Additional Support Policy

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Related policies	▪ Training and Assessment Policy ▪ RPL and Credit Transfer Policy ▪ Enrolment Policy ▪ Continuous Improvement Policy ▪ Complaints and Appeals Policy
Related procedures	▪ RPL Procedure ▪ Enrolment Procedure ▪ Continuous Improvement Procedure ▪ Complaints Procedure ▪ Additional Support Procedure
Forms and supporting documents	▪ Training and Assessment Strategy ▪ Training Plan ▪ Amount of Training Analysis Template ▪ Formal Written LLN Assessment ▪ LLN Assessment ▪ Pre-enrolment Assessment Form ▪ Enrolment Form ▪ Continuous Improvement Form ▪ Continuous Improvement Register ▪ Complaints and Appeals Form ▪ Complaints and Appeals Register

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PURPOSE

South Sydney College is responsible for ensuring that its educational and support services meet the needs of the student cohort/s undertaking the training and assessment and to support students to adjust to study life in Australia, in order to endure the mental and physical well-being of the overseas student and to achieve their learning goals and to achieve satisfactory academic progress and learning outcomes of the course.

This policy ensures that South Sydney College has mechanisms in place to collect, analyse and act on any support requirements that are additional to the provision of standard services. This ensures individual students are provided access to the educational and support services necessary for them to meet the requirements of the training product as specified in training packages or VET accredited courses, and to ease their transition into life and study in Australia.

This policy also ensures that South Sydney College determines the amount of training required in accordance with the requirements of the relevant training package and in consideration of each individual student's existing skills, knowledge and experience with respect to the relevant vocational competency.

RELEVANT STANDARD(S): Standards for Registered Training Organisations (RTOs) 2015 Standard 1 – Clause 1.7, CRICOS National Code 2018, Standard 6

POLICY PRINCIPLES

South Sydney College is responsible for collecting, recording, analysing and acting on additional support information that could adversely impact on a student's ability to undertake and complete a course.

This includes, but is not limited to any disability or impairment that restricts access and equity as well as English language, literacy and numeracy (LLN) information obtained from students prior to enrolment and prior to the commencement of their first unit of competency.

Educational and support services may include, but are not limited to:
a. pre-enrolment materials;
b. study support, tutorial support assistance and study skills programs;
c. language, literacy and numeracy (LLN) programs or referrals to these programs;
d. equipment, resources and/or programs to increase access for students with disabilities and other students in accordance with access and equity;
e. learning resource centres;
f. mediation services or referrals to these services;
g. flexible scheduling and delivery of training and assessment;
h. counselling services or referrals to these services;
i. information and communications technology (ICT) support;
j. learning materials in alternative formats, for example, in large print;

k. learning and assessment programs contextualised to the workplace;
l. reasonable adjustments for any disability or impairment; and
m. housing and tenancy services or referrals to these services;
n. financial support services or referrals to these services;
o. health services or referral to these services; and
p. any other services that the RTO considers necessary to support students to achieve competency.

South Sydney College will abide by the following principles:

1. **Assessment of Need and Identifying Additional Support**

    1.1 Each eligible student of South Sydney College is asked to provide information prior to enrolment to a full qualification or training regarding any additional support requirements. The **Enrolment Form** and **Pre-Enrolment Assessment Form** provides students with the opportunity to identify and advise if they are aware of LLN issues, disabilities or impairments that may impact their ability to undertake study in their chosen course.

    1.2 Error! Reference source not found. will conduct assessment of need prior enrolment or prior commencement of training. It will ensure that assessment of need is undertaken at the earliest possible opportunity and that it manages any identified support needs.

    1.3 It may also identify and act on student support needs at the time of enrolment, and/or any time prior or during the delivery of training.

    1.4 It will document the results of the assessment of need and ensure that this is reflected and managed in the student's training records.

    1.5 South Sydney College's assessment of need involves, but will not be limited to the following:

        1.5.1 eligibility assessment to assess eligibility of student for the course;

        1.5.2 LLN skills assessment to ascertain whether the level of the qualification and proposed learning strategies and materials are appropriate;

        1.5.3 determining the most suitable qualification for the student, based on the student's existing educational attainment and capabilities;

        1.5.4 offering RPL to the students when applicable, explain credit transfer obligations and identifying any relevant competencies previously achieved (refer to the RPL Policy);

        1.5.5 assessing the need for additional support;

        1.5.6 identifying any actions or strategies to be implemented to address identified needs for the student including any adjustment required to the learning program, delivery of learning and materials used for learning to ensure that retention and completion outcomes are improved.

