



# Student Support Policy & Procedure

## RTO PP006

### Purpose

This policy is designed to explain the different support options available to students to provide them with the best possible student experience and assist them to achieve success in their chosen course of study. All students are encouraged to make use of the services offered whenever applicable, to support their learning journey.

### Responsibilities

The Course Coordinator and Support Services are responsible for ensuring this procedure is implemented under the direction of the Manager, Accredited Training.

### Scope

This policy and procedure covers all of ACF's RTO training and related services.

### Definitions

A facilitator means a person who has the role of a trainer or assessor, or both.

### Policy

ACF is committed to ensuring each student achieves the best results possible, whilst experiencing a supported and positive learning experience.

To ensure this, ACF offers a range of academic and non-academic support mechanisms, both through their internal personnel and via referral to external agencies if required.

Internal support services are provided to students as part of their course fees, subject to the terms and conditions outlined in the following policies and procedures:

- RTO PP022 Withdrawals, Deferment, Cancellation or Suspension and Refunds Policy
- RTO PP008 Progression and Intervention
- RTO PP019 Fees

Students who are referred to external agencies may be required to pay for these services. Those fees are determined by the external agency and ACF does not charge or receive any payment for these referrals.

## Procedure

### 1. Internal Non-Academic Support

Support Services provides the majority of the non-academic support services to students. This includes:

- Guidance through the application and enrollment process outlined in RTO PP011 Application Enrolment Policy and Procedure.
- Checking that students meet the entry requirements for courses
- Providing students with information and required documentation relating to potential credit transfers or RPLs outlined in RTO PP013 Credit Transfer Policy & Procedure and RTO PP012 Recognition of Prior Learning Policy and Procedure
- Issuing students with all the relevant information documents and booklets that relate to their chosen course of study
- Assistance with payment of fees including any agreed payment plans outlined in RTO PP019 Fees Policy and Procedure
- Technical assistance accessing the various technology platforms used as part of the course delivery and student record-keeping processes
- Providing administrative support for any changes to enrollment outlined in RTO PP022 Withdrawals, Deferment, Cancellation or Suspension and Refunds Policy
- Issuing certification as outlined in RTO PP024 Issuing and Re-issuing Student Certification Policy
- Communicating with students as required on matters not relating to course content or academic progress
- Taking feedback, and complaints from students for referral to the appropriate personnel as outlined in RTO PP020 Complaints and Appeals Policy and RTO PP016 Feedback Policy

Students should contact Support Services for all enquiries and assistance for any matters not relating to specific course content or their academic progress.

### 2. Internal Academic Support

Academic support is provided by Course Coordinators and Facilitators, supported by the Manager Accredited Training where required.

#### A. Course Coordinators

Course Coordinators are responsible for the overall management and monitoring of the course, the resources and the student progression within the course. This includes the following student support functions:

- Sending an email to students to introduce themselves and explain the Course Coordinator role (see Appendix A for recommended email template)
- Reviewing any LLN support requirements or any other needs of individual students and developing a support plan in conjunction with the student and facilitators that will deliver the training and assessment
- Assisting the Manager Accredited training with any claims for RPL
- Completing a course induction for students or assigning this task to a delegated facilitator

- Monitoring student progress outlined in RTO PP008 Progression and Intervention Policy
- Ensuring that student assessments are marked as outlined in RTO PP003 Quality Training and Assessment Policy
- Providing guidance and advice for students about their learning and assessment in the course.
- Assisting students who want to defer or seek extensions on their assessments
- Providing general support to students with their academic progression
- Managing and monitoring the mental and physical well-being of students
- Providing emotional support and advice/referral if required
- Communicating with students as required on general matters relating to course content or academic progress
- Taking feedback, and complaints from students for referral to the appropriate personnel as outlined in RTO PP020 Complaints and Appeals Policy and RTO PP016 Feedback Policy

Students should contact the Course Coordinator for all enquiries and assistance for any matters relating to specific course content, their academic progress or their general health and wellbeing.

