

Candidate Counsel and Support

Purpose

This procedure is in place for clients requiring additional support, advice or assistance while training. Client 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 Training College recognises the diversity of client learning needs and strives to provide quality training services, which lead to clear employment pathways and lifelong learning. Clients 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 clients. Suitable resources are available to help clients to identify their learning needs and provide staff with the required client based information for use in designing client training and assessment strategies.

Procedure

The College is committed to providing clients requiring additional support, advice or assistance while training. To achieve this and to ensure quality delivery of training and education, we provide:

- Client Vocational Counselling (with assistance from the Director of Studies) to improve and extend training outcomes. While this can be achieved on a one to one basis with relevant trainers and assessors, course coordinators are required to monitor learner progress and take immediate appropriate counselling action where the client'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 clients 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
- 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.