

Student Support Policy and Procedure

The Learning Professionals

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1. POLICY STATEMENT

The purpose of this policy is to ensure that students have the necessary support or advice to assist their academic performance whilst undertaking their studies with The Learning Professionals.

This policy is made available to all stakeholders on The Learning Professionals website.

2. SCOPE

The Student Support policy applies to all students enrolled in and studying VET courses at The Learning Professionals.

3. DEPARTMENTS AFFECTED

This Policy applies to Admissions, Student Support, and all Training Departments.

4. RESPONSIBILITY, ADHERENCE AND ENFORCEMENT

The CEO is responsible for this policy ensuring staff, third parties, authorised education agents and students are aware of The Learning Professionals student support policy and procedure.

The RTO Manager is responsible for the implementation of this policy.

The whole staff are responsible for the application of this policy.

5. DEFINITIONS

Course	A vocational qualification offered by The Learning Professionals
LLN	LLN means Language Literacy and Numeracy. This test is not a barrier to course entry, it helps The Learning Professionals understand how it can support students in their learning.
Pre-Training Review	The Pre-training Review (PTR) is conducted for prospective students as part of the enrolment process. The purpose of PTR is to ensure that students are enrolling in the most suitable and appropriate training option which best suits them and their future career plan. This also helps The Learning Professionals identify appropriate learning and assessment strategies and any supports students may need to successfully complete the course(s) they chose.
Provider default	A registered provider defaults, in relation to an overseas student or intending overseas student and a course at a location, if: a. either of the following occurs: i. the provider fails to start to provide the course to the student at the location on the agreed starting day. ii. the course ceases to be provided to the student at the location at any time after it starts but before it is completed; and b. the student has not withdrawn before the default day.

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6. PROCEDURES

6.1 The Learning Professionals management and staff are committed to the provision of support services for applicants and enrolled students, with staff in place who are appointed for contact and referral for course and academic enquiries, student support and general welfare matters. All enrolling students are provided with an orientation event which includes guidance concerning student support services at the beginning of their programs.

6.2 LLN Support

6.2.1 Based on the findings of the LLN assessment within the Pre-Training Review, participants can meet with the Student Support Officer to discuss possible assistance. The Learning Professionals will make every reasonable effort to cater for participant's individual needs. However, Certificate IV and higher qualifications require a language, literacy and numeracy levels that may be beyond the foundation development assistance that The Learning Professionals can provide. Participants that require additional assistance with LLN can access information about LLN providers by calling the Reading and Writing Hotline on 1300 655 506 or refer to <https://www.readingwritinghotline.edu.au/> Costs associated with assistance deemed beyond The Learning Professionals provisions will be met by the participant.

6.2.2 The Learning Professionals will:

- Verbally interview participants to assist with demonstrating competency (without adapting the intent (benchmarks) of the unit/s assessment requirements)
- Ask participants to demonstrate their skills
- Allow participants to choose their seating arrangements to ensure they can see/hear trainer
- Allow participants to bring approved person to 'sign' or to help read terminology or make notes
- Provide training materials in a larger font
- Apply reasonable adjustment of assessment methods e.g., verbal assessment when appropriate

6.2.3 The Learning Professionals cannot offer training materials in a foreign language or braille recording or the provision of an interpreter to assist with language, sight, hearing or learning barriers (unless supplied by participant or referral agency).

6.3 Additional training

Support outside of program contact hours is available. Support Staff are available between 10am - 4pm, on training days via the email at first contact. If a student request additional training, this will be provided on an appointment bases and an intervention strategy will be implemented.

6.4 Reasonable adjustment

Reasonable adjustment of training and assessment is possible to ensure individual needs are met. This is to be discussed with the assessor via an appointment or during a student assessment plan action, to maintain validity of the assessment in line with the learning outcomes.

6.5 Additional support (not available to employee in workplace delivery)

The Learning Professionals may receive documentation from Vocational Advisors such as 'Collection and Release of Information' or 'Authority to Disclose Information'. This enables

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provision of extra support to our participants through communication with their Advisor and further insight into their individual needs and may also provide:

- Agency referral for equipment, resources and/or referral to programs to increase access for learners with disabilities and other learners in accordance with access and equity guidelines
- Referrals to relevant services for counselling, substance abuse, gambling, and financial hardship are available.

6.6 IT Support

Prior to enrolment all applicants are informed that part of their course delivery is via distance learning, which requires the student to use information technology during their program. If a student has IT issues during their studies with us, they can contact our IT support Centre via it@thelearningprofessionals.com.au. Students will be provided support within 24 hours on the next business day.

6.7 Referral services

6.7.1 Equipped with information and permission from the student, the Student Support Officer shall:

- Respond to questions concerning attendance, course progress and/or payment issues and refer the information to relevant staff for further advice.
- Provide information on local referral services for accommodation, public services, and counselling assistance for personal, emotional, or cultural issues. The student should be advised that these support services (information support) of The Learning Professionals are at no extra cost, however the referral services may require payment for their contribution. This payment is not covered by The Learning Professionals.

6.7.2 The assigned Student Support Officer shall maintain a log of student support service events, enquiries within the Student Management Systems (SMS).

6.7.3 The Student Support Officer will:

- Liaise with and record information on current progress with students referred to by training staff
- Prepare monthly reports of student support services accessed by students and submit to The Learning Professionals management for review.

6.8 Emergency contact

The contact person in emergency situations is The Student Support Manager via admin@thelearningprofessionals.com.au

6.9 Support for students at provider default circumstances

In the unlikely event if The Learning Professionals has ceased delivering a course but have students who are enrolled or intending to enrol, The Learning Professionals will:

6.9.1 Provide a release letter for any student who wishes to transfer to another provider

6.9.2 Make arrangements for the student to be offered a place in an alternative course:

- a. offered by The Learning Professionals but is not subject to default or
- b. offered by a different provider who has agreed to enrol the student, and
- c. that the student freely agrees to, and who is suitable for that course, within 14 days, or

6.9.3 Fully refund any intending students within 14 days of the originally agreed starting date.

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- 6.9.4 Refund the enrolled students within 14 days of default date. Refer to Fees Charge and Refund policy for details.
- 6.9.5 Lodge a notice of default in relation to a student using the Provider Registration and International Student Management System (PRISMS) with 3 business days - applicable to international students only, including:
- Circumstances of the default (the date the default occurred and the reason for the default)
 - Details of each overseas student affected by the default (physical and email address, home and mobile number)
 - advice on:
 - whether the provider intends to discharge its obligations to each student
 - how the provider intends to discharge those obligations (if appropriate).

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