Student Support & Welfare Services Policy

Purpose & Legislative Background

Clauses 1.3 (b) & 1.7 of Standards for Registered Training Organisations (RTOs) 2015 and Standard 6 and 8 of National Code of Practice for Providers of Education & Training to Overseas Students 2018, requires every RTO to determine the support needs of students and provide access to information about support services.

The purpose of the Student Support and Welfare Policy is to foster an environment that is conducive to effective learning and in which each student feels safe and supported and contributes in a positive manner to Buyers Agent Training community. This policy emphasizes the college's commitment to supporting student learning and well-being and promoting a positive learning environment for all involved.

This policy provides a student support mechanism that not only provides academic and learning support services but also an opportunity for students to access welfare-related support services to assist with issues that may arise during their studies.

Scope

This policy applies to all the current and prospective students of Buyers Agent Training.

Policy

Buyers Agent Training is committed to providing appropriate support and welfare services to students to enable and provide them with an environment, in which each student feels safe and supported, and contributes positively to Buyers Agent Training community.

Buyers Agent Training shall ensure that appropriate student support services are available to assist students in completing their studies and reaching their academic goals.

Student Support and Safety

Buyers Agent Training is committed to providing and maintaining an environment that is without risks to the health, safety, and security of Buyers Agent Training employees and students. Buyers Agent Training will achieve this by:

- Developing and implementing policies on the procedure to prevent and deal with any form of discrimination, harassment, or vilification of college employees and students.
- Upholding the Student Code of conduct.
- Appointing a Student Support Officer to provide ongoing student support services and refer

students to external providers as required for welfare related services.

- Providing referrals to external counselling services to students to deal with issues that are not within the college's expertise, scope, or authority.
- Keeping students abreast of any general security issues or concerns (relevant to international students in particular) as observed in media, or government announcements, and providing relevant information as appropriate.
- Monitoring student course progress and providing academic and administrative support to all the students within the college's policy framework to enable them to achieve their academic objectives.

Many issues may affect a student's social or personal life. Students will have access to the Student Support Officer to gain advice and guidance on personal, accommodation, or family/friend issues. Where the Student Support Officer feels further support may be required, a referral to an appropriate external support service will be organised.

Student Handbook

- All current and prospective students will be provided with a Student Handbook containing all the essential information to adjust to life in Australia including external resources for international students, college facilities and resources to help them with their studies.
- A copy of the Student Handbook will also be available on the college website.

Student Support Officer

- Buyers Agent Training will appoint a full-time, on-campus Student Support Officer to provide student support services including (but not limited to) accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress management. The student Support Officer will also coordinate learning and academic support services in consultation with the Academic Manager.
- Students will need to make an appointment to meet the Student Support Officer. Urgent matters will be attended to promptly on the advice of the front desk (initiated by the student) or college staff members.
- Academic and learning support needs will be referred to the Academic Manager. The Student Support Officer will, however, ensure that the required academic support services have been provided to the students through scheduled learning support sessions and/or activities, and will maintain regular communication with the students to obtain feedback. When needed, Buyers Agent Training shall consider appointing/delegating an academic staff as the Learning Support

Office based on the student needs analysis and review of the feedback. This position will dedicatedly assist and support students with academic issues and preparation, including writing, learning, and research skills under the supervision of the Academic Manager.

- Counselling services and other external referrals will be arranged if deemed appropriate by the Student Support Officer. There is no fee charged by the college for this welfare support and referral service. However, any cost charged by the external services will need to be paid directly by the students and will be published in the student handbook if applicable.
- All students are required to attend an orientation day before the commencement of their studies. The Student Support Officer shall discuss the provision of support services and how best the students can avail these services during their studies at Buyers Agent Training.

Academic and Learning Support

- Students may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their program or completing within the expected duration. Buyers Agent Training will, accordingly, provide ongoing academic support to students in form of Language, Literacy and Numeracy (LLN) programs or referrals to these programs if needed, course progress intervention and academic support if deemed at risk of not completing the course on time, scheduled learning and study support sessions, and academic support for people with disability and learning difficulties.
- Students can access the college's student support services by approaching either the Student Support Officer or any staff member in their immediate contact.
- All students will have unequivocal access to college resources and an equal opportunity to access college programs, services, and resources, including Information Technology (IT), library/ learning resources, course and learning materials, access to academic and administrative staff members, avenues to lodge and resolve complaints, student welfare and student support services, and access to their administrative and academic records.

Students with LLN Needs

- LLN needs will be identified through pre-enrolment and pre-training assessments, during student orientation, and/or trainer/assessors' recommendations. Buyers Agent Training will analyze these needs and provide a strategy for assistance. These needs will be addressed through classroom learning and assessment activities throughout the program. Buyers Agent Training's Core Skills and LLN Support Policy further supports these needs.
- For all learners, LLN is key underpinning skills that will support their vocational learning, the development of their employability skills and their workplace communication skills whatever level of course or training they are doing (The Crux of the Matter, DETT, 2011). Accordingly, Buyers

Agent Training will embed LLN principles within its delivery and learning and assessment tasks.

