

SC12: Student and Learning Support Policy & Procedures

Purpose

The purpose of this policy and procedure is to outline Edunex Training's approach to ensuring it manages student and learning support effectively to ensure students are able to successfully complete their training and assessment.

Along with other policies and procedures, this contributes to ensuring compliance with Clause 1.3, 1.7 and 1.8 of the Standards.

Definitions

ASQA means Australian Skills Quality Authority which is the national VET regulator and the RTO's registering body

SRTOs means the Standards for RTOs 2015 – refer definition of 'Standards'

Standards means the *Standards for Registered Training Organisations (RTOs) 2015* of the VET Quality Framework which can be accessed from www.asqa.gov.au

Policy

1. Support philosophy

- Edunex Training is committed to ensuring that all students receive adequate support while undertaking their training and assessment. This includes ensuring that:
 - The learning and support needs of the intended target group are considered in the course development and review processes
 - Appropriate support staffing and external support service arrangements are in place.
 - The individual learning and support needs of all students are confirmed prior to course commencement.
 - All students are informed of how to access the services they require to successfully complete their training and assessment program.
 - Regular contact with students and host workplaces is maintained throughout the duration of student enrolments.
 - Feedback is collected about Edunex Training's provision of support services and the feedback is systematically collated, analysed and used to improve support services provided.
 - Student rights are considered in accordance with the *Student Code of Conduct*.

2. Needs identification

- Student needs are identified through:
 - Analysing the possible needs of the target group and considering their needs in relation to the delivery model throughout the course design and review process
 - Information provided by the student on the application and/or enrolment forms.
 - Discussion with the student during their course entry interview.
 - Assessment of the formal language, literacy and numeracy skills test which is given to each student upon commencement of the course.

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- Discussion with the student during their induction to the program.
- Support needs may include:
 - Low levels of language, literacy and numeracy (LLN)
 - Low digital literacy
 - Disability or medical concerns
 - Cultural, social or economic issues
 - Limitations in access to resources such as money, time or support

3. Provision of learning and support services

- Support services include internal support staff and mechanisms provided by Edunex Training, or via referrals to external providers. Support services may include:
 - Student support and welfare staff to assist students
 - Referral to relevant external support organisations who specialise in specific areas such as health, financial, advocacy, legal, financial, social etc.
- Edunex Training provides a range of learning support options and resources to help students achieve competency. This includes:
 - Referral to other courses or adult learning materials
 - Access to equipment or materials owned by Edunex Training such as computers, Wi-Fi, books or journals
 - Additional or supplementary resources to support learning goals such as readings, links or activities
 - Extra tutorials or teaching support
 - One on one support from the trainer/assessor
 - Development of an individual support plan to meet student needs.
 - Supporting those with additional needs by making reasonable adjustments to suit needs if possible
 - Technical Support with technology

4. Information about support services

- Edunex Training provides students with information about the type of support available and how to access it. Information is provided:
 - During enrolment/pre-enrolment
 - During course orientation
 - On an ongoing basis
- Information is reviewed annually for currency and accuracy and updated accordingly

5. Feedback and improvements

- Students are surveyed on their support needs using the *Unit/Cluster/Course Survey*
- Students may also provide feedback at any time using the *Feedback Form*.

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- Feedback is regularly considered in order to make improvements to student and learning support services. Feedback is always reviewed at least annually during a course review in accordance with the *Course Development and Review Policy*.