

Student Support Services Policy

Policy Purpose

This policy is designed to provide information to students and employers on the range of support services available to them through VFA Learning. The policy and associated procedures assists staff in identifying any student who may require additional support, either personal or academic, and to ensure appropriate measures are implemented so student can maximise their academic achievements.

Policy Scope

This policy applies to all students, staff and employers of VFA Learning.

Policy Statements

The following Policy statements are provided to ensure that students, staff and employers are fully aware of the support services offered at VFA Learning

1. Students

Students at VFA Learning are treated fairly and with respect as individuals. They are offered advice and support services, which assists in achieving their identified outcomes. Students requiring support or assistance are advised to contact their Homeroom Trainer, who may refer them to external support services if required.

2. Internal Support

VFA Learning offers a range of support strategies at no cost to the students, which include:

- Pre-training review
- Individual learning plan
- Appointed Homeroom Trainer
- Study support such as:
 - 1:1 tuition during and post the classroom based training
 - 1:1 support in managing assessment workload
 - group study sessions
- Reasonable adjustments can be made as applicable to both our teaching and assessment process, which focuses on flexibility and fairness whilst still maintaining validity.

3. External Support

VFA Learning commits to support the students mental health and wellbeing by collaborating with industry recognised healthcare professionals and other agencies as required. Further details provided to students in the Student Handbook.

4. Cultural Support

VFA Learning provides cultural safety for students from diverse backgrounds and Aboriginal and/or Torres Strait Islanders through its connections and memorandum of understanding with local communities.

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5. Student at risk - Falling stars

VFA Learning recognises that not all students are equally motivated in completing their chosen course of study, and that occasionally some students may require additional monitoring and support to help them reach their study objectives. It is the policy of VFA Learning to offer this support and encouragement to all students at all times.

VFA Learning provides students and staff with a clear understanding of the measures that will be introduced to monitor and assist any student identified at risk of progressing throughout their chosen course ('Falling Star').

6. Employers (School-based Trainees - SBATs)

VFA Learning works closely with the Employers, parents/ guardians and schools to monitor academic and mental health of students and assists those identified at risk of not progressing throughout their chosen course ('Falling Star').

Related Procedures

- Student Support Services Procedure

Other Related Policies and Procedures

- Student Entry Policy
- Student Entry Internal Procedure
- SBAT Student Entry Internal Procedure
- Nursing Student Entry Internal Procedure
- Student Withdrawal and Refund Procedure

Responsible Officer

The responsible officer for the implementation of this Policy is the Managing Director

Publishing details

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Approved by	Managing Director
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Student Experience Framework Stage	All Stages
Student Experience Framework Step	All Stages
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Next Review Date	28-04-2022