Student Support Policy and Associated Procedures

Purpose of the policy

This policy and associated procedures outline AICC's approach to student support. This ensures that support is provided to students to assist them to complete their studies.

This policy and associated procedures meet the requirements of Standards 2.1, 2.3, 2.4, 2.5 and 2.6 of the Outcome Standards for RTOs Instrument 2025, Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Policy statements

Student support

AICC is committed to assisting students to complete their studies through the provision of academic and welfare support.

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

- language, literacy and numeracy (LLN) issues
- disability
- digital literacy
- access
- their wellbeing
- cultural issues.

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 takes these needs into account.

As part of the enrolment process, AICC requires students to participate in a course entry interview. The course entry interview identifies student suitability for the course, as well as their support needs.

Where support needs are identified, a Student Support Plan is developed on commencement of the student in the course and in collaboration with the student. The Student Support Plan is regularly reviewed and adjusted as required.

AICC ensures that sufficient support staff are in place to meet the needs of the enrolled students. AICC 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 to adjust to study and life in Australia.

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

Support services provided by AICC can include:

- one-to-one support from the trainer/assessor
- support with personal issues
- access to additional learning resources

- reasonable adjustment in assessment
- social events
- buddy program
- information about external sources of support.

Where AICC is unable to provide the support service required by the student, AICC will refer the student to an external provider.

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

Procedures

1	**Assess student support needs during the course development process**
1.1	Consider support needs of the target group for the course during the course development process.
1.2	Review any feedback on support services that can inform support to be provided.
1.3	Document agreed support services for the course in the Training and Assessment Strategy and Course Brochure.
1.4	Check Student Handbook and Orientation PowerPoint and update as required with the identified student support services, including details of how to access for both 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 interview process**
2.1	Conduct course entry interview and identify specific support needs.
2.2	Discuss available support services with the student.
2.3	Use the Student Support Plan form to document the student's needs and how these will be actioned.
2.4	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 or on the first day of their course.
3.2	Conduct the orientation using the Orientation PowerPoints.
3.3	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 At the conclusion of the student's course or when the Student Support Plan is complete, evaluate the effectiveness of the plan in consultation with the student.

4.4 Use the evaluation results to improve support services offered.

4.5 Regularly review external support services to check their details are the same as referred to in the Student Handbook and Orientation PowerPoint and to enter in any new services.

Responsibilities

The Academic Manager is responsible for:

- Considering student support needs during the course development process.
- Conducting course entry interview and identifying student needs.
- Developing and monitoring the Student Support Plan.
- Evaluating the effectiveness of student support provided.
- Providing orientations.

The Student Services Officer is responsible for:

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

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

Document Control

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