

Student Support Services Policy and Procedure



Compliance Focus

ASQA Standards, Clauses: 1.3, 1.7

National Code 2018, Standard 6

Policy Purpose

This policy is designed to provide information to students and employers on a range of support services available. The policy and associated procedures to assist staff in identifying any student who may require additional support whether personal or academic and offer suitable support to maximise the student academic achievements.

Policy

Students requiring support or assistance are advised to contact their Homeroom Trainer who may refer them to external support services if required. This may be for academic and non-academic matters such as studying, homework, accommodation, English language problems and counselling.

Students will not be charged for support provided by VFA Learning, or for referral to an outside agency. However, students referred to outside agencies will have to pay for services provided by that agency. Students will be formally inducted into VFA's facilities and procedures at the commencement of the first class. Students requiring assistance with their training should contact their trainer in the first instance or else contact the Operations Manager.

Policy Scope

This policy applies to all students, staff, and employers.

Policy Statements

Are provided to ensure that students, staff, and employers are fully aware of the support services offered.

1. Students

Students are treated fairly and with respect as individuals. They are offered advice and support services, to assist in achieving their identified outcomes. Students requiring support or assistance are advised to contact the trainer, who may refer them to external support services if required and or to the Student Support Team.

Funding and regulatory Operating Guidelines (if applicable), students are to be made aware how to access support and assistance during the training and the contact details for various support services. All requests for support are managed independently and confidentially.

2. Internal Support

A range of support strategies is provided at no cost to the students and includes:

- Pre-training review
- Confidential support sessions
- Individual learning plan
- Dedicated trainer

Study support includes:

- 1:1 additional assistance both during and post training
- 1:1 support in managing assessment workload

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- Reasonable adjustments can be made to our teaching and assessment processes, which focuses on flexibility and fairness whilst still maintaining validity.

3. External Support

Commitment to supporting the student's wellbeing by providing information regarding assistance agencies which is detailed in the Student Handbook. VFA provide formal, paid counselling service for their students as further explained withing the VFA Student Handbook.

4. Cultural Support

An environment of cultural safety for all students including those from diverse backgrounds and First Nations People.

5. Student at risk

Not all students are equally motivated to complete their chosen course of study. Occasionally some students may require additional monitoring and support to reach study objectives. Staff and trainers to offer support and encouragement to all students.

Measures such as non- attendance, inactivity and missing assessment deadlines are monitored to assist in identifying any students at risk of not progressing.

Employers

Collaborating closely with our client employers, placement providers VETis programs to monitor academic progress and wellbeing of students to assist in identifying students at risk earlier. Where appropriate, we will collaborate with employer and student to ensure the ongoing participation in the course.

Procedure

Our trainers and learner support staff are available to help students achieve their learning objectives and successfully graduate from their course. If students are having difficulties with the course material, managing time and commitment to their course, or any other academic related matter, they should not hesitate to speak with our staff and ask for guidance.

Learner support contact is provided to all students. Our support staff will make regular contact with students, generally via email or via the telephone. The aim of this contact is to monitor progress, assist with any learning or technical issues that may be hindering progress, review training plan timelines and to discuss planned activities for the next month.

Our job is to help students to achieve their aspirational and career goals and our staff are part of their support mechanism.

Trainees undertaking their training in the workplace will be regularly monitored by their trainer or program manager. As well as scheduled training activities, trainers may conduct over-the-phone oral interviews or assessments and may schedule face-to-face workplace visits.

VFA Learning allows for **reasonable adjustments** in both our teaching and assessment and focus on flexibility and fairness whilst still maintaining validity. Adjustments may be made for students with:

- English as a second language
- Language, literacy or numeracy needs

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- Sensory diminished capacity
- Physical or intellectual disabilities.

Modification or adjustments may be made to the:

- Learning materials and methods suitable to the student
- Physical environment and equipment
- Procedures for conducting assessment
- Evidence gathering techniques
- Number of opportunities to submit assessments and sit exams
- Timing of assessment or exam.

Provision for Language, Literacy & Numeracy (LLN) assessment and support

The term 'language, literacy and numeracy' is defined as an individual's ability to read, write, and speak in English, and compute and solve problems at levels of proficiency necessary to function in the workplace and in society, to achieve one's goals, and develop one's knowledge and potential.