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2. **Student Support Service – Orientation Program**

2.1 South Sydney College will conduct an age appropriate, culturally sensitive and thorough orientation programme for new international students prior commencement of training. This orientation will provide information regarding (but not limited to):

2.1.1 Support services available to assist in the transition into life and study in Australia

2.1.2 English language and study assistance programs

2.1.3 Support services available to assist overseas students with general or personal circumstances that are adversely affecting their education

2.1.4 Accessible services for information on overseas students employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman

2.1.5 Legal services

2.1.6 Campus safety and general information on safety and awareness relevant to life in Australia, such as but not limited to beach safety, etiquette and laws concerning smoking in Australia

2.1.7 Emergency and health services

2.1.8 The college's facilities and resources

2.1.9 Complaints and appeals processes

2.1.10 Information on visa conditions relating to course progress and, if applicable, attendance

2.2 The orientation programme will be accessible to all overseas students. Special orientation session will be conducted to cater to students with late arrivals and students with a different start date.

2.3 The information provided in the orientation will also be accessible to the students via the college website and student handbook.

2.4 South Sydney College remains conscious of the student's privacy and confidentiality in order to satisfy the Privacy Act. Please refer to the Privacy Policy for more information.

2.5 South Sydney College remains aware of cultural sensitivities and endeavours to prevent offence to the students, their families or any of their representatives.

3.   Student Support Service – Access to Educational and Welfare Support Services

3.1   South Sydney College will assist students in order to transition into life and study in Australia smoothly. To do this South Sydney College will ensure that:

3.2   Individual students are provided access to the educational and support services necessary for them to meet the requirements of the training product as specified in training packages or VET accredited courses and to assist them in maintaining their attendance.

3.3   Students are made aware of opportunities for recognition before the start training and that adequate information, support and opportunities are provided to the students to engage in the Recognition of Prior Learning (RPL) process when applicable. (Refer to the RPL Policy)

3.4   South Sydney College can provide additional support to overseas students at no additional cost, where reasonable. Students will be informed prior to enrolment of any limitations to the support that can be provided, so that they can make informed decisions regarding their training.

3.1.1   Any additional support service that can be rendered in-house will be provided to the student at no additional cost.

3.1.2   Where support from an external service provider is necessary, South Sydney College will provide referrals to the student at no additional cost.

3.1.3   Where necessary, South Sydney College will endeavour to arrange affordable external services for its students.

3.5   When additional costs are required to provide additional support, the student will be notified and provided information prior to enrolment.

3.6   It has intervention strategy for students at risk of not meeting course requirements and this intervention strategy will be activated when students are identfied as being at risk. Students who are identified to be at risk will have access to the available and applicable support services in accordance with the intervention strategy.

3.7   It has policies and procedures in place to monitor attendace requirements and identify students at risk of not meeting the attendance requirements. Students identified as not achieving satisfactory attendance will be contacted to have access to applicable support an intervention.

3.8   Welfare support services are available to students to assist with issues such as accommodation, course progress and attendance requirements. These services are provided at no additional cost to the students including referal to external support services.

3.9 Designated staff member(s) acting as the official Student Contact Officer(s) will assist to meet the needs of the international students. Student contact officer(s) will have access to up to date details of the educational and welfare support services provided by the college and the knowledge of their obligations under the ESOS framework.

3.10 There will be sufficient student support personnel to meet the needs of the students enrolled.

4.   Provision for Reasonable Adjustment

4.1 Upon student advice of any disability or impairment that may impact on their studies, South Sydney College will review the information provided and where necessary, make contact with the student to determine the additional support requirements.

4.2 South Sydney College will arrange for reasonable adjustment to be applied to training or assessment tasks where it is appropriate. It will ensure that the reasonable adjustment applied does not impact the integrity of the training package requirement. (See the Training and Assessment Policy)

5.   Language Literacy and Numeracy (LLC)

The Language, literacy and numeracy assessment is part of South Sydney College's initial skills and upfront needs assessment process. LLN assessment will help to ensure prospective students have the minimum levels to access the vocational course of their choice.

