



## Student Support Policy and Associated Procedures

### *Purpose of the policy*

This policy and associated procedures outline Southeast College's approach to student support. This ensures that support is provided to students to assist them in completing their studies.

This policy and associated procedures meet the requirements of Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

### **Policy statements**

#### *Student support*

Southeast College is committed to assisting students to complete their studies by providing academic and welfare support.

Student support needs may concern (but are not limited to):

- language, literacy, and numeracy (LLN) issues
- disability
- digital literacy
- access
- cultural issues.
- Arrival in Australia and information about the local area
- External organisations that may assist students

Student support needs are considered during the course development process by assessing the needs of the proposed target group and ensuring that the proposed training and assessment approach considers these needs.

As part of the enrolment process, Southeast College allows all the students to ask questions regarding their course or any other information. Southeast College requires the student to sign the Pre-Enrolment Student Declaration prior to their enrolment.

Where support needs are identified, including LLN, a Student Support Plan is developed at the commencement of the course and in collaboration with the student. Student support is



recognised throughout the Enrolment form by asking various questions. The Student Support Plan is regularly reviewed and adjusted as required.

Southeast College ensures that sufficient support staff are in place to meet the needs of the enrolled students. Southeast College nominates specific personnel for student support, the details of whom are provided to students.

A culturally appropriate orientation is provided to students to assist them in adjusting to study and life in Australia.

Students are provided with information about the support services available in the Student Handbook and as part of their orientation.

Support services provided by Southeast College can include:

- dedicated LLN trainers and classes identified in the pre-enrolment LLN process
- one-to-one support from the trainer/assessor
- support with personal issues
- access to additional learning resources
- reasonable adjustment in the assessment
- social events
- buddy program
- information about external sources of support.

Where Southeast College cannot provide the support service required by the student, Southeast College will refer the student to an external provider.

Southeast College surveys students about support services and uses the feedback to improve the services provided.

## Procedures

### **1 Assess student support needs during the course development process**

- 1.1 Consider the course LLN requirements and student support needs of the target group during the course development process.
- 1.2 Review any feedback on support services that can inform support to be provided.
- 1.3 Document agreed on course support services in the Training and Assessment Strategy.
- 1.4 Check the Student Handbook and Orientation PowerPoint and update as required with the identified student support services, including details on accessing internal and external services.



- 1.5 Ensure all staff have access to up-to-date details of student support services.

## **2 Assess student support needs during the course entry discussion process**

- 2.1 Conduct an LLN assessment prior to enrolment and as part of the COE application process.
- 2.2 Ask questions on the enrolment form to identify specific support needs.
- 2.3 Discuss available support services with the student if required.
- 2.4 Use the Student Support Plan form to document the student's needs and how these will be actioned.
- 2.5 Refer the student to external support services where the support need cannot be met.

## **3 Provide orientation**

- 3.1 Organise the orientation for students prior to commencing their course.
- 3.2 Conduct the orientation using the Orientation PowerPoint slides.
- 3.3 Address LLN concerns and advise of any extra support class requirements.
- 3.4 Provide a student 'Update Details' form to collect any recently changed information and USI.
- 3.5 Provide a full course timetable for the relevant classrooms, locations, and terms.
- 3.6 Answer all student questions.

## **4 Monitor student support needs**

- 4.1 Regularly review the Student Support Plan to ensure actions are being implemented as required.
- 4.2 Adjust the Student Support Plan in consultation with the student as required.
- 4.3 After the student's course or when the Student Support Plan is complete, evaluate the plan's effectiveness in consultation with the student.
- 4.4 Use the evaluation results to improve the support services offered.
- 4.5 Regularly review external support services to check that their details are the same as referred to in the Student Handbook and Orientation PowerPoint and to enter any new services.



### Responsibilities

The Campus Manager/ Student Support Officer/ Compliance Manager is responsible for the following:

- Considering student support needs during the course development process.
- Ask questions within the enrolment form to identify any student needs.
- Developing and monitoring the Student Support Plan.
- Evaluating the effectiveness of student support provided.
- Providing orientations.

The Administration and Student Support Officers are responsible for the following:

- Providing students with information about support services.
- Providing referrals to external services.
- Referring students to the Southeast College Manager.

Trainers and assessors are responsible for notifying the Southeast College Manager of a student's support needs.

| Document Control |            |        |  |
|------------------|------------|--------|--|
| Version          | Date       | Author | Change Description                     |
| V1.0             | June 2023  | CEO    | Creation of document                   |
| V1.1             | April 2024 | CEO    | Minor changes                          |
| V1.2             | Oct 2024   | CEO    | Minor changes applied to the documents |