

### STUDENT SUPPORT SERVICES POLICY

#### Purpose

EduNex Training determines the support needs of individual Students and provides access to the educational and support services necessary for the Student to meet the requirements of the training product as specified in training packages or VET [Vocational Education and Training] Accredited and Nationally Recognised courses.

This Policy outlines the services that are available for Students with learning or other support needs.

#### Scope

This Policy applies to EduNex Training Trainers who will be providing Student support services over the duration of their training program.

#### Policy and Procedure

During the enrolment process and during the training program, EduNex Training personnel will engage with a Student in a number of ways in order to understand their individual needs and how we can best provide services to each Student in order to maximise their chances of successfully completing the selected training program. We engage with Students in the following ways:

- **First Point of Contact.** During the first point of contact, the Student will be engaged either over the phone or in person to determine their training requirements and their vocational goal. This information will be used to align the Student with a particular training program that we offer or to refer the Student to a different Training Organisation. Following the first point of contact, the Student will be sent an enrolment package which includes an Enrolment Link, Student Handbook, Schedule of Fees and Charges and Course Brochure and Study Guide. Students are also made aware of the process for assessing their compulsory Language, Literacy and Numeracy (LLN) Assessment via a LLN Robot. Students can collect all the pre-enrolment information in person, via mail or email, or directly from the EduNex Training website [www.edunex.edu.au](http://www.edunex.edu.au).

- **Enrolment.** Students enrol online directly via the EduNex Training website [www.edunex.edu.au](http://www.edunex.edu.au), or alternatively can also complete a hard copy Enrolment Form. The online enrolment form includes specific questions for the Student regarding their cultural and educational background. The enrolment form also includes questions relating to their spoken English ability. There is also a specific question which asks the Student if they have any individual needs that may prevent their full participation in the training program.
  
- **Compulsory Language, Literacy and Numeracy (LLN) Assessment.** Once a Student's enrolment is accepted and completed in full, including a verified USI, the Student is sent a link to a compulsory LLN Assessment using LLN Robot. LLN Robot is an online system that combines ACSF testing, Course profiling and LLN Support into one easy to use package.
  - LLN Robot analyses the Australian Core Skills Framework (ACSF) Levels of each Student per Course.
  - LLN Robot generates individualised LLN Training Programs & Supplements for Students.
  - LLN Robot provides detailed reports highlighting and providing recommendations for the gaps between Students' current skills and the course profile. This is coupled with customised self-paced LLN Training Supplements for Students to complete before or during the course. A Trainer can analyse the gap between single Students or entire learner cohorts.

All Students are assessed for LLN suitability using an LLN Robot Assessment. The LLN process is a compulsory enrolment activity at EduNex Training. Customised Language Literacy and Numeracy assessments have been developed which align with the Level of the Qualifications being delivered. EduNex Training Students who are enrolled into Short Courses complete the Short Course LLN Assessment, Certificate III Students complete the ACSF Level 3 Assessment and Diploma Students complete the ACSF Level 4 Assessment.

Any LLN Levels of a Student that are not at the required ACSF Levels for the qualification will have a LLN Gap, the LLN Robot will generate additional individual Student support material which will be provided to the Student to complete during the course of their training.

The EduNex Training Trainer will discuss this with the Student and assist them to complete the LLN Supplement over the course of their studies. The LLN Robot generates an LLN Assessment specific to the ACSF Levels of the course the Student has enrolled in.

- **Enrolment Confirmation.** Once the enrolment and LLN are completed, EduNex Training personnel will review the information and arrange to engage with the Student to confirm enrolment. This may be undertaken over the phone, via email or face to face and discusses individual needs, rights and obligations, recognition opportunity, credit transfers and course timetabling. Students are also emailed a welcome letter, the course materials and assessment, timetable and any applicable due dates.
- **Monitoring Course Progress.** EduNex Training systematically monitors Students' Course Progress over the duration of their training program. This includes recording, monitoring, assessing, counselling and reporting the academic Course Progress of each Student. Course Progress includes monitoring Students progress in relation to: Academic Progress and meeting Assessment Milestones, Work Placement requirements, Training Plan and Training Schedule Attendance requirements and Workplace Visit requirements. EduNex Training will assess each Student's Course Progress at the end of each study period, referred to as Milestones. Each Milestone equates to approximately 3-4 months of study, based on Certificate III and Diploma qualifications.

This multipoint approach ensures that Students entering a training program with EduNex Training will have their individual needs identified which enables the allocation and arrangement for the applicable support services which may be supplied internally or by an External Provider.