As language, literacy and numeracy are essential requirements for workplace performance, students are required to undertake a LLN pre-assessment exercise to identify any LLN needs that may impact on their course progress or outcomes. LLN assessment is conducted at the appropriate qualification level. LLN may be assessed in writing and/or by interview. The outcome of pre-course LLN assessment remains on the student's file as evidence of initial LLN assessment. Should a student demonstrate the need for assistance, further detailed assessments may be made. These assessments must identify the determining methods, areas of need and suggestions for appropriate support.

Where the level of LLN skill identified by assessment places the student at risk of unsuccessful completion of the course/program, a discussion will be held with the student to determine whether to defer your enrolment into the course until further skill development is undertaken or if a different course may be more applicable. If the student is a Trainee, the employer will also be consulted regarding additional support.

VFA Learning fully supports the provision of additional LLN assistance where required. For students identified with LLN needs, VFA Learning will:

- Monitor progress monthly or as necessary, using the student's Individualised Training Plan and file notes, summarising the discussions and actions agreed with the student
- Document all LLN interactions and interventions.

Student Welfare, Guidance, and Support Services

All student of VFA Learning are treated as individuals and are offered advice and support services which assist in achieving their identified outcomes. Support sessions are offered throughout the duration of a course. Tutorial sessions are available, along with dedicated homeroom teachers for pastoral support and with our partnerships with *Healthfind* and *Head Space* for further support.

Students who need help when VFA Learning is open, can contact:

- **Student Services Team for all academic and non-academic (personal matters)** on (03) 1300 304 329 (Mon – Fri: 9am–5:00pm) or alternatively contact their homeroom trainer after hours in emergency situations only (all students receive contact details at enrolment)
- **IT Support** contact reception (Mon – Fri: 9am–5:00pm)
- **Finance and Fees** on (03) 1300 304 329

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(Mon – Fri: 9am–5:30pm)

- **Certificates and student records** on (03) 1300 304 329 (Mon – Fri: 9am–5:30pm).

Other students requiring non-academic help when VFA Learning campuses are closed, may consider accessing the following services:

- Emergencies on 000 (police and ambulance)
- 24-hour Telephone Counselling Distress Call on 1300 364 454
- Lifeline on 131 114
- Headspace (for under 25 year olds with any mental issue including depression) (between 9.00am and 1.00am 7 days per week) on: 1800 650 890
- Mental Health Access Line (for any mental issue including depression) on 1800 636 825 (free call)
- Men’s Line Australia on 1300 789 978
- Sexual Assault Helpline on 1800 010 120
- Domestic Violence DV LINE on 1300363 550
- Alcohol and Drug Information Service on 1800 177 833
- Legal Advice (including Legal Aid): either Mann Legal on (03) 52242916 OR Shine Lawyers on (03) 52477200 (both in Geelong)
- Geelong Hospital on (03) 5226 1600 or phone emergency on 000 for medical emergencies

Cultural support

VFA Learning will provide cultural safety for students from culturally and linguistically diverse backgrounds and Aboriginal and Torres Strait Islanders will be acknowledged, and an effective cross cultural working relationship created.

VFA Learning will consult with the elders from the Wadawurrung people for guidance in supporting the Aboriginal and Torres Strait Islander student.

VFA Learning will ensure additional support services for literacy and numeracy are made available as well as the Homeroom Trainer to provide one on one assistance for all students.

Time Management

Students undertaking online flexible learning will require well-developed time management skills which will be the foundation of good study habits. VFA Learning assists all students by establishing a program timetable (Training Plan) at the beginning of all courses, and then provide continuing support for students to achieve the plan’s intended outcomes.

VET Student Loan Program

This Policy & Procedure is applicable to all students undertaking a course, supported by a VET Student Loan.

Skills First Program (Vic)

The VFA Learning Student Support Policy and Procedure is designed to meet the needs of the Victorian Skills First VET Funding Contract with respect to the following:

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- provide information to prospective students about course offerings, fees, support and the impact on the individual's Entitlement to Funded Training in accordance with the funding contract;
- provide support to Eligible Individuals.

Related Documents

- Student Entry Policy and Procedure
- Student Enrolment and Commencement Policy and Procedure
- Student Withdrawal and Refund Policy and Procedure
- Literacy Language and Numeracy Policy and Procedure

Responsible Officer

The responsible officer for the implementation of this Policy is the General Manager

Publishing details

Document Name	Student Support Services Policy and Procedure
Approved by	General Manager
Date of Approval	21/05/2024
Version	5
Summary of content (new) or amendments (revised)	All changes will be captured in the Continuous improvement and Version Control Registers. Changed logo to remove CRICOS registration number. Removal of information relating to international students. Updating counselling information to include VFA's partnership with Healthfind.
Next Review Date	21/05/2025