5.1 LLN Assessment - South Sydney College uses the Pre-Enrolment Assessment Form to review and assess each student's training needs, relevant current competencies, Language, Literacy and Numeracy skills and eligibility for recognition of prior learning (RPL). Information gathered through this form will be used to facilitate provision of additional support required in areas such as language, literacy and learning and assessment, while ensuring that students receive the maximum outcomes and benefits from the training, in relation to set learning objectives, career opportunities and skill level.

5.2 South When the LLN assessment outcome identifies that the student does not have adequate language, literacy and numeracy levels of their chosen course, the administrative staff will:

5.2.1 explain to the student the challenges that will be encountered in completing the course with their LLN level;

5.2.2 provide information on where they can obtain assistance with their LLN issue; and

5.2.3 offer other options and pathway for training until they are within the ACSF level requirement of the course.

6. **Disability and Impairment**

   6.1 The South Sydney College will advise the training in writing of any identified disability or impairment that may impact the studies of a student. The trainer is responsible for reviewing the information provided and where necessary making contact with a student to determine any further additional support requirements. The support will vary depending on the individual needs of a student.

   6.2 South Sydney College trainers may arrange for reasonable adjustment to be applied where it is appropriate to the assessment and does not impact the integrity of the training package requirements. (See Training and Assessment Policy)

   6.3 South Sydney College trainers will endeavour to work with the student to determine and provide reasonable access to training facilities, materials and resources to allow them to undertake their studies.

   6.4 Where appropriate, South Sydney College will seek external assistance to ensure additional support services are available.

7. **Determining the Amount of Learning**

   7.1 South Sydney College ensures each student's skills and experiences relevant to respective vocational competencies are considered in the development of their learning plans. It follows the procedures outlined in the Upfront Assessment of Need procedural document in determining how the student's existing skills, knowledge and experience impacts the amount and level of training they will require.

8. **Access and Equity**

   8.1 South Sydney College does not discriminate against any student enrolling or engaging in any course. Its aim is to advise students as much as possible on how they can attain support with any additional support requirements and how it will be able to support them (including on limitations of support). Ultimately, it is the choice of student as to whether or not they wish to proceed with their enrolment.

9. **Records Management**

   9.1 South Sydney College will document the assessment of need for each student in their student record.

   9.2 South Sydney College will retain all documents and reports pertaining to a student's individual record following enrolment.

MONITORING AND IMPROVEMENT

The **Error! Reference source not found.** will be responsible for ensuring compliance with the Student Enrolment Policy and Processes. All Administration Staff are responsible for the correct and accurate enrolment in accordance with this policy and relevant procedural documents.

The Management/CEO of South Sydney College ensures that its staff members and student contact officer(s) who interact directly with the students are aware of the college's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.

All enrolment practices will be monitored by the Error! Reference source not found.. Areas for improvement will be identified and discussed during the Continuous Improvement Meetings. (See Continuous Improvement Policy)

Students and employers (if applicable) are encouraged to provide feedback on their experience and through South Sydney College's continuous improvement process.

Students can lodge a complaint or appeal an enrolment decision, as per South Sydney College's Complaints and Appeals Policy.

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LLN Support Services	Students with LLN issues may be referred to the following services to discuss any additional LLN support services available to them: 1. **Reading Writing Hotline** Phone: 1300 655 506 http://readingwritinghotline.edu.au 2. **Australian Council for Adult Literacy (ACAL)** Phone: (03) 9546 6892 http://www.acal.edu.au/index.htm 3. **NSW Adult Literacy and Numeracy Council (NSWALNC)** Phone: (02) 9514 3478 www.nswalnc.org.au 4. **Resources for people teaching or tutoring adult literacy** Literacy Face to Face Resource
Other Support Services Information	1. **Counselling & Career Services** Study Sydney http://www.study.sydney/english/live/support-services/ 2. **Financial support** Centrelink - Family and parenting payments: 13 61 50 Child Support Agency Australia: 131 272 help for separated parents over financial support of their children Credit Line: 1800 808 488 financial advice and referral, 9.30am-4.30pm Mon-Fri Multilingual information: 13 12 02 3. If you have a complaint and you are studying at a private education provider, contact the Overseas Student Ombudsman. 4. If you have an inquiry about visas or immigration visit the Department of Immigration and Border Protection website. 5. If you would like to search for or have an inquiry about courses, institutions, and scholarships, visit the Study in Australia website. 6. **International Student Coordinator** **<phone number>** **<email address>**

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15/05/2022 1.0	Initial development	A. Rotem	Archived	Creation date
12/09/2023 1.1	Compliance review	S. Roy	Current	