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DOCUMENTS : Complaint/Appeal Report Form
Complaint/Appeal Register
Support Disclosure Form

REFERENCES : Access & Equity Policy
Complaint Process Policy
Appeal Process Policy
Intervention Strategy Policy
Learning & Assessment Guidelines
Application Assessment Selection Enrolment Policy
Skills First Enrolment Eligibility Policy
Standards for Registered Training Organisations (RTOs) 2015 Cwlth.
National Vocational Education and Training Regulator Act 2011

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PURPOSE

This policy is to confirm and inform stakeholders of Southern Grampians Adult Education Inc's (SGAE) commitment to assisting all students to achieve successful completion of their professional development goals through the provision of quality training and support services.

POLICY

It is the policy of SGAE to provide, as appropriate, internal or external support for all students.

All students will have fair and equitable access to SGAE training and assessment services.

All students, including *Skills First* applicants, applying for enrolment into a qualification will be required to undertake an entry assessment and Pre Training Review which is used to identify the suitability of the student for the chosen training program and for supports that may be required to ensure their successful completion.

All students applying for enrolment into a qualification will be required to undertake an assessment pre commencement which is used to identify supports that may be required to ensure their successful completion.

All students applying for enrolment in short courses or licensing courses will be required to undertake and Pre Training Review which is used to identify supports that may be required to ensure their successful completion.

All students are provided with a Support Disclosure Form which is voluntary and allows the student to confidentially advise SGAE of any special needs they may have. The Support Disclosure Form assists SGAE at the Pre Training Review to develop an appropriate Training Plan with comprehensive supports.

No charge is made by SGAE to the student for referral to appropriate external support services and every effort will be made to access free or low cost services. The student should be aware that costs directly associated with the support service will be payable by the student. SGAE will assist the student to access appropriate funding or medical benefit rebates as may be available from time to time.

SCOPE

This policy covers all SGAE students.

ACCESS

All SGAE students have access to the support mechanisms and networks.

PROCEDURE

Student Support, Children's Protection and Vulnerable People's Protection Officers

- VCAL Coordinator, Kathryn Hamill is the Children's Protection and Student Support Officer

- Learning Executive, Linda Stickland is the Vulnerable People's Protection and Student Support Officer.

Internal Support Services Available

1) Clients who speak English as a Second Language

SGAE trainers are experienced in working with people from culturally diverse backgrounds for whom English is not their first language.

The trainers have developed a range of practical devices to assist in overcoming the language barrier. These include games, pictures and diagrams.

2) Literacy and numeracy

SGAE trainers are experienced in working with people who require some assistance with literacy and numeracy.

All assessments are available in oral form

3) Reasonable Adjustment

Reasonable adjustment of training and/or assessment is provided for all students who are identified as requiring or who ask for support.

4) Computer Literacy

Domestic candidates/students needing to build computing skills will be provided with assistance in accessing appropriate computing training. Referral will be at no cost to the candidate/student and all costs associated with the training program will be the responsibility of the candidate/student.

5) Personal Counselling

SGAE trainers and staff are not qualified counsellors and will not provide personal counselling. Please see below for information regarding referral to an appropriate counselling service.

6) Academic Counselling

SGAE trainers and staff will provide additional academic assistance if a student requires it.

This assistance is generally provided out of class hours for groups or in particular circumstances one on one appointments can be arranged.

7) Recognition of Prior Learning (RPL) & Credit Transfer (CT)

RPL & CT are available to all students and SGAE trainers and staff will provide students assistance to prepare for RPL or Credit Transfer.

8) Study Skills & Assignment Preparation

SGAE trainers and staff will provide students with assistance to develop their self-directed study skills and assignments.

9) Employment Guidance/Mentoring

SGAE trainers and staff will provide students with career mapping assistance, job seeking and on job mentoring support for a period of 3 months after commencing employment.

10) Library Services

Assistance will be provided to students to register for and use the services of an appropriately located library facility if required.

Assistance will be provided in identifying and accessing appropriate web based information sources.

