

## **Student Support and Welfare Policy & Procedure**

### **Policy**

The purpose of this policy and procedure is to maximise the outcomes for the learner by ensuring that students receive training, assessment and support services that meet their individual needs.

TDT Training Australia (TDT) will determine the support needs of individual learners to provide them with access to the educational and support services necessary to meet the requirements of training product, as specified in training packages or VET accredited courses. TDT will also ensure that students remain fully informed about any changes to agreed services.

This policy is mapped to requirements listed under Standards for Registered Training Organisations (RTOs) 2015 (clauses 1.7, 5.4 and 6.1 to 6.6)

TDT is committed to ensuring that all students receive adequate learning support to ensure their full potential is reached. Therefore, TDT ensures that:

- The learning and support needs of all students is assessed upon entry into a program.
- All students are aware of how to access the services they require to successfully complete their training and assessment program.
- Feedback is collected about TDT's provision of support services and the feedback is systematically collated, analysed and used to improve training services.

### **Scope**

This policy applies to all students enrolled in TDT courses and all TDT Support Staff involved in providing services to students across TDTs business operation related to Marketing, Enrolment, Support and progression, Training and Assessment, Completion and Regulatory Compliance and Governance.

### **Procedures**

TDT determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages

1. Student's needs are identified upon entry into their course of study. Information to make this assessment is gathered through information provided by the student on the application form. Student needs are also identified through:
  - a. Discussion with the student during marketing, recruitment and their induction into the program prior to commencement of training .
  - b. Gathering information about each Learner's prior formal and informal learning and encouraging them to seek recognition for this through the RPL process.

- c. Developing an individual training and assessment record for each learner during the initial stages of a qualification
2. Every learner, prior to enrolment, undergoes a pre-training review based on which TDT provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account individual's existing skills and competencies. Recognition of Prior Learning and Credit Transfer arrangements are explained and offered to the learner if applicable.
3. Every learner also undergoes formal Language, Literacy and Numeracy skills test to identify individual LLN needs.
4. Physical needs, that the learner outlines on their enrolment form, will be discussed with the learner to determine a strategy to undertake the course or to outline grounds for not being accepted into the course.
5. The learner is enrolled in an appropriate course based on the learner training needs and each individual learner's pre-training review and language literacy and numeracy levels, and physical needs, in consultation with each learner.
6. TDT may adjust the learning material to satisfy the needs of any learner, such as converting learning materials in alternative formats, such as to large print, contextualising learning and assessment programs to the workplace, providing information and communications technology (ICT) support and/or flexible scheduling and delivery of training and assessment.
7. TDT will also ensure that students remain fully informed about any changes to agreed services. A notification of change will be released as soon as practicable or at least 10 days prior to the change. The change may be in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.
8. Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively as per TDTs complaints and appeals policy and procedure.
9. Feedback from Learners will be taken within 12 months of course completion on every aspect of training, assessment and support services including marketing, enrolment, progression, completion, management & governance offered during the course of study.
10. Learner support

All students are provided with a range of learning support options and resources to help them achieve competency. This includes:

- Support from appropriately qualified trainers including through phone and email contact details.
- Classes, tutorials and workshops. These may be optional depending on the student's course of study.
- A range of short course training programs that may be complementary to full qualification courses.
- Online support and simulations for some courses.

- Computer and technology support from TDT It department
- Reasonable adjustments to assessment materials
- Referral to external support services such as the Reading Writing Hotline.

#### 11. Student Welfare

To protect the welfare of students and to ensure students have positive living, studying and working experiences, TDT:

- Does not permit or require students to attend scheduled classes (including time allocated for self-paced or online studies) for more than eight (8) hours in any one day, unless there is a reasonable course-related reason to do so.
- Does not permit or require full time students to attend scheduled classes prior to 8.00am and/or after 10.00pm, if required (including time allocated for self-paced or online studies), unless there is a reasonable course-related reason to do so.

#### 12. Additional Support Services

TDT recognises that all people learn differently and acknowledge that some students may require additional support. Additional support will be provided for any students experiencing:

- Disability and access issues;
- Language barriers;
- Language, literacy and numeracy issues; and
- Any other issues that may affect their ability to achieve their training goals

Provision of additional support services will be made available where necessary to enable students to participate in the same way as any other.

Where there is perceived difficulty in achieving learning goals, the trainer will discuss these issues with the student. The student will be provided with information about possible alternative pathways, additional tools and resources, options and choices for accessing a supportive network. The information provided will vary depending on the individual needs of the student.

#### **Responsibility**

TDT's Quality Assurance Manager or equivalent in consultation with the TDTs Director is responsible for the implementation of this policy and procedure and to ensure that all TDT staff members are aware of the benefits and expected outcomes.

TDT provides students in need with contacts for special needs, such as the following external agencies:

#### **AMES (Adult Multicultural English Service)**

AMES is the largest provider of English language and Settlement services in Victoria, in addition to being a major supplier of specialist employment and training services in Melbourne.

Contacts are: <http://www.ames.net.au>

Enquires contact number: 13 2637

### **AMEP (Adult Migrant English Program)**

The Adult Migrant English Language Program (AMEP) provides up to 510 hours of free English language tuition to eligible migrants from the skilled, family and humanitarian visa streams, to help them learn Basic English to assist with their settlement in Australia.

The Adult Migrant English Program has number of support services in place that are available to clients to help facilitate their attendance and participation in the programme. These include:

- Counsellors and Individual Pathways Guides
- Childcare
- Youth classes
- Settlement course and
- Bilingual support

Enquiries contact number: 133873

Email: [skilling@industry.gov.au](mailto:skilling@industry.gov.au)

### **Self-paced e-learning**

All migrants who want to improve their English language skills, including those who are not participating in the Adult Migrant English Program, can access free self-paced e-learning modules through the Adult Migrant English Program distance learning website at <http://amepdl.net.au/>

### **Reading and Writing Hotline**

Telephone: 1300 655 506

Website: <http://www.readingwritinghotline.edu.au/>

For the price of a local call anywhere in Australia, the Hotline can provide the student with advice and a referral to one of many providers of courses in adult literacy and numeracy.

### **Centrelink**

Website: <http://www.humanservices.gov.au>

A student may be eligible for funding assistance if they are receiving one of the following:

- Pensioner Supplement Allowance;
- ABSTUDY (course dependent);
- AUSTUDY; or
- Youth Allowance.

(TDT administrative staff must maintain up-to-date information about services listed above along with current contact numbers and website links)

