STUDENT SUPPORT SERVICES POLICY

INTRODUCTION:

In accordance with the Standards for Registered Training Organisations (RTOs) 2015 - Support learners Clause 1.7, JMD Business Institute Pty Ltd trading as State Institute of Training is required to determine the support needs of individual learners; and as a result provide access to educational and support services (such as, but not limited to Language, Literacy and Numeracy (LLN) support and assistive technology) that is necessary for students to meet the requirements of the training product as specified in relevant Training Packages or VET accredited course on its Scope of Registration. The aim of this support is to maximise the chances of students successfully completing their training within their period of enrolment.

POLICY

This policy has been designed to ensure that State Institute of Training will:

- identify any support individual students need prior to their enrolment or commencement (whichever is the earliest); and
- provide access to that support throughout their training

1. Identifying support requirements

Enrolment Form

The Enrolment Form is used to determine if a student has identified themselves as having a disability (physical or learning disability). This will be used to determine any support requirements for the student including reasonable adjustments to me made in the Training and Assessment strategies and materials.

Pre Training Review

Prior to enrolment or Course commencement State Institute of Training will conduct a Pre-Training Review and LLN Assessment for each student which will:

- Identify any competencies previously acquired (Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC) or Credit Transfer);
- Assess the student's Language Literacy and Numeracy (LLN) to determine the student's learning needs and any additional support required so that the student is in the best possible position to complete their course.
- Ascertain the most appropriate qualification for the student to be enrolled in, including taking into consideration the likely job outcome(s) from the development of their new competencies and skills; and
- Ascertain that the proposed learning strategies and teaching and assessment materials are appropriate for that student.

2. Providing Support

LLN Support

All students participate in a LLN Assessment which is designed to map with appropriate ACSF levels of

the course they are enrolling in. This is assessed by a qualified Assessor.

- A qualified assessor will determine whether or not additional LLN support needs to be provided.
- The student will also be notified of the outcome of the Assessment.
- Where additional support is required the Assessor will discuss the extent and timing of the support with the Student Support Services Officer and notify the student.
- The outcome of this assessment will be recorded on the LLN Form and will be attached to the students file.
- If additional LLN support is to be provided it will be brought to the attention of the student's course Trainer/Assessor so that it can be addressed throughout the delivery and assessment processes.
- A Student Support Services Officer will also visit each classroom or simulated workplace environment on a planned basis to provide any additional support as well.
- Where a student wishes to discuss any LLN issue they can do this by arranging a meeting with Student Support Services Officer.

Orientation Program

Before the commencement of the course, State Institute of Training will provide a Orientation Program for all students which will provide them with information about:

- Student Support Services which will be made available to students
- Student Support Services Contact person
- All facilities and resources
- Staff Contact for different departments
- Academic Support
- LLN Support
- Technology Support
- Student Rights and Obligations
- Complaints and appeals processes
- Course Attendance and completion requirements
- Emergency Management plan including evacuation procedures
- Referral to external agencies
- Legal services – External Agencies
- Emergency and health services

Student Handbook

All students are provided with a hardcopy / website link to the Student Handbook prior to their course commencement. The Student Handbook provides information related to:

- State Institute of Training Introduction
- Courses
- Selection and enrolment
- Unique student identifier (USI)

- Credits
- Recognition of prior learning
- Course locations
- Course orientation
- Student code of conduct
- Course expectations and requirements
- Attendance requirements
- Assessment arrangements
- Student plagiarism, cheating and collusion
- Support services
- External support services
- Your feedback
- Access to your records
- Notifying you if things change
- Legislation and you
- Privacy policy
- Fees, charges and refunds
- Complaints and appeals
- Issuing of certification documents

Academic Support

Academic support is the responsibility of the trainers. Students are advised to approach their trainers, Course Coordinator, Student Support Officer 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 Trainers and Student Support Services Officer must assist with the following:

- Study Skills
- Timetables
- Learning Support Strategies
- Academic issues
- Reasonable Adjustment in conducting assessments
- Understanding course content
- Preparing for tests
- Workshops and training sessions with industry representatives.

Technology Support

Assistive Technology will be provided in each classroom or simulated workplace environment as specified in the relevant Training Package or VET Accredited Course. If requested by a student, SIT will provide them with technology support in the classroom. Students should initially make contact their trainer with any issues relating to technology support and if their trainer cannot address the matter they will then raise the issue with SIT's IT Services for resolution.

Other Student Support Services offered

Students will given the opportunity to participate in a range of student support and social activities organised by SIT. Annual plan will highlight the various proactive student support activities that will be organised for the students. This shall cover the various aspects of LLN support activities, course related content, field trips/excursions, In house workshops, industry event participations/ visits.

- **Job Search workshops -** Workshops are run to assist students with career planning, interview preparation, resume   writing, personal development, work experience and market information.
- **Critical Incidents –** SIT has a documented Critical Incident Policy and Procedure that outlines the action to be taken in the event of a critical incident.
- **Complaints and Appeals -** Students have access to Complaints and Appeals Policy. When SIT receives a complaint it is recorded, acknowledged and dealt with fairly, efficiently and effectively under its Complaints and Appeals Policy and Procedure.
- **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 Student Support Service Officer 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.

Referral Services – to External Agencies

- **Legal Services** – SIT 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
- The provision of this support will be at **no cost** to the student unless they are referred to an external support organisation i.e. the costs associated with the initial referral will be borne by SIT, however the student will be responsible for any ongoing costs that may arise as a result of the referral.

Accessibility to Student Support Services staff

- Whilst all staff employed by SIT are responsible in providing education and support services to students, SIT will nominate 'Student Support Service Officers' who will be available to all students, on an appointment basis, during standard hours of business (9:00am to 9:00pm, Monday to Friday).
- If students require access outside these hours, an appointment will need to be made with the Student Support Services Manager to arrange a suitable time.
- Students can access the Student Support Officers directly or via email or phone contact.
- In cases of emergency (non-life threatening), the person to be contacted is the CEO (available 24 hours / 7 days per week).