Domestic Student support policy

RESPONSIBLE for:

Ensuring Compliance: Chief Executive Officer

Directly Responsible: Student Support Officer and All Senior Management

Adhering to: All Education Training & Employment Australia Personnel

GOVERNING STANDARDS

The Directors of Heidelberg Corporate Group (HCG) and its associated companies require compliance against the standards of ISO9001, and any Legislation and Regulations that relate to Student Support Services.

The standards that govern this policy are the SNR 5.1; 5.2; 5.3; 5.5, 16.1, 16.2, 16.3, 16.5

Purpose
This policy outlines the support services available to students and to ensure that all students are aware of how to access these services.

Policy
1. Support philosophy

1.1 Education Training & Employment Australia Pty Ltd (ETEA) is committed to ensuring that all students receive adequate learning support to ensure their full potential is reached. Therefore, ETEA ensures that:

- The learning and support needs of all students is assessed upon entry into a program.
- All students are aware of how to access the services they require to successfully complete their training and assessment program.
- Feedback is collected about ETEA's provision of support services and the feedback is systematically collated, analysed and used to improve training services.

2. Needs identification

2.1 Students' needs are identified upon entry into their course of study. Information to make this assessment is gathered through:

- Information provided by the student on the application and/or enrolment forms and during the pre-interview form.
- Assessment of the formal language, literacy and numeracy skills test which is given to each student during enrolment of the course.
- Discussion with the student during their orientation.
- Gathering information about each student's prior formal and informal learning and encouraging them to seek recognition for this through the RPL process.
- Developing an individual learning plan for students in blended learning during the initial stages of a qualification.

3. Learning support

3.1 All students are provided with a range of learning support options and resources to help them achieve competency. This includes:

- Mentoring from appropriately qualified trainers including their email contact details.
- Face to face classes and practical placement– these may be optional depending on the student's course of study.
- Placement assistance for those participating in courses that require practical placement.
- Computer and technology support.
- Referral to external support services.

4. Additional support services

4.1 ETEA recognises that all people learn differently and acknowledge that some students may require additional support. Additional support will be provided to students:

- Refer to the student with special needs policy.

5. Informing students

5.1 Students will be advised of the support services available to them through the policy published on the organisation's website.

6. Accessing services

6.1 Students wishing to access any support services should discuss this with their trainer/assessor or call ETEA's office.