

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 period of enrolment.

Definitions

Student – Means a Goodstart Early Learning employee who uses the services provided by Goodstart Institute of Early Learning.

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

- Learning materials available online or hard copy
- Information Technology support
- Additional 1-on-1 tuition/learning support via face-to-face, email, skype, phone
- Special consideration in assessment including reasonable adjustments
- Academic Support Hotline
- Language, Literacy and Numeracy support
- Referral to a range of external support services

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 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 current 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

Pre-Training

Goodstart Institute of Early Learning undertakes a pre-training review of the student's suitability for study in the qualification in addition to an assessment of the student's language, literacy and numeracy skills level. The Pre-Training review forms part of the enrolment process and it assists Goodstart Institute of Early Learning to identify student's suitability to undertake study in the relevant course by identifying:

- The student's understanding of the potential job/career outcomes
- What the student already knows about the relevant industry/course.
- If the student has self-identified any potential difficulties that may impact their studies
- The student's preferred learning style
- Why items/interactions have influenced their decision to study their chosen course.

Language, Literacy and Numeracy

Every nationally recognised qualification/course requires a minimum level of Literacy, Language and Numeracy (LLN). As a quality training provider, the Institute aims to ensure that all students have the capacity to successfully complete their chosen qualification/course.

Goodstart Institute of Early learning will ensure that:

- Prior to qualification/course 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.
- The assessment approach does not involve a higher level of Language, Literacy and Numeracy skills than the units being assessed actually require.

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- A range of assessment tasks are used across the qualification/course.

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

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 of the course, and his/her responsibilities and obligations
- 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 providing support and guidance to students via email, face-to-face or phone

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Where relevant, Goodstart Institute of Early Learning will counsel students as appropriate and/or refer them to qualified counsellors. Staff will 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 are not limited to:

- Pre-enrolment support to understand rights and obligations, fees and payment arrangements, and the services to be provided
- Language, Literacy & Numeracy (LLN)
 - 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.
- Additional Tuition/Coaching
 - Provision of 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 via an initial student induction session. Ongoing support and troubleshooting are provided on an as needs basis.
- Study support (this may include but is not limited to coaching, one-on-one tuition, retraining after a Not Yet Competent assessment, etc.)

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.

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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 of Early Learning will provide support, where possible. If Goodstart Institute of Early Learning is unable to assist the student, they will be referred to an appropriate external service. Any costs incurred as a result of consulting with an external agency will be met by the student.

Area	Organisation	Website	Telephone
Fire, Ambulance, Police	Emergency Services		000
Alcoholism	Alcoholics Anonymous	www.aa.org.au	1300 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
	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

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Reasonable adjustment

Reasonable adjustment will be provided for students 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 ensure that participants are not presented with 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 Trainer and Assessor in line with relevant policies and procedures.

Student Induction

All students are required to complete an induction prior to the commencement of their course. The induction is managed by the Student Services Team and the VET Systems Coordinator and includes the following:

- Information about the RTO and how we operate
- Reinforcement of the course structure and course specific requirements
- Support available to students and how to access these support services
- Key policies and procedures
- Step-by-step videos about how to access their course via the online learning portal
- Introduction to learning and assessment materials and what the student can expect in their course
- Marking process
- Student rights and responsibilities
- Introduction to the training plan (important dates and milestones)