



# Student Welfare and Support Policy and Procedures

## Purpose

ACE College caters to diverse client learning needs and aims to identify and respond to the learning needs of all students. All students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial enrolment and induction stage. Australian College of Excellence is committed to providing students requiring additional support, advice, or assistance while training. To achieve this and to ensure the quality delivery of training and assessment, the RTO provides support services to improve and extend training outcomes.

Students are advised to make an appointment with their trainer in the first instance, if required the student can then schedule an appointment with the RTO manager to discuss support services.

## Scope

This policy applies to all members of the learning community at the Australian College of Excellence.

Scope of support services include:

- Learning Support
- Assistance when applying for RPL or credit transfer.
- Whether or not specialist support equipment or personnel is required
- Whether or not any reasonable adjustments need to be applied to suit the candidate's context
- Briefings on the assessment process, may be written or verbal. If verbal, must be looked up in writing.
- Provision or access to assistive technology
- Additional tutorials to assist with learning.
- Assistance in using technology.
- Adjustment to equipment (i.e. change of study to support a student with a bad back)
- Referral to LLN assistance
- Mentoring
- Referral to counselling services
- Grievance /conflict resolution
  - Stress management
  - Access and equity issues

Client welfare and support Genuine difficulties for a learner to complete a program in the allotted timeframe are to be brought to the attention of the RTO manager at the first available opportunity.

Services are monitored and improved through Opportunity for Improvement and the Quality and Compliance Meetings.



Australian College of Excellence supports all students in their learning and provides additional services to students in need of support. Australian College of Excellence aims to:

- Identify students via the admission and interview process who require additional support in their study,
- Disseminate information about student support services to all education staff and students,
- Encourage students to access available support services,
- Communicate with students in a timely and respectful manner, and
- Ensure that staff are trained in identifying and providing support for students, and for referring students to internal and external services, as required.

## Implementation

### 1. Student support services

Students are encouraged to contact the Student Support Officer with any circumstances affecting their study at the Australian College of Excellence. Australian College of Excellence provides useful and comprehensive support as outlined below, particularly when students are identified by academic teaching staff as needing assistance through formative assessment. Intervention and support services provided to students are entered into their records.

#### 1.1 Academic Assistance

Australian College of Excellence promotes a successful study environment that provides students with the support or tools to assist in their studies.

- Referral to external counselling,
- Mentoring, or referral to appropriate cultural services for mentoring, and/or
- A combination of the above.

#### 1.2 English Literacy Assistance

A minimum level of English language competency is a prerequisite to entering Australian College of Excellence courses. Formative assessments scheduled early in the semester are used to identify students in need of English literacy assistance and academic study skills. Students will be allocated a tutor to assist them in developing the necessary skills and competency and will be provided with assignment extensions.



## 1.4 Personal counseling, welfare, and support

The student support officer refers students with personal problems or distress arising from the experiential and demanding nature of the study to external counsellors and other services as appropriate.

**Students** are expected to:

- Undertake constructive study habits to achieve course and unit learning outcomes,
- Meet attendance requirements for intensive workshops and online learning,
- Regularly log into their online classrooms
- Maintain regular contact with their study buddy,
- Attend work-integrated placements as required,
- Follow assessment criteria specified in unit outlines when completing assessment tasks,
- Submit assessment tasks by due dates

### Procedure:

The Support Services Form is to be used by the RTO staff to record any counselling they may have undertaken with a student, including any discussion about providing extra support or referral to the Support Services List. This form is available from the office and can also be emailed to you upon request.

In this form you should include any of the following:

- • Discussions raised by students that may be of concern, this may have been during class or individually.
- • Referrals to other Support Services that may have been advised or discussed with the student.
- • Any discussion on disabilities that the student has disclosed, whereby they may need further assistance.
- • Discussions on any adjustments to training that may be required to meet student needs. You may also complete an Adjustment Plan

Upon completion of the Support Services Form, the staff member should submit this form to the RTO Manager and arrange a time to discuss the student's needs with the RTO Manager or other senior management. All completed Support Services Forms will be discussed at the monthly Quality and Compliance Meeting to monitor student progress.

Intervention Plan Form (S) The Intervention Plan Form will be documented in writing by the Trainer in liaison with the RTO Manager and a signed copy of the "Intervention Plan Form" will be provided to the student. This will be in the form of a hard copy and via email. This will include:

- Discussion of progress



- Clarifying areas of weaknesses
- Action areas for improvement
- Articulation of goals and strategies
- During the consultation, the focus of discussion may be on:
- Key weaknesses in skills development
- The skill areas and specific sub-skills requiring improvement and tasks to support the development of these skills.

The RTO Manager will explain to the student that due to these areas of weakness, the student is at risk of failing the course and that the intervention strategy is an enabling process designed to assist the student. The Trainer is required to document this discussion and the plan for improvement. The student will also sign the Intervention Plan Form as an acknowledgment of understanding and a commitment to cooperate. The Trainer may consult with the RTO Manager to articulate strategies, particularly in complex situations. A written record of the Intervention Plan and discussion must be maintained on the Student File and a record noted on the Database (TBA).

A range of intervention strategies will be used, which include but are not limited to:

Additional individual academic tuition in the identified skills area

- Referral to study skills groups, such as pronunciation classes or grammar classes
- Additional homework practice skills
- Reduction in course load
- Referral to student support services for counselling
- Referral to external support services
- Peer mentoring
- Support with appropriate independent learning resources

The implementation of intervention strategies may occur earlier in the course as part of proactive measures taken to counsel students. The Trainer and the RTO Manager will monitor the student's progress regularly following the implementation of the Intervention Plan.

## Support Services List

The Support Services List provides a list of support services available to students through referral, please refer to the list to identify the most appropriate service for the students. This list is provided on the back of the Student Handbook and includes website addresses and phone numbers to access these services. If a student is unsure of the service that they require, they should contact their trainer or the RTO Manager to discuss further. Please see the student's support service form below



Support Services  
List OCT16-1.pdf



Support Services  
Form OCT16-1.pdf



Intervention  
Form.pdf



## Related Documents

- Student Handbook

### Document Control

<b>Policy Owner</b>	ACE College
<b>Endorsed by</b>	RTO Manager
<b>The person responsible for the implementation</b>	student support Officer
<b>Endorsement date</b>	16/01/2024
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