

## THE RTO STUDENT SUPPORT PROCEDURE

### 1 PURPOSE

- 1.1 The RTO Student Support Procedure sets out the procedures for The RTO to ensure access and equity for students and maximise student outcomes by providing support services before enrolment and throughout our courses.
- 1.2 The RTO is committed to providing students the proper level of ongoing support and any additional advice or assistance required to meet specific student needs.

### 2 SCOPE

- 2.1 The Procedure applies to all prospective and current students at The RTO, and all administrative and academic staff who facilitate teaching, assessment and administrative aspects of the student support.

### 3 IDENTIFICATION OF TARGET GROUP NEEDS

- 3.1 The RTO identifies training, assessment and support services for the intended target group when developing all Training and Assessment Strategies (TAS) and course brochures. Target Group needs are determined by analysing data from VET and Industry sources, consultation and feedback. The following areas are considered in the TAS:
- 3.2 **Participant and environment:**
  - 3.2.1 Entry requirements
  - 3.2.2 Education/study pathways
  - 3.2.3 Target audience
- 3.3 **Assessment resources, methods and timing:**
  - 3.3.1 Applicants' current competencies and experience (CT AND RPL)
- 3.4 **Support and Reasonable Adjustment:**
  - 3.4.1 Language, Literacy and Numeracy (LLN)
  - 3.4.2 Disabilities or temporary injury or illness
  - 3.4.3 Reasonable adjustment

### 4 IDENTIFICATION OF STUDENT NEEDS

- 4.1 The RTO trainers and administrative staff encourage students to express their views about their learning needs at all stages of their learning experience, from the initial contact and enrolment through to completion of their training.

- 4.2 The RTO staff are responsible for identifying students' needs throughout the enrolment process, coursework and any interaction that a staff member may have with a student. It is the responsibility of the Course Trainer to monitor student progress and notify the Lead Trainer/Course Coordinator of any needs that are identified.
- 4.3 Student needs may be identified as, but not limited to, the following:
- 4.3.1 Language, Literacy and Numeracy;
  - 4.3.2 flexibility of training;
  - 4.3.3 adjustment to training;
  - 4.3.4 access to materials and equipment;
  - 4.3.5 knowledge and understanding of subject;
  - 4.3.6 validation of current competencies;
  - 4.3.7 disabilities, illness or injury;
  - 4.3.8 hardship and health issues;
  - 4.3.9 fee payment concerns.
- 4.4 Additional support services that can be provided to the student by The RTO in collaboration with the university include:

	<b>Academic support</b>	<b>Non-academic support</b>
The RTO	<ul style="list-style-type: none"> <li>• Assistance when applying for RPL or Credit Transfer</li> <li>• Learning and assessment support</li> <li>• Briefings on the assessment process</li> <li>• Whether or not any reasonable adjustments need to be applied to suit the student context</li> <li>• Referral to language, literacy and numeracy (LLN) assistance</li> </ul>	<ul style="list-style-type: none"> <li>• Digital literacy skills</li> <li>• Fee payment options and access to payment plans</li> </ul>
The College	<ul style="list-style-type: none"> <li>• Library</li> <li>• Study skills</li> </ul>	<ul style="list-style-type: none"> <li>• Counselling services</li> </ul>
Western Sydney University Shared Services		<ul style="list-style-type: none"> <li>• Disability assistive technology</li> <li>• Disability services</li> </ul>

	<b>Academic support</b>	<b>Non-academic support</b>
		<ul style="list-style-type: none"> <li>• Office of Equity and Diversity</li> <li>• Grievance/conflict resolution</li> <li>• Student welfare and support</li> <li>• Stress management</li> <li>• Referral to hardship, support and health services</li> </ul>

## **5 COURSE SUPPORT STRATEGIES**

5.1 Specific strategies to support students in their study include:

5.1.1 providing video, written learning material and practical exercises to reinforce the learning;

5.1.2 encouraging students to work at their own pace;

5.1.3 ensuring individual support and advice to students provided by Course Coordinators and Trainers;

5.1.4 applying the principles of reasonable adjustment to training and assessment;

5.1.5 providing LLN and technical support to assist with industry specific terminology and technology;

5.1.6 providing support for identified learning or other issues;

5.1.7 referral to external support specialists as necessary.

