

Policies and Procedures

QMS2: P013 Student Support Services

Policy details			
Responsible area	Training and assessment		
Endorsed by	RTO Manager	Date	14 April 2016
Review date	14 April 2017		
Modifications	20 April addition of student support plan 14.4.16 Review only no changes made		

Policy statement
At Linx Institute we determine the support needs of individual students and provide access to educational and support services to assist each student to meet the requirements of the their course.

Policy rules
<p>To maximise the chance of our students successfully completing their training we identify, for each student, any additional support required and have procedures in place to make this support available. At minimum, the support we provide will include:</p> <ul style="list-style-type: none"> identifying particular requirements (such as literacy, numeracy, English language or physical capabilities) students would need to complete each course (see Enrolment policy) developing strategies to make support available where gaps are identified. <p>In the event that there are limitations to the support we are able to provide, these limitations need to be made clear in information provided to potential students.</p>

Procedures
<p>1 Student support needs are identified through the enrolment process via inclusion in procedures of</p> <ul style="list-style-type: none"> self-assessment of part of the process Completion of a LLN assessment <p>Questions to be answered as to any matters that may affect their learning or involvement.</p>
<p>2 Support services provided</p> <ul style="list-style-type: none"> Support with online study – via workshops, tuition and online start here course Online support after hours – An online support person is available to assist with tech issues between 12 – 8pm EST weekdays. Monthly workshops covering topic areas and aspects of online study Student Support Officer and Tutors dedicated to support for online learning



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	<ul style="list-style-type: none"> • Case management portfolios for Trainer/Assessors covering all students – each student is individually case managed • Full time Student Support Officer and industry specific tutors following up on any students falling behind • Individual one to one support by trainer/assessors via case management lists
3	All individual student support is documented and retained on the student’s file on a student support plan.
4	Student support is evaluated as part of regular student online and cluster surveys.

Context	
Associated documents	QMS2P003 Enrolment
Work orders and forms	Student support plan
Policy base	Standards for NVR Registered Training Organisations, 2015 Standard, Standard 1, Clause 1.7