- Buyers Agent Training uses Australian Core Skills Framework (ACSF) as a reference to assess current LLN skill levels.
- LLN needs may be identified through student's self-assessment (pre-enrolment), during student orientation via LLN testing tool ROBOT LLN, and/or trainer/assessors' recommendations. These needs will be addressed through classroom learning and assessment activities for the program. Buyers Agent Training may refer students to appropriate levels of English language programs to external providers depending on the specific needs/requirements of the student.
- LLN skills assessment can be used to identify and describe an individual's performance in the core skills of learning, reading, writing, oral communication and numeracy so that training can be targeted to areas of need and an individual's progress monitored over time.

Students with Disability

- Buyers Agent Training acknowledges the Disability Discrimination Act 1992 and the Disability Standards for Education 2005, and its obligation as an education and training provider to support the rights of students with disability to participate in educational courses and programs on the same basis as students without disabilities.
- Students who wish to apply for adjustments to teaching or assessment methods based on a disability should contact Academic Manager and bring supporting documents for consideration of disability (e.g., a letter from your treating professional).
- Reasonable adjustments to training and assessment methods are made using the following principles (Ref: ACARA):
    - Students with disabilities are subject to the standard rules and policy on assessment and teaching methods, and assessment is only varied where a student can demonstrate with appropriate documentation that he/she is disadvantaged because of disability.
    - The nature of reasonable adjustments is such that they are designed to minimise the disadvantage experienced by students with disabilities, rather than provide students with a competitive advantage.
    - Any adjustments to assessment for a student with a disability are to be made in such a way as to ensure that the fundamental nature of the assessment remains the same i.e., students with disabilities are still required to demonstrate a pre-determined level of ability concerning essential competency requirements.

Student Hardship

- The requirements of study may present some students with hardship, due to economic, social, or other difficulties. Where genuine hardship exists, a student may seek permission to review

their workload or other related matters.

- To make a request, a student will be required to provide a letter to the Student Support Officer describing the reason for their hardship. It is essential to include evidence supporting a claim of hardship, for example:
    - Financial hardship: Financial documents, payslips or bank statements which indicate financial status.
    - Medical grounds: Medical certificates stating nature of the condition, duration.
    - Family Situation: Doctor or Counsellor's report or recommendation, external community/welfare agency recommendation.
- The student Support Officer shall review the request and where necessary arrange a face-to-face meeting to discuss the issues and provide the required support through internal or external referrals and advice.

Information to Students

Information on student support services and procedures for accessing these services, including contact details of the Student Support Officer will be made available to all the students through.

- Student Handbook
- Buyers Agent Training Website
- Student Orientation Program

The Student Support Officer shall ensure that up-to-date information is available for student support services and that any contact details provided are current.

Students may access the Student Support Officer directly (e.g., email, phone), by contacting any administrative staff, Academic Manager, or via the front desk. The front desk shall also assist with organising appointments as soon as practicable.

Review and Continuous Improvement

To ensure that the Buyers Agent Training has support services for students that are appropriate in scope and quality for the capacity of the Buyers Agent Training and mode of delivery of its programs, Buyers Agent Training shall implement a regimen of regular review and feedback from various stakeholders to monitor the efficacy of the availability and accessibility of the support services and action enhancements and improvements where necessary.

Stakeholder Feedback

Regular stakeholder feedback using survey instruments will inform the Buyers Agent Training when reviewing the adequacy of its support services through the following process:

- A survey of students is conducted for selected programs during each study period that will include a section on the quality of the Buyers Agent Training's support services soliciting suggestions on any improvements which might be made to improve the student experience.
- The key management staff will review the surveys, analyze the feedback, and summarize any issues raised concerning support services and make appropriate recommendations to the CEO.
- The CEO will meet formally and informally with the Student Support Officer to discuss any issues raised and to formulate possible strategies for improvement.
- The Student Support Officer will recommend any improvements to support services to the CEO for action.
- All improvements that have been recommended by the Student Support Officer to the CEO for action will be discussed by the key management staff and allocated to a responsible person for completion within an agreed timeframe.
- Outstanding actions will be monitored by the delegated key management staff until evidence of completion.
- Where amounts not allocated in the budget are required for the improvement of support services, the CEO will include it in their report to the shareholders in conjunction with a request for additional funding as required.

Ongoing Review

The Key management staff will continuously review the efficacy of support services in their areas of responsibility through the following process:

- Each member of the management staff will be required to report at each meeting on any issues related to support services that have arisen since the previous meeting. This will be a standing item on the agenda for meetings of the key management staff.
- Where improvements to the Buyers Agent Training's support services need to be addressed, any actions required will be decided upon by the management staff and will be allocated to a responsible person for completion within the agreed timeframe.
- Outstanding actions will be monitored by the management staff until evidence of completion.
- Where amounts not allocated in the budget are required for the improvement of support services, the CEO will include it in their report to the shareholders in conjunction with a request for additional funding as required.

Management Action and Responsibility

Refer to the RSA Matrix for details.

The policy must be approved by the CEO before it takes effect