Note: Refer to the *Language, Literacy and Numeracy (LLN) Support Policy* for details about determining a student's individual support needs related to the Australian Core Skills Framework ACSF Five Core Skills; Learning, Reading, Writing, Oral Communication and Numeracy. Refer to the *Monitoring Course Progress Policy* for details about monitoring Student Course Progress.

If support services are identified, the following is a guide to support that can and should be provided:

Individual Need	Support Service Offered
<p><b>Pre-enrolment support to understand rights and obligations, fees and payment arrangements, and the services to be provided</b></p>	<p>Students requiring additional support to understand the pre-enrolment information requirements are to be engaged on additional one-on-one sessions to talk the Student through the information contained within the Student Handbook, Schedule of Fees and Charges and Course Brochure and Study Guide.</p>
<p><b>Minor LLN assistance required to progress through the course</b></p>	<p>The LLN Robot generates an LLN Assessment specific to the ACSF Levels of the course the Student has enrolled in. The EduNex Training Trainer then receives the LLN Report and any supplementary support to assist the Student throughout the course.</p> <p>Trainer to provide individual support during learning activities and reasonable adjustment during assessment activities.</p>
<p><b>Significant LLN need that would prevent participation and completion of the course</b></p>	<p><a href="#">Refer the Student to the Adult Migrant English Program (AMEP).</a></p> <p>The AMEP is an Australian government-funded program that provides 510 hours of free English classes to new migrants and refugees. The Adult Migrant English Program is funded by the Australian Government Department of Education and Training.</p> <p><a href="https://www.education.gov.au/adult-migrant-english-program-service-providers">https://www.education.gov.au/adult-migrant-english-program-service-providers</a></p> <p><b>Providers</b></p> <p><b><u>Northern AMEP (Adult Migrant English Program)</u></b></p> <p><a href="http://www.northernamep.com.au/home">http://www.northernamep.com.au/home</a></p> <p>With Northern AMEP, students can study English for up to 510 hours free of charge.</p>

Individual Need	Support Service Offered
	<p><b><u>AMES</u></b></p> <p><a href="https://www.ames.net.au/education-and-training/learn-english">https://www.ames.net.au/education-and-training/learn-english</a></p> <p>AMES Australia offers a wide range of English courses and training courses to help students:</p> <ul style="list-style-type: none"> <li>– learn English with AMES Australia FREE (subject to eligibility)</li> <li>– settle into Australia</li> <li>– get a job</li> <li>– go on to further education or training to get a <i>better</i> job</li> </ul> <p><b><u>Melbourne Polytechnic</u></b></p> <p><a href="https://www.melbournepolytechnic.edu.au/study-areas/english-language-skills/adult-literacy-numeracy/">https://www.melbournepolytechnic.edu.au/study-areas/english-language-skills/adult-literacy-numeracy/</a></p> <p>Melbourne Polytechnic’s Adult and Literacy and Numeracy courses were designed for adults who left school early but now want to improve their basic reading, writing and numeracy skills.</p> <p>Students might be eligible for funding through the Language, Literacy and Numeracy Program (LLNP) for this course. Referrals are through Centrelink or Job Services Australia providers.</p> <p><a href="https://www.melbournepolytechnic.edu.au/study-areas/english-language-skills/adult-english-migrant-program-amep/">https://www.melbournepolytechnic.edu.au/study-areas/english-language-skills/adult-english-migrant-program-amep/</a></p> <p>Melbourne Polytechnic’s Adult Migrant English Program (AMEP) provides up to 510 hours of basic English language tuition to migrants and refugees from non-English speaking backgrounds.</p> <p>Phone: +61 3 9269 1200  <a href="mailto:ua.ude.cinhcetylopenruoblem@ofni">ua.ude.cinhcetylopenruoblem@ofni</a>  Melbourne Polytechnic  77 St Georges Rd  Preston Victoria 3072 Australia</p>

