

## Support Learners

### Student Support Services Policy and Procedure

#### (CLAUSE 1.7)

<b>POLICY</b>	<p>ACTA management ensures that prior to registration (and then during training) student administration 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 and/or accredited courses for all courses on scope – so that:</p> <ol style="list-style-type: none"> <li>1. ACTA does not disadvantage prospective learners by registering them into ACTA when ACTA cannot adequately provide for their learning needs through reasonable adjustments</li> <li>2. The learners achieve their training goals</li> <li>3. The RTO maintains compliance with all standards and requirements</li> </ol> <p>ACTA management acknowledges that to maximize the chance of learners successfully completing their training ACTA needs to:</p> <ul style="list-style-type: none"> <li>• identify any support individual learners need prior to their enrolment (as this comes prior to the commencement of their training)</li> <li>• provide access to that support throughout their training including face to face on ACTA premises as well as work-based training and RPL students</li> </ul> <p>ACTA management also understands that:</p> <ol style="list-style-type: none"> <li>1. ACTA student support capabilities are to be made clear in pre-enrolment information. Where these capabilities take into account all relevant legislative and regulatory requirements e.g. Access and Equity, Anti- Discrimination and the responsibility of ACTA to make reasonable adjustments.</li> <li>2. If the provision of this support attracts an additional cost to the learner, e.g. independent legal advice, personal support etc. ACTA will make this clear in the pre-enrolment information.</li> <li>3. If ACTA cannot provide the support that is required ACTA will make these limitations clear in information provided to potential learners.</li> </ol> <p>NOTE:</p> <p><u>Educational services</u></p> <p>Refers to all training, assessment, related educational services and products provided by ACTA College</p> <p><u>Support services</u></p> <p>Includes all of the products and services provided by ACTA to assist and protect the student whilst they are receiving educational services e.g. LLN, Complaints and Appeals, student welfare</p>
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<b>PROCEDURE</b>	<p><b>Position Responsible:</b> Marketing Manager, Student Administration Manager</p> <p><b>Implementation</b></p> <p><b>RTO: Student Support Capability</b></p> <p>The CEO in constructing the Business Plan includes a capability statement that identifies the package of educational and support services that the RTO intends to provide.</p> <p>The CEO in collaboration with the Student Administration Manager and the Training Manager identifies:</p> <ol style="list-style-type: none"> <li>1. Training Package and Course requirements,</li> <li>2. Requirements under the 2015 RTO and other relevant standards</li> <li>3. Educational and support services required to meet the needs of the learner cohort/s undertaking the training and assessment</li> </ol> <p><b>TAS and student support provision</b></p> <p>The TAS designers identify and include on the TAS the ACTA Student Support Requirements as relevant to the course (refer to TAS policy and procedure)</p> <p>The TAS will identify the target market and their learning needs as well as the facilities, equipment, resources, educational support – as determined by the Training Package, course and any other relevant standards, legislation or licensing requirements.</p> <p><b>Pre Admission Student Information</b></p> <p>1. The CEO uses the approved Support Capability Statement and TAS to design pre-registration information that:</p> <ol style="list-style-type: none"> <li>a. Advises applicants as to support services available, how to access and any costs and limitations involved through: <ul style="list-style-type: none"> <li>• Website</li> <li>• Course outline/</li> <li>• Enrolment form</li> </ul> </li> <li>b. Designs pre-registration information to allow students the opportunity to advise ACTA of specific issues requiring support through: <ul style="list-style-type: none"> <li>• Enrolment form: Prior to a learner's enrolment or commencement, the learner is required to complete an Enrolment Form in which the learner is asked to identify any reasons why additional support is required and the type of support that is required.</li> </ul> </li> </ol>
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**Student Screening and Enrolment**

1. screen applications to ensure that the RTO can provide support as required

2. advise applicants in writing if support cannot be provided as it lies outside of ACTA student support capabilities and rejects application, providing advice for alternative arrangements e.g. other RTO
3. accept application for applicants requiring support as able to be provided by ACTA or rejects application providing reasons and other options

### **Post Admission Support**

1. monitor students throughout their training to ensure that they receive the support they require

Depending on the type of support which the learner requires this may include providing a range of both educational and support services including but not limited to:

- Internal Language, Literacy and Numeracy (LLN) support
  - assistive technology e.g. electronic whiteboards, computers for communication, Reading software, electronic organizers, video recorders, audio recorders
  - additional tutorials
  - study support and study skills programs;
  - External language, literacy and numeracy (LLN) programs or referrals to these programs;
  - equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
  - learning resource centers
  - mediation services or referrals to these services;
  - flexible scheduling and delivery of training and assessment;
  - counseling services or referrals to these services;
  - information and communications technology (ICT) support;
  - learning materials in alternative formats, for example, in large print;
  - learning and assessment programs contextualized to the workplace; and
  - any other services that the RTO considers necessary to support learners to achieve competency.
2. monitor and receive trainer and student feedback and respond to students indicating or requesting a need for additional support
  3. implement through continuous improvement and management meeting of improvements required in student support system
  4. maintain records of student support through record management system

## **Students as Consumers- Protection Policy**

### **Policy**

ACTA appreciates the importance of protecting the rights of students as consumers. ACTA has a series of policies and procedures in place which together comprise the ACTA Students as Consumers- Protection Policy.

