

Student Support

Version Information

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Purpose

The main purpose of the student support policy 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 course.

Scope

This policy ensures that all students have access to support services for individual issues during the entire period of enrolment.

Definitions

Student – Means an internal staff member of Goodstart Early Learning who use the services provided by the Institute.

Student support services – The services provided by the Institute to students to assist and support the successful achievement of learning outcomes. Services may include but are not limited to:

- Pre training questions
- Language, Literacy and Numeracy referral services (at students own cost)
- Resources or programs to increase access for students on relevant materials
- Information Technology support (within bandwidth)
- Learning materials

Procedure

Goodstart Institute of Early Learning aims to provide a personalised, innovative teaching and supportive learning environment in which students receive a valuable educational experience. This occurs within a framework in which students are responsible for their own learning, while being actively supported by trainers and assessors, centre managers, student services team and management within Goodstart Institute

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of Early Learning. By responding to individual student needs Goodstart Institute of Early Learning seeks to support each student to achieve their potential through early identification of, and response to, personal and academic issues which may have the potential to adversely affect their educational achievement.

Goodstart Institute of Early Learning forms part of the Goodstart Early Learning business, therefore our internal processes assist in the screening of students as they are candidates into the services:

- Recruitment screen for suitability through communication, language and any areas of concerns
- Internal support through Employee Assistance Program
- Internal intranet website with relevant information such as safe work, employee assistance program, human resource assistance such as performance, behaviour, conduct, bullying, harassment and other information.

Goodstart Institute will:

- Assist all students
- Have in place strategies for trainers and assessors to identify students who require additional support
- Determine the support needs of individual students and provide appropriate support to these students
- Support the mental health and well-being of its students in conjunction with their centre supervisors and managers
- Make available information about support services to staff and students, which can be readily accessed
- Encourage students with educational or personal support needs to access support from relevant internal and external support services
- Improve staff understanding to assist in the development of informed views, behaviours and attitudes towards students requiring additional support
- Have effective procedures in place for the disclosure of information about students.

Pre-Training

The Pre-Training review forms part of the enrolment process, it assists the Goodstart Institute of Early Learning to identify students learning requirements through:

- Gaps in student's performance (knowledge and skills would be identified)
- Identifying any special needs of the prospective student that needs to be catered for
- Language, Literacy and Numeracy requirements.

Language, Literacy and Numeracy

Every accredited qualification on the Goodstart Institute of Early Learning scope of registration requires a minimum level of Literacy, Language and Numeracy (LLN). All qualifications are delivered with a number of

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written assessments and project assignments. We aim to ensure that all students have equal understanding of the assessment requirements. Goodstart Institute of Early learning will ensure that:

- Appropriate assessment is provided for the task which may include oral questioning and demonstrations as an alternative to reading and writing
- The assessment does not involve a higher level of Language, Literacy and Numeracy skills than the tasks being assessed actually requires
- Prior to qualification commencement, student Language, Literacy and Numeracy skills are assessed as part of the pre-enrolment process and are taken into account during the training program and the assessment tasks.

Students who require help with their language, literacy and numeracy can access information about their nearest Language Literacy and Numeracy provider by calling The Reading Writing Hotline on 1300 655 506 or refer to their website at www.readingwritinghotline.edu.au. Any costs incurred will be the responsibility of the student.

Students with identified LLN support requirements will be provided with a LLN Support and Action Plan which documents the appropriate strategies, resources, and support assistance in place to ensure the student's success in their course.

The learning support strategies used by trainers and assessors at Goodstart Institute of Early Learning include:

- Providing opportunities for 'hands-on' experience and practice
- Ensuring individual support and advice to students
- Literacy support to assist in the understanding of language specific to the industry
- Encouraging students to complete assessment tasks within the designated time frames
- Providing written learning material and illustrations to reinforce the learning
- Applying the principles of reasonable adjustment to training and assessment.

Students with learning difficulties beyond our area of expertise are referred to external specialist agencies. Goodstart Institute of Early Learning will not charge for such referral however the agency may charge the student on a fee-per-service basis.

All staff are responsible for:

- Recognising the cultural diversity of all students
- Ensuring equal treatment of all students
- Encouraging full participation and assist all students to achieve course outcomes
- Providing equal access to resources
- Referring students externally should the need arise

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Learning Support

Learning support includes:

- Student Services Team Support for administrative functions such as enrolment enquiries, fees and technical issues with my portal
- Website information on courses, program delivery, policies and procedures to ensure the prospective student is fully informed on the course
- Workplace learning through the Goodstart Early Learning Centres, mentoring and support from staff within the student's workplace
- Materials and resources to enhance study outcomes
- Trainers and Assessors working with students via email, face-to-face or phone providing support and guidance.

Goodstart Institute of Early Learning will counsel students as appropriate and/or refer them to qualified counsellors. Staff are required to respond to and attempt to alleviate any signs of distress or discomfort by students, and to actively render appropriate assistance.

