Purpose

This guideline is in place for Student’s requiring additional support, advice or assistance while training. Student counselling and support includes; language, literacy and numeric support, vocational counselling, personal counselling and post program support to ensure access and equity principles provide the best possible outcomes for the candidate.

Scope

Goodstart Institute of Early Learning recognises the diversity of student learning needs and strives to provide quality training services, which lead to clear employment pathways and lifelong learning. Student’s are encouraged to express their views about their learning needs at all stages of their learning experience from the initial counselling and enrolment stage. The Student Services Officer is the person responsible to provide and/or coordinate counselling to students. Suitable resources are available to help student to identify their learning needs and provide staff with the required client based information for use in designing client training and assessment strategies.

Guideline

The Institute is committed to providing, where required, Student’s additional support, advice or assistance while training. To achieve this and to ensure quality delivery of training and education, we provide:

- Student Vocational Counselling (with assistance from Senior Professional Learning Consultant) to improve and extend training outcomes. While this can be achieved on a one to one basis with relevant Professional Learning Consultants (Trainers and Assessors), Senior Professional Learning Consultant are required to monitor learner progress and take immediate appropriate counselling action where the student’s progress demonstrates poor performance.

- Additional support and services include:
  - education and career counselling
  - assistance when applying for RPL
  - information for credit transfer
  - articulation/education and training pathways

Personal Counselling Services are available to all students and staff and may take the form of advice or referral to other services. Personal counselling services must meet the organisation’s code of practice and confidentiality procedures. We assist to source personal counselling services including but not limited to:

- Complaints /conflict resolution
- Stress management
Student Counsel and Support

• Access and equity issues
• Financial and welfare support

Language, Literacy and Numeracy support must be identified at the time of enrolment. When constructing training course content and vocational outcome material and information, the level of Language, Literacy and Numeracy (LLN) must be specified as a prerequisite.

Exemption of Course Fees

At its discretion, Goodstart Institute of Early Learning may not require the student to pay the tuition fee, for example, because of compassionate grounds. The enrolment fee is non-refundable, however, partial exemption of course fees may occur as directed by the National Manager, Institute of Early Learning. If a student wishes to apply for an exemption, this must be addressed in writing to the National Manager, Institute of Early Learning. Discussions may then take place with the student for further clarification, if required. Exemptions may include but not be limited to:

• Financial hardship of the student (e.g. insolvency)
• Medical conditions
• Primary caregiver role