These policies include the current:

- Complaints and Appeals
- Cancellation and Refund
- Student Feedback

All of these policies can be accessed by contacting Student Administration or through the Student Handbook.

## ***Student Support***

During training hours students on work site as well as in face-to-face training rooms can obtain support services for all academic and non-academic issues by

1. Contacting ACTA directly as follows:

Contacting ACTA:

Phone 1300 730 830 (during training hours) or on +61 400 505 059 after hours

Address: 32 Terminus Street, Liverpool NSW 2170

Email: [admin@ACTACollege.edu.au](mailto:admin@ACTACollege.edu.au)

Web: [www.ACTACollege.edu.au](http://www.ACTACollege.edu.au)

2. Speaking to any ACTA staff member
3. Lodging an internal request form (if applicable to the issue) eg: Complaints and Appeals , Refund, Deferment/Suspension, Assessment Resubmission or request for reasonable adjustment

### **Where Student Support services**

Includes all of the products and services provided by ACTA to assist and protect the student whilst they are receiving educational services e.g. LLN, Complaints and Appeals, student welfare

### **ACTA Code of Practice**

ACTA has voluntarily adopted the following Code of Practice for all students enrolled:

#### **Student rights include:**

- to receive the products and services they have paid for
- to receive high quality education and training
- be informed about the use of their personal information that is collected
- to provide feedback
- to be protected through Australian legislation
- to be protected through ACTA policies and procedures
- to study in a safe environment free from prejudice, discrimination and harassment

#### **Student Obligations include:**

- to undertake their studies as per ACTA schedules
- to provide accurate information to the provider including current personal and contact information
- to behave in a responsible and ethical manner
- to make all payments as per payment schedule

#### **Provider Rights include:**

- to receive all due payments from students
- to exercise all registration terms and conditions

- to have students behave in a responsible and ethical manner

#### **Provider obligations include**

- provide the training and support necessary to allow the student to achieve competency
- provide a quality training and assessment experience for all students
- provide clear feedback to the student
- provide a consumer protection system including an identified consumer protection officer
- maintain procedures for protecting students' personal information
- uphold and implement all policies and procedures
- uphold and implement all Australian legislation provisions

#### **Procedure**

At ACTA the Student Administration Manager is the designated Consumer Protection Officer. Their role is to be the first point of contact to manage all student protection issues and to ensure that ACTA implements its Consumer Protection requirements.

For all Student Consumer Protection issues students are required to:

1. Access the policy and procedure from the Student Handbook or Student Administration
2. Complete the required ACTA request forms and submit to Student Administration along with the supporting evidence if applicable
3. Liaise with Student Administration who will contact the student to discuss
4. Depending on the issue to read any outcome notice provided and to respond with an agreement or an intention to appeal the decision

In cases where the students feel matters are not resolved to their satisfaction and wish to go to a third party, they should contact ACTA in the first instance and/ or any representative of their choice.

## **RTO STUDENT SUPPORT CAPABILITY STATEMENT**

ACTA is a Registered Training Organization whose principal aim is to provide effective vocational training to students. To do this requires the provision of related student support services to registered students in compliance with the 2015 RTO Standards, Training Package and course requirements, relevant legislation, regulation, licensing, standards and industry requirements.

#### **Student Support Mission**

ACTA provides a range of educational and related support products and services which are provided to maximizes the potential of each individual learner to achieve their training goals and minimizes any barriers to participation

#### **Infrastructure**

##### Educational Support

ACTA provides a full suite of:

- Premises
- Facilities

- Equipment
- Resources

required to maintain all RTO and business (including licensing and council) requirements and to provide quality, industry reflective training in all courses on scope

Educational Support is available to all students at all times

In compliance with the 2015 Standards for RTOs these Educational and support services may include, but are not limited to:

- a) pre-enrolment materials;
- b) study support 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 learners with disabilities and other learners 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; and
- l) any other services that the RTO considers necessary to support learners to achieve competency.

#### Non Educational support

ACTA also recognises that students will have individual circumstances and learning needs that are required to be provided for through the provision of non-educational support.

Whilst it is the responsibility of the student to make these individual needs known to ACTA during registration the ACTA staff are required to remain aware of student situation and proactively make any concerns known to management so that assistance can be provided.

However, ACTA management is aware that the RTO has limitations in regards to the provision of non-educational support as this might lie outside of staff expertise or the capability of the ACTA to provide these services.

In these situations, ACTA will help student access community based support services that are available for students.

All limitations and costs associated with the provision of non-educational support services will be made known to prospective students through pre-registration information.