Support services may include but is not limited to:

- Pre-enrolment support to understand rights and obligations, fees and payment arrangements, and the services to be provided
- English as second language
- Students who are Aboriginal and Torres Strait Islander
- Language, Literacy & Numeracy (LLN)
 - Identified through the LLN assessments and further actioned through available training in certificates in spoken and written English or additional contact provided by the trainer and assessor.
- Mentoring
 - Provided one-on-one support by trainers and assessors
- Disability or medical condition support
 - Identified through Enrolment Forms and actions to be determined dependant on disability or condition
- Information Technology (IT) support
 - Students are provided with materials and guidance on how to access MyPortal which provides assistance and materials for their training program. This is done live within the student induction session.
- Study support (this may include but is not limited to mentoring, one-on-one training, retraining after a Not Yet Competent assessment, etc.)

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Identifying students who require support

A student may be identified as requiring additional support if they are not progressing satisfactorily in their course or where their emotional or medical welfare is reasonably considered to warrant some form of intervention by Goodstart Institute of Early Learning Trainers and Assessors.

A student may require additional support due to a number of factors. These might include but are not limited to:

- A medical illness, injury, health or psychological condition or disability
- A significant life stressor
- English language proficiency
- Family or carer responsibilities
- Not completing assessment tasks within the designated schedule as outlined in the students training plan.

Any contact made with students will be documented on the students file in VETtrak including any relevant documents and files that relate to the discussion and support provided to the student.

Special needs

The identification of students who may need personal or other support commences at the enrolment process where prospective students indicate what type of support they may need. Goodstart Institute will provide support, where possible, if Goodstart Institute are unable to assist the student they will be referred to in-house support that is available via the Goodstart Intranet and external services.

Area	Organisation	Website	Telephone
Fire, Ambulance, Police	Emergency Services		000
Alcoholism	Alcoholics Anonymous	www.aa.org.au	1 300 22 22 22
Crime reporting	Crime stoppers (report crime anonymously)	www.crimestoppers.com.au	1 800 333000
Crisis counselling & Self Harm	Lifeline	www.lifeline.org.au	13 11 14
Depression	Beyond Blue	http://www.beyondblue.org.au/	1 300 22 4636
Domestic violence	1800RESPECT	1800respect.org.au	1 800 RESPECT
Rape / Sexual assault	1800RESPECT	1800respect.org.au	1 800 RESPECT
Drug addiction & Mental health	Narcotics Anonymous	www.na.org.au	1 300 652 820

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Area	Organisation	Website	Telephone
	Sane Australia	www.sane.org	1800 18 7263
Eating disorders	National Eating Disorders Collaboration	www.nedc.com.au	1800 ED HOPE
Gambling addiction	Gambling Help	www.gamblinghelponline.org.au	1800 858 858
Interpreting & translating	TIS National	www.tisnational.gov.au	13 14 50
Poison	Poison Information Centre		13 11 26
Pregnancy	Pregnancy Support	www.pregnancysupport.com.au/	1 300 737 732
Smoking	Quitline		13 18 48
Bullying	Kids Helpline & eheadspace	http://au.reachout.com/bullying	Age 5-25

Reasonable adjustment

Reasonable adjustment will be provided for student with special learning needs (such as a disability or learning difficulty) according to the nature of their learning requirement. Students may negotiate to customise assessment tasks to meet their individual needs in relation to workplace setting, interests, learning style, literacy, disability or cultural background.

Reasonable adjustments are made to ensure that the participant is not presented with artificial barriers to demonstrating achievement in the program of study. Reasonable adjustments may include the use of adaptive technology, educational support, and alternative methods of assessment such as oral assessment.

A student seeking a reasonable adjustment in an assessment must discuss their requirements with the Trainer and Assessor prior to the start of the component of study or at the earliest possible time. Students may be requested to provide documentation to support their request for reasonable adjustment.

If reasonable adjustment to an assessment task is made, this will be recorded on the LLN Support and Action Plan and a copy kept in the student file. The original integrity of the assessment must be maintained.

School age students undertaking traineeships are able to apply for reasonable adjustments to have their assessment dates amended taking into account their school work, placement and assessment requirements. This will be under the discretion of the Student Services Manager in line with relevant policies and procedures.

Student Induction

All students are required to attend and participate in an induction program at the beginning of their studies. This program is managed by the Student Services Team and Trainers and Assessors and includes the following:

- A presentation on services, facilities, support and responsibilities of the trainer and assessor, student and support team

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- Introduction to MyPortal including course materials and accessing on line units
- Information about observation, third party reports and feedback
- Guidelines for assessment
- Training plans, milestones and important dates.

Relevant Documentation

- Enrolment Policy
- Student Handbook
- Induction Materials
- Assessing the LLN Indicator Process
- LLN Support and Action Plan
- Student Onboarding Process
- Student Engagement Cycle