

## Student Support Policy

### *Purpose of the policy*

This policy and associated procedures outline RTO approach to student support. This ensures that support is provided to students to assist them to complete their studies.

This policy and associated procedures meet the requirements of Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

## Policy statements

### *Student support*

RTO is committed to assisting students to complete their studies through the provision of academic and welfare support.

Student support needs may concern (but are not limited to):

- language, literacy and numeracy (LLN) issues
- disability
- digital literacy
- access
- cultural issues.

Student support needs are considered during the course development process by assessing the needs of the proposed target group and ensuring that the proposed training and assessment approach takes these needs into account.

As part of the enrolment process, RTO requires students to participate in a course entry interview. The course entry interview identifies student suitability for the course, as well as their support needs.

Where support needs are identified, a Student Support Plan is developed on commencement of the student in the course and in collaboration with the student. The Student Support Plan is regularly reviewed and adjusted as required.

RTO ensures that sufficient support staff are in place to meet the needs of the enrolled students. RTO nominates specific personnel for student support, the details of whom are provided to students.

A culturally appropriate orientation is provided to students to assist them to adjust to study and life in Australia.

Students are provided with information about the support services available in the International Student Handbook and as part of their orientation.

Support services provided by RTO can include:

- one-to-one support from the trainer/assessor

- support with personal issues
- access to additional learning resources
- reasonable adjustment in assessment
- social events
- buddy program
- information about external sources of support.

Where RTO is unable to provide the support service required by the student, RTO will refer the student to an external provider.

RTO surveys students about support services provided and uses the feedback to improve services provided.