

SC12: Student and Learning Support Policy

Policy

1. Support philosophy

- SHIC 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 SHIC'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.
 - 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 SHIC, or via referrals to external providers. Support services may include:
 - Student support and welfare staff to assist students
 - Referral to relevant external support SHICs who specialise in specific areas such as health, financial, advocacy, legal, financial, social etc.

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- SHIC 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 SHIC 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

- SHIC 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 Survey*
- Students may also provide feedback at any time using the *Feedback Form*.
- 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*.

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