Individual Need	Support Service Offered
<p><b>Recognised difficulties in studying and learning or unsatisfactory course progress</b></p>	<p>Where appropriate to the training program, Students identified with recognised difficulties in studying and learning are to be scheduled with additional one-on-one support sessions with the Trainer at regular intervals throughout the course program, to ensure course progress. These support sessions are to be used to review the learning content with the Student and to engage the Student in discussion about the subject matter. These sessions should be structured in accordance with the planned learning applicable to the course program. The study sessions should direct Student back to the course reference material in order to encourage their individual self-paced effort.</p> <p>The following online resources are also useful for providing Student support to study:</p> <p><b><u>Effective Study skills</u></b>            A useful quick overview of study skills  <a href="http://www.adprima.com/studyout.htm">www.adprima.com/studyout.htm</a></p> <p><b><u>How to Study</u></b>            A large directory to study skills websites, including how to study in specific subject areas.  <a href="http://www.howtostudy.org">www.howtostudy.org</a></p> <p><b><u>Study Guides and Strategies</u></b>            A wide ranging overview of the skills needed at all stages of Student life.  <a href="http://www.studygs.net">www.studygs.net</a></p> <p><b><u>Intelligent.com</u></b>            Expert guides on how to study for college  <a href="https://www.intelligent.com/">https://www.intelligent.com/</a></p>

<b>Work hours are restrictive which would prevent the Student attending training during Monday to Friday.</b>	When suitable, courses can be offered as an after-hours, via video link or weekends to accommodate the availability of the Student. Where required, Students can also be supported to adopt a self-paced study method with scheduled support sessions to assist the Student to progress in the course program whilst taking into account their restricted availability.
<b>English as Second Language</b>	<p>The LLN Robot generates an LLN Assessment specific to the ACSF Levels of the course the Student has enrolled in. The EduNex Training Trainer then receives the LLN Report and any supplementary support to assist the Student throughout the course.</p> <p>Trainer to provide individual support during learning activities and reasonable adjustment during assessment activities.</p>
<b>Financial difficulties that prevent the full payment of fees in advance.</b>	Offer fees on a Payment Plan with a small initial payment to be made in advance then small fortnightly payments as a direct debit through EziDebit. (with the exception of First Aid Courses)
<b>Student suffers from a nervous/anxiety disorder.</b>	We can accommodate by giving individual attention away from others involved in the training program. Training and assessment deliberately offered in a relaxed mode without time pressures.
<b>Inadequate clothing to participate in training</b>	<p>Student may be able to access suitable clothing and footwear at low cost via: St Vincent de Paul Society or Salvation Army.</p> <p>Nearest offices are:</p> <p><b><u>Vinnies St Albans</u></b> Op Shop 71 Main Rd W (03) 9366 2590 <a href="https://www.opshop.org/details/vinnies-centre-st-albans">https://www.opshop.org/details/vinnies-centre-st-albans</a></p> <p><b><u>Vinnies Sunshine</u></b> Op Shop 56 Station Pl (03) 9311 3448 <a href="https://www.opshop.org/details/vinnies-centre-sunshine">https://www.opshop.org/details/vinnies-centre-sunshine</a></p>

	<p><b><u>Salvos Deer park</u></b>          Lot 2 Westwood Drive          Deer Park          (03) 93605266  <a href="https://www.opshop.org/details/deer-park-salvos">https://www.opshop.org/details/deer-park-salvos</a></p>
<p><b>Students with a mental health issue or Student required counselling support and advice about their personal situation</b></p>	<p>Student may be referred to:</p> <p><b><u>Headspace</u></b></p> <p><b>Headspace</b> is the National Youth Mental Health Foundation providing early intervention mental health services to 12-25 year old's, along with assistance in promoting young peoples' wellbeing. This covers four core areas: mental health, physical health, work and study support and alcohol and other drug services.</p> <p><a href="https://headspace.org.au/about-us/who-we-are/">https://headspace.org.au/about-us/who-we-are/</a></p> <p>The centres are there to help people access health workers – whether it's a GP, psychologist, social worker, alcohol and drug worker, counsellor, vocational worker or youth worker. Services at a <b>headspace</b> centre are either free, or have a low cost.</p> <p><b><u>Beyondblue</u></b></p> <p><i>beyondblue</i> provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.</p> <p><a href="https://www.beyondblue.org.au/">https://www.beyondblue.org.au/</a></p> <p>1300 22 4636</p> <p><b><u>Lifeline</u></b></p> <p>Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24-hour crisis support and suicide prevention services.</p> <p><a href="https://www.lifeline.org.au/">https://www.lifeline.org.au/</a></p> <p>13 11 14</p>