11) Accessible & Supportive Complaint & Appeals Process

SGAE has implemented an accessible and supportive complaint and appeals process for students, staff and other stakeholders. Refer Complaint and Appeals Policies.

12) Tea, Coffee and Meals

Tea and coffee facilities are provided for students and is included in course fees.

Meals are not provided.

13) Interpreters & Scribes

Both of these services can be coordinated on behalf of the student.

External Support Services

No charge is made by SGAE to the student for referral to appropriate external support services and every effort will be made to access free or low cost services. The student should be aware that costs directly associated with the support service will be payable by the student. **SGAE will assist the student to access appropriate funding or medical benefit rebates as may be available from time to time.**

1) Academic Counselling

SGAE will provide additional support for those students require particular levels of assistance

Students who require higher levels of support will be referred to an external specialist ie literacy and numeracy, language, mathematics, etc. This support is arranged on an as needs basis.

2) Personal Counselling

SGAE will provide students with and assist them to access reasonable counselling options.

Generally, students less than 18 years of age are referred to Child and Youth Health Services for personal counselling.

Adult students registered with Centrelink may wish to speak with their Centrelink Case Manager for referral to an appropriate agent.

3) Financial Counselling

SGAE will provide students with and assist them to access reasonable counselling options.

Adult students registered with Centrelink and facing financial issues should be referred to their Case Manager.

Students less than 18 years of age, without family support, should be referred to Child and Youth Health Services.

- 4) Quality Child Care or Outside School Hours Care**
SGAE staff will assist students to source appropriate quality child care or outside school hours' care if required. The cost of child care or outside school hours' care will be the responsibility of the student.
- 5) Mediation Services**
Access OCAR provides students with access to trained and qualified mediators to work with them to resolve complaints and appeals associated with SGAE.
- 6) Legal Services**
SGAE will provide assistance in the identification of appropriate legal services should a student require them for any purpose. Wherever possible and appropriate referral will be made to the State Legal Services which is a free service.
- 7) Addiction Support Services**
Where a student has been identified as or has identified themselves as requiring assistance in regards to an addiction the SSO will assist them to access an appropriate service.

INTERVENTION STRATEGY

When a student is identified as not meeting either course progress or attendance an Intervention Strategy is negotiated with individualised special supports to assist the student to successfully complete. Please refer Intervention Strategy Policy.

RESPONSIBILITY

Training Executive and/or Learning Executive

The Training and Learning Executives have responsibility to ensure that:

- appropriate support services are available for students;
- students are informed as the services that are included in fees and those that the students will be required to pay for;
- approve all external support services prior to arrangements being finalised;
- Trainers and Assessors are fully informed in regards to student support services;
- Trainers and Assessors are appropriately trained to conduct support services;
- Trainers and Assessors and other staff are aware that they are not to provide counselling services and the consequences of doing so.

Student Support, Children's Protection & Vulnerable People's Protection Officers

The Student Support Officers, Children's Protection and Vulnerable People's Protection Officers are responsible for the welfare of students, Children's Protection and Vulnerable People's Protection throughout the student's period of study with SGAE.

Trainer/Assessors

It is the responsibility of Trainers/Assessors to identify learning or language difficulties and to advise the Training and Learning Executives to facilitate support and intervention at the earliest possible time.

SGAE Trainers/Assessors are not qualified counsellors and therefore there is not an expectation that they have the capacity to identify personal or financial issues. However, the relationship between a Trainer/Assessor should be one of openness and trust and if a student confides such issues to their Trainer/Assessor the Trainer/Assessor is responsible for encouraging and assisting them to access appropriate assistance.

APPLICABLE STANDARDS

Standards for Registered Training Organisations 2015

Made under the National Vocational Education and Training Regulator Act 2011:

On 26 September 2014, the Council of Australian Governments (COAG) Industry and Skills Council agreed to new regulatory standards for training providers and regulators—the *Standards for Registered Training Organisations (RTOs) 2015*. These replaced the *Standards for NVR RTOs 2012*.

Standard 1: Training & Assessment Strategies

The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.

Clause 1.7 Support Learners

The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.