



STUDENT SUPPORT SERVICES POLICY AND PROCEDURE

INTRODUCTION

Care College is required to determine the support needs of individual learners; and as a result provide access to educational and support services (such as, but not limited to Language, Literacy and Numeracy (LLN) support and assistive technology) that is necessary for Care College students to meet the requirements of the training product as specified in relevant Training Packages. The aim of this support is to maximise the chances of Care College successfully completing their training within their period of enrolment. To achieve this aim, Care College will:

- identify any support individual students need prior to their enrolment or commencement (whichever is the earliest); and
- provide access to that support throughout their training

The provision of this support will be at no cost to the student unless they are referred to an external support organisation i.e. the costs associated with the initial referral will be borne by Care College, however the student will be responsible for any ongoing costs that may arise as a result of the referral.

POLICY

This policy has been designed to ensure that appropriate support services are available to International students to ease their transition into life and study in Australia and to assist them as needed.

In regards to language, literacy and numeracy where additional support is required support will be brought to the attention of the particular Care College Trainer/Assessor so that it can be addressed throughout the delivery and assessment processes.

A designated Care College assessor will also visit each classroom or simulated workplace environment on a planned basis to provide any additional support as well; and where a student wishes to discuss any concerns or issues (in private) they can do this by arranging a meeting with Care College directly.

Care College will provide the opportunity for enrolled students to participate in services or provide access to services designed to assist them in meeting their course progress requirements; and where necessary to maintain their attendance requirements. Care College will provide the opportunity for students to access welfare-related support services to assist them with issues that may arise during

their study, including course progress and attendance requirements and accommodation issues. These services will be provided at no additional cost to the student. If Care College refers the student to external support services, Care College will not charge for the referral. However, any on-going costs associated with a referral will be paid for by the individual student.

Care College will have sufficient student support personnel to meet the needs of the enrolled students

Care College will ensure that any staff who interact directly or indirectly with students are aware of

Care College's obligations under the TQUK framework and the potential implications for students arising from the exercise of these obligations.

IT SUPPORT

If requested by a student Care College will provide them with IT support in the classroom. Students should initially make contact their trainer with any issues relating to Care College's IT Services and if their trainer cannot address the matter they will then raise the issue with Care College's Director for resolution.

ACCESSIBILITY TO Care College TRAINERS

All students will have access to Care College Trainers/Assessors during the hours of their scheduled classes. If outside these hours, email support is offered.

REVIEW AND IMPROVEMENT OF STUDENT SERVICES

Care College is committed to reviewing and improving the Student Support Services it provides to all enrolled students. The process of capturing relevant data will include:

- Student surveys
- Monitoring Student Support Service request levels