5.2 The RTO supports students to make appropriate choices and maintain commitment and motivation and identify and seek support needed to achieve individual goals by:

5.2.1 providing clear and accurate information prior to and during enrolment, and throughout the course; via our website, on the LMS, staff interactions, calls, emails, advertising and the Student Handbook;

5.2.2 fostering an environment that encourages open two-way communications;

5.2.3 ensuring that the student recruitment and admission process is bias-free and non-discriminatory;

5.2.4 identifying specific student needs through student evaluation and assessment during the application and enrolment processes;

- 5.2.5 identifying specific student needs through ongoing staff interactions and feedback;
- 5.2.6 responding to identified issues in an appropriate and timely fashion.
- 5.3 Skills guides and other resources which support skill development (e.g. orientation to study, study skills, referencing conventions, etc.) are available throughout students' study with The RTO.
- 5.4 The RTO staff, including Lead Trainer, Course Coordinators and Trainers respond to student queries within two working days. Students are provided with all relevant contact details and communication guidance during Orientation.
- 5.5 Study skills strategies are incorporated in units within the TAE40116 qualification (TAELLN411 Address adult language, literacy and numeracy skills).

## **6 STUDENT SUPPORT PLAN**

- 6.1 Where a student is assessed as needing support, the Lead Trainer ensures a Student Support Plan is developed outlining the appropriate support mechanisms based on pre-approved strategies. The completed Student Support Plan is sent through to the Trainer and saved into the student file on the student management system. The Student Support Plan is recorded on the Student Support Register.
- 6.2 Support strategies of an administrative nature will be actioned by the Course Coordinator. Once actioned these will be recorded in the student's file.
- 6.3 Support strategies relevant to the facilitation of training and assessment of the student will be actioned by the Trainer (e.g. coaching and/or extra time given to the student to complete assessments). The Trainer will confirm implementation of the appropriate strategy to the Course Coordinator via email. The email will be saved in the student's file.
- 6.4 The Course Coordinator is responsible for checking the student's progress on a fortnightly basis for short courses, and a monthly basis for full qualifications. This is done by reviewing the student's attendance at training sessions, phoning the student where there has been minimal participation, and/or reviewing the student's assessment submission progress. All communication with the student is noted in their file on the student management system, including a summary/ uploaded e-copy of the content discussed.
- 6.5 The Trainer will also report on the student progress via the Trainer Daily Reports.
- 6.6 Any changes to student support are recorded on the Student Support Register by the Course Coordinator and/or Trainer. A new Student Support Plan may be required where there are significant changes for the student. Where there is minimal progress, the Course Coordinator will report to the Lead Trainer for further follow up and action.
- 6.7 If the student progression is non-existent, the matter is to be referred to The RTO Director.

## **7 STUDENT COUNSELLING**

- 7.1 The RTO will provide access to a range of support mechanisms to students who are experiencing personal, health or social issues impacting on their ability to achieve their student goals.
- 7.2 Where student issues are beyond the expertise of the support services provided by Western Sydney University and The RTO, they will be referred to external agencies for specialised support and counselling.

## **8 DECISIONS, NOTIFICATION AND RECORD KEEPING**

- 8.1 Student support strategies are recorded on the Student Support Plan and saved in the student's file on the student management system.
- 8.2 All student monitoring of progress is recorded in the student's file on the student management system.
- 8.3 The RTO staff and Trainers will record any conversation undertaken with a student, including discussions about providing extra support, reasonable adjustments or referral to the Student Support Services.

## THE RTO STUDENT SUPPORT PROCEDURE

### STATUS AND DETAILS

<b>Status</b>	Current		
<b>Version</b>	1		
<b>Effective Date</b>	10 March 2021		
<b>Review Date</b>	10 March 2024		
<b>Approval Authority</b>	The RTO Committee		
<b>Approval Policy</b>	The College Senior Management Team		
<b>Governing Authority</b>	Western Sydney University Enterprises Board		
<b>Unit Responsible</b>	The Registered Training Organisation		
<b>Enquiries Contact</b>	The College RTO E: <a href="mailto:rto@westernsydney.edu.au">rto@westernsydney.edu.au</a>		
<b>Available On</b>	SharePoint	<input type="checkbox"/>	Website <input checked="" type="checkbox"/>
<b>Procedure Code</b>	PRC_ACA_006		
<b>Procedure Category</b>	Academic		
<b>Related Documents, including Legislation/Policies/Procedures</b>	LLN Testing Documents The RTO Admissions Policy The RTO Admissions Procedure The RTO RPL and Credit Transfer Policy The RTO RPL and Credit Transfer Procedure The RTO Student Complaints and Appeals Policy The RTO Student Complaints and Appeals Procedure Western Sydney University's Student Support Policy The RTO Student Handbook Letter of Offer Student Support Register Student Support Plan Template Training and Assessment Strategies Trainer Daily Reports Attendance Records		

	Standards for Registered Training Organisations (RTOs) 2015
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**Summary of Changes from Previous Version**