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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

AUTHORISED : _____ DATE : 09/08/2017
 EXECUTIVE OFFICER



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PURPOSE

This policy is to confirm and inform stakeholders of SGAE's 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 applying for enrolment into a qualification or accredited short course will be required to undertake a pre-enrolment assessment and interview 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 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 entry interview to develop an appropriate Training Plan with comprehensive supports.

No charge is made by SGAE to a 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.

STUDENT SUPPORT OFFICER

The Student Support Officers are the:

- For VCAL and All Abilities Students – Linda Stickland, Learning Executive, mobile number 0410303797; and
- For RTO and short course Students – David Hermans, Training Executive, mobile number 0400 719 710.

INTERNAL SUPPORT SERVICES AVAILABLE

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.

LANGUAGE, LITERACY AND NUMERACY

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

SGAE conducts a number of Language, literacy and numeracy courses.

All assessments are available in oral form.

REASONABLE ADJUSTMENT

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

COMPUTER LITERACY

Students needing to build computing skills will be provided with assistance in accessing appropriate computing training conducted by SGAE.

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.

ACADEMIC COUNSELLING

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

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

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.

STUDY SKILLS & ASSIGNMENT PREPARATION

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

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.

LIBRARY SERVICES

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

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

TEA, COFFEE AND MEALS

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

Meals are not provided, however; to ensure that our All Abilities and VCAL students have an appropriate start to the day we provide breakfast supplies for them.

INTERPRETERS & SCRIBES

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

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.

ACADEMIC COUNSELLING

SGAE will provide additional support for students requiring this.

SGAE conducts Language, Literacy and Numeracy courses and will make these available to students requiring these.

PERSONAL COUNSELLING

SGAE will assist students to access counselling options.

Generally, where there is no family support, 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.

All other students will be assisted to access other counselling options

FINANCIAL COUNSELLING

SGAE will assist students 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.

QUALITY CHILD CARE OR OUTSIDE SCHOOL HOURS CARE

SGAE trainers and 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.

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.

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 relevant State Legal Services which is a free service.

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 & LEARNING EXECUTIVE

It is the responsibility of the Training Executive and Learning Executive to ensure that:

- appropriate support services are available for all students;
- all students are informed as to 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.

TRAINERS & ASSESSORS

It is the responsibility of Trainers/Assessors to identify student academic or attendance difficulties and to advise the Training Executive or Learning Executive 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 address 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 through either the Training Executive or Learning Executive.

STUDENTS

It is the responsibility of students to advise the Training Executive or Learning Executive or any other staff member with whom they feel most comfortable if they require any additional supports or assistance.

ACCESS

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

APPLICABLE STANDARDS

[Standards for Registered Training Organisations 2015](#)

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

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.