These Non-Educational and support services may include, but are not limited to:

- a) LLN
- b) Accommodation
- c) Crisis
- d) Financial
- e) Employment
- f) Health
- g) Family

- h) Counselling
- i) Medical
- j) Lifestyle
- k) Legal

**More information**

Information regarding the ACTA student support services can be accessed through:

- Website
- Course profiles
- Student Handbook
- Student Administration
- RTO Management
- Student Support Policy and Procedure
- Registration Form

**RTO Student Support Costs and limitations:**

1. Applicants conditions: disability or any physical attribute condition meet to course requirements that may influence student’s ability or to complete the training successfully.
2. support provided by ACTA
3. Cost of support
4. Limitations of support service

<b>applicants (or students) situation</b>	<b>support provided by the RTO</b>	<b>Costs</b>	<b>Limitations</b>
Wheel Chair Access	Head office is on street level	NA	NA
<u>Blind</u>	<p>ACTA will provide printed information on course in</p> <ul style="list-style-type: none"> <li>• larger print</li> <li>• electronic format to allow the student to amplify on screen or to print in a format which meets the students learning needs</li> <li>• tutorials can be recorded</li> </ul> <p>Assessments</p> <p>Knowledge can be undertaken as verbal assessments</p> <p>Practical: as research based can be assisted i.e. written by a third party– through prior arrangement with ABI to ensure that the work submitted is that of the student</p>	<p>NA</p> <p>NA</p> <p>NA</p> <p>NA</p>	<p>Course rules or practical assessments requiring physical demonstrations may not be able to be undertaken by a blind person – this lies outside of ACTA control</p> <p>ACTA does not have the expertise to convert to brail – this lies outside of ACTA capability</p>

		NA by ACTA but assistors might charge the student for their services	
<u>Deaf</u>	<p>ACTA courseware is visual based i.e. printed</p> <p>Tutorials can be recorded and provided to the student to get them transcribed</p> <p>Assessments are written</p> <p>Practical demonstrations may use the assistance of a signer to ensure WHS and any assessor feedback or instruction are understood</p>	<p>NA</p> <p>Student Personal cost of using this service</p>	
<u>Mental/psychological/emotional</u>	<p>This depends on the nature of the issue and type of support required</p> <p>ACTA has a list of external support services which the student can use</p>	NA by ACTA	ACTA does not employ staff with mental/psychological/emotional training- this lies outside of the ACTA capabilities
<p>Life situation</p> <p>E.g. homeless</p> <p>Crisis</p> <p>Health</p> <p>Family</p> <p>Financial</p> <p>Unemployment</p> <p>Life Style</p>	<p>ACTA will assist with accessing external support services which the student can use</p> <p>Critical incident as a crisis amongst the current student body will be managed by CEO of ACTA with external professional assistance if required</p>	<p>NA by ACTA</p> <p>Charges possible by external providers</p>	outside help may need to be used depending on the incident
<p>Language</p> <p>Literacy</p> <p>Numeracy</p>	Extra tutorial and assessment assistance can be organized through Student Administration with ACTA trainers/assessors	NA by ACTA	



	External LLN services – information provided to student	Charges by external providers	
Study Skills IT skills Research skills	Extra tutorial and assessment assistance can be organized through student administration with ACTA trainers/assessors  External LLN services – information provided to student	NA by ACTA  Charges by external providers	
Advanced Age	Not an issue of concern to ACTA unless this poses a requirement which can not be provided for	NA by ACTA  Charges by external providers	

### STUDENT SUPPORT SERVICES TO RPL WORK BASED STUDENTS

RPL students, undertaking work based RPL, have access to all ACTA Student Support Services

1. An ACTA Assessor will be on work site through a schedule of work site visits (Assessment Plan)
2. A component of these visits is to enquire as to any issues, problems the student is facing and what support is required
3. RPL work based students can also obtain student support by:
  - Contacting student administration directly by phone, email or in person
  - Reading all information as provided on the ACTA website and handbook – as well as any student correspondence sent to the students email address

#### Documents Required:

- Support Capability Statement
- TAS
- Enrolment Form
- Website
- Course Outlines/Brochures
- Enrolment Outcome Letter
- Trainer Feedback Forms
- Student Feedback Forms
- Continuous Improvement Forms and Register

#### Location of Documents:

- Policy and Procedure Manuals
- Forms Manual

- Electronic Management system
- Website

**Actual/Expected output from implementation**

1. To provide full and clear guidance to students to make an informed decision regarding registering with this RTO and enrolling for a particular course
2. Obtain the required information at the time of registration if support is needed
3. To determine prior to payment or start of training if this support can be provided and make alternative arrangements
4. To provide support throughout the students training to maximize chances of successful completion

**Input into continuous improvement leading to quality training outcomes**

1. Review support services and information regarding support services
2. Develop required actions to undertake improvements
3. To inform stakeholders as to improvements