## B. Facilitators

Facilitators are responsible for delivering training and/or assessment to the students. In some cases, the facilitator may also be a Course Coordinator. They provide the first point of contact for students when they have questions about specific course content or assessment tasks.

Facilitators will offer support to students in the following ways:

- Supporting Students and Course Coordinators in the development and implementation of Student Progression Plans
- Making adjustments to course delivery methods and styles to support both groups of students and individuals
- Providing targeted support for students with their academic progression, within the scope of their subject matter expertise
- Making reasonable adjustments to assessments for students where required as outlined in RTO PP009 Reasonable adjustment
- Assisting students who need additional LLN support within the scope of the trainer and/or assessor role
- Marking assessments, and providing feedback to assist students in attaining competency as outlined in RTO PP003 Quality Training and Assessment
- Managing and monitoring the mental and physical well-being of students
- Providing emotional support and advice/referral if required

Students should refer directly to the facilitator that is responsible for the relevant portion of the course with which they need support, for all matters relating to the content or assessment requirements.

Students may also refer to a facilitator with whom they have developed a relationship where they need further guidance or information where they cannot, or do not wish to contact Support Service or the Course Coordinator.

As facilitators are most likely to form a relationship with students, they may often be the first point of contact for other issues. In these situations, the facilitator should refer the student to the appropriate person to assist with their needs and requirements.

### C. Manager, Accredited Training

The Manager, Accredited Training has overall accountability for the student experience. They are accountable for addressing student concerns that cannot be resolved through the channels documented above. The Manager Accredited Training will also:

- Support Students and Facilitators in any appeals processes when required
- Address any Student complaints in line with RTO PP020 Complaints and Appeals

### 3. External Support.

From time to time, students may require support outside the expertise of ACF. In these circumstances, Student Support will provide access to a list of available services. This list is also available on the ACF internet site and is regularly updated. The types of referrals may include:

- LLN Support outside the scope of the facilitator's role
- Study support
- Interpreters
- Counselling services
- Financial support services
- Mental health support
- Disability support
- Medical emergencies or assistance
- Technical support outside the scope of ACF systems
- Cultural support
- Legal support

## Forms and Records

The following forms should be used in conjunction with this procedure:

- RTO PP006/01 Student Support Services List
- RTO PP001 Student Handbook

The following references should be read in conjunction with this procedure:

- RTO PP026 Fair Treatment & Equal Opportunity
- RTO PP011 Application Enrolment Policy and Procedure.
- RTO PP013 Credit Transfer Policy & Procedure
- RTO PP012 Recognition of Prior Learning Policy and Procedure
- RTO PP019 Fees Policy and Procedure
- RTO PP022 Withdrawals, Deferment, Cancellation or Suspension and Refunds Policy
- RTO PP024 Issuing and Re-issuing Student Certification Policy
- RTO PP020 Complaints and Appeals Policy
- RTO PP016 Feedback Policy
- RTO PP003 Quality Training & Assessment
- RTO PP008 Progression & Intervention
- RTO PP009 Reasonable Adjustment

## Appendix A - Welcome Email Recommendation


Dear <student name>

Welcome to your <course name>, we are very excited that you chose ACF to undertake your studies.

By now you would have received several emails from our Support Services team to help you with getting set up and ready for your course. The Support Services team are here to help you with all the non-academic and technical support for your course completion and should be your first contact point for anything that is not directly related to the course content or your academic progress.

My role is as the Course Coordinator and I am here to support you with the academic coordination of your course, and to support the various facilitators that will guide you through your learning journey. You should contact me at any time for questions relating to any guidance and support that you need to complete your learning and assessment, your general health and well-being and to discuss any feedback or concerns that you have with your course in general. I can also help you with specific course content where you are unable to contact the facilitator for that topic.

I look forward to working with you on your learning journey with ACF and wish you every success.

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