<p><b>Students with a disability or medical condition</b></p>	<p>All possible allowances may be provided to persons with disabilities.</p> <p>Trainers/Assessors are to use their judgement in assessing the Student's ability to perform tasks in a safe manner. Students who are deemed unable to perform tasks safely due to a physical disability, will be supported and referred to appropriate services to find an alternative course which will suit their abilities. This includes First Aid CPR courses where the full assessment conditions cannot be met.</p> <p><b><u>Scope</u></b></p> <p>Scope is a not-for-profit organisation that exists to champion and support people with physical, intellectual and multiple disabilities.</p> <p><a href="http://www.scopeaust.org.au/">http://www.scopeaust.org.au/</a> 1300 4 72673 1300 4 Scope</p> <p><b><u>Lifestyle Solutions</u></b></p> <p>Lifestyle Solutions provide an extensive range of disability services and supports.</p> <p><a href="https://www.lifestylesolutions.org.au/disability-supports/vic/Pages/VIC-Disability-Supports.aspx?gclid=CLeWv6bn6NECFc4KKgodzUUGeA">https://www.lifestylesolutions.org.au/disability-supports/vic/Pages/VIC-Disability-Supports.aspx?gclid=CLeWv6bn6NECFc4KKgodzUUGeA</a></p> <p>Victoria Support Centre: (03) 8347 5300.</p>
<p><b>Students with visual impairment</b></p>	<p>Students with visual impairment can be supported by supplying internal learning resources with a larger printed font.</p> <p>Students can also be supplied with audio recordings of learning sessions where appropriate.</p>
<p><b>Students who are Aboriginal and Torres Strait Islander</b></p>	<p>Refer to <i>Aboriginal and Torres Strait Islander Cultural Awareness Policy</i></p> <p>Department of Human Resources – Australian Government</p> <p><a href="https://www.humanservices.gov.au/customer/subjects/support-indigenous-australians">https://www.humanservices.gov.au/customer/subjects/support-indigenous-australians</a></p>

	<p>Department of Education and Training  <a href="https://www.education.gov.au/indigenous-schooling">https://www.education.gov.au/indigenous-schooling</a></p> <p>Aboriginal Victoria  <a href="http://www.vic.gov.au/aboriginalvictoria/grants-funding-and-training.html">http://www.vic.gov.au/aboriginalvictoria/grants-funding-and-training.html</a></p>
<p>Students who have no suitable space available to study or work on projects due to living arrangements.</p>	<p><b><u>EduNex Training</u></b></p> <p><b>Monday to Friday 9am to 5pm</b></p> <p><b><u>Melton City Libraries</u></b></p> <p><a href="http://www.melton.vic.gov.au/Out-n-About/Libraries-and-learning/Libraries/Location-and-hours">http://www.melton.vic.gov.au/Out-n-About/Libraries-and-learning/Libraries/Location-and-hours</a></p> <p><b><u>Caroline Springs Civic Centre/Library</u></b></p> <p>193 - 201 Caroline Springs Boulevard, Caroline Springs</p> <p><b>Monday</b> 8am – 8.30pm</p> <p><b>Tuesday</b> 8am – 5.30pm</p> <p><b>Wednesday</b> 8am – 8.30pm</p> <p><b>Thursday</b> 8am – 5.30pm</p> <p><b>Friday</b> 8am – 5.30pm</p> <p><b>Saturday</b> 10am – 1pm</p> <p><b>Sunday</b> 1pm – 4pm</p> <p><b><u>Melton Library &amp; Learning Hub</u></b></p> <p>31 McKenzie Street, Melton</p> <p><b>Telephone: 9747 5300</b></p> <p><b>Email: <a href="mailto:library@melton.vic.gov.au">library@melton.vic.gov.au</a></b></p> <p><b>Monday</b></p>

	<p>9am – 8.30pm  <b>Tuesday</b>            9am – 8.30pm  <b>Wednesday</b>            9am – 8.30pm  <b>Thursday</b>            9am – 8.30pm  <b>Friday</b>            9am – 5.30pm  <b>Saturday</b>            10am – 4pm  <b>Sunday</b>            1pm – 4pm</p>
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Other individual needs can be considered on a case-by-case basis in consultation with the Trainer and the General Manager.

### Procedure

**If any support needs are required, the Trainer needs to arrange this by completing the following steps:**

- Complete a Student Support Record including strategies on how the Student will be supported and course progress monitored;
- Refer Student to an External Provider where applicable ;
- Discuss the Students LLN Training Supplement from LLN Robot if applicable;
- Make changes to the Students Train Plan when applicable;
- Scan and upload copy of Student Support Record to VETtrak;
- Add notes in VETtrak detailing the support;
- Schedule dates for monitoring Student’s progress ;
- Schedule dates for follow-up meetings with the Student .