Student Support Services Policy

Compliance Focus
ASQA Standards, Clauses: 1.3, 1.7
National Code, Standard 6

Policy Purpose
This policy is designed to provide information to students and employers on a range of support services available. The policy and associated procedures assist staff in identifying any student who may require additional support whether personal or academic. Then to offer appropriate support to maximise the student academic achievements.

Policy Scope
This policy applies to all students, staff, and employers.

Policy Statements
Are provided to ensure that students, staff, and employers are fully aware of the support services offered.

1. ## Students
   Students are treated fairly and with respect as individuals. They are offered advice and support services, to assist in achieving their identified outcomes. Students requiring support or assistance are advised to contact the trainer, who may refer them to external support services if required and or to the Student Services Team.
   As per Smart & Skilled Operating Guidelines (if applicable), students are to be made aware how to access support and assistance during the training and the contact details for various support services. All requests for support are managed independently and confidentially.

2. ## Internal Support
   A range of support strategies is provided at no cost to the students and includes:
   - Pre-training review
   - Confidential support sessions
   - Individual learning plan
   - Dedicated trainer

   Study support includes:
   - 1:1 additional assistance both during and post training
   - 1:1 support in managing assessment workload
   - Reasonable adjustments can be made to our teaching and assessment processes, which focuses on flexibility and fairness whilst still maintaining validity.

3. ## External Support
   Commitment to supporting the student's wellbeing by providing information regarding assistance agencies which is detailed in the Student Handbook.

4. ## Cultural Support
   An environment of cultural safety for all students including those from diverse backgrounds and First Nations People.

5. Student at risk

Not all students are equally motivated to complete their chosen course of study. Occasionally some students may require additional monitoring and support to reach study objectives. Staff and trainers to offer support and encouragement to all students.

Measures such as non- attendance, inactivity and missing assessment deadlines are monitored to assist in identifying any students at risk of not progressing.

Employers

Collaborating closely with our client employers to monitor academic progress and wellbeing of students to assist in identifying students at risk earlier. Where appropriate, we will collaborate with employer and student to ensure the ongoing participation in the course.

Related Policies and Procedures

- Student Entry Policy
- Student Enrolment and Commencement Policy
- Student Withdrawal and Refund Procedure

Responsible Officer

The responsible officer for the implementation of this Policy is the General Manager

Publishing details

Document Name	Student Support Services Policy
Approved by	General Manager
Date of Approval	02-09-2022
Version	2
Summary of content (new) or amendments (revised)	All changes will be captured in the Continuous improvement and Version Control Registers
Next Review Date	02-09-2023