student Induction Checklist
 Student Support Request form

Review Date: June 2020