

Student Support Policy



COMTECH
TRAINING

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Student Support Policy

Purpose

To ensure that all Comtech staff are aware and adhere to the Company Student Support policies so as to identify where a student may require additional support. Further that all students are aware at all times of the supports available to them so as to guarantee Comtech continues to provide the highest level of training and support for Comtech students.

Definitions

Course/s - Refers to all training delivered through Comtech's scope of registration, which include VET accredited, fee for service, vocational and pre vocational courses.

GM - General Manager

RTO - Registered Training Organisation

SNR - Standards of NVR Registered Training Organisations

VQF - The VET Quality Framework consists of:

- The standards of NVR Registered Training Organisations.
- The Fit and Proper Person's requirements
- The Financial Viability Risk Assessment requirements
- The Data provision requirements
- The AQF

Legislative policies – Standards for Registered Training Organisations (RTOs) 2015 – 1.1,1.3,1.7 & 1.8

AQTF 2.1 & 2.5

1. What is Student Support?

Comtech will provide assistance to each student so as to support a student's individual needs, providing where necessary all additional educational and support services for the student which are required for the student to meet the requirements of their training course.

Prior to commencing their training, a Student can make an appointment at any time (within business hours) to see/speak to the General Manager or delegated staff for free advice relating to:

- Disability Support
- LLN Support
- Educational and IT support
- Additional learning support
- Coping with assessments
- Advice on counselling services

Our staff will assist them in how to seek help with local welfare and guidance services as required.

2. Enrolment and Initial Assessment

- Initial assessment, LLN, will identify student literacy and numeracy abilities
- Initial assistance meeting will identify any previous education experiences, student needs and anything the student feels may impact on their learning
- Where a student nominates their disability on their enrolment, Comtech will ensure that the student meets with the Comtech Disability Support Officer to establish the client's suitability and individual requirements so as to enable them to complete the requirements of the enrolled competency/ies and to discuss any reasonable adjustment that Comtech will provide to facilitate their successful completion of the competency/ies.

It is acknowledged that Comtech has certain competencies on scope that may be unsuitable for a person with disabilities. If enrolling in one of these units, the Disability Support Officer will discuss any possible alternative options with the client.

2.1 Comtech obligations

- Following consultation with a student, realistic and possible outcomes are to be identified and established with the student. These outcomes are documented and accessible to the student.
- The trainer will provide clear instructions on what needs to be achieved and what supports will be provided to help the student achieve agreed outcomes. The student should have a very clear understanding of their current level of competency and the level of skill and knowledge required to achieve competency.
- If it is evident that the student is still experiencing difficulties at this stage, a second interview will be undertaken with the student outlining possible options. Referral to external agencies at this point may be required i.e. Foundation Skills Specialist. If in agreement the student will be referred to such a specialist for ongoing assessment assistance.

3. Additional Support Options

Following the initial assessment and through ongoing monitoring of students, it may be identified that additional support is required for a student during the course. Support options can be:

- Additional trainer and/or mentor support
- Individual assistance
- Additional course hours
- Reduced student to trainer ratio
- Individual support plan to be created
- Disability Support Officer
- Aboriginal Liaison
- Counselling

4. Individual Support Plan

- Student Support Training Plan to be created for and with the student
- Outlining of additional assistance required for student
- Feedback to student throughout process
- Consultation with employer, facilitator, co-ordinator to ensure effective support

5. Monitoring and Feedback

- Monthly monitoring of students
- Feedback to and from employers
- Facilitator support and feedback through assessment and class documentation
- Trainee Co-ordinators assigned to each student for individualised support.

6. Strategies to Manage and Support students through Training:

- Accurate initial assessments, which must be completed to ascertain a student's abilities
- Ensuring that students understand their responsibilities in a training environment
- Accommodating the individual needs of students in classes
- A consideration of cultural requirements in class placement
- Consideration of the relevant effects of culture on a student's learning (i.e. English as a second language).
- Identifying barriers to learning early and putting in place practical steps to address them
- Acknowledge student's achievements, particularly in the early stages, to maintain motivation
- Additional consultation with the Disability Support Officer
- Assistance from nominated Aboriginal Liaison Officer
- Having supportive training staff that are aware of the issues that can affect the students learning pathway.

7. Deferring Students

If an enrolled student indicates that they wish to defer Subsidised training in an Approved Qualification, Comtech must make every effort to assist enrolled students to continue training where possible.

8. Strategies to Manage Deferring Students:

- Consideration of the student's need to defer
- Offer assistance where possible, where the assistance is within the scope of Comtech
- Request permission from the student to refer them to an agency that may be able to assist the student in delaying their deferment.
- Advise to student of deferment of no more than 12 months from date of receipt of notice from student
- Comtech must advise students of the fee implication as per our Refund policy
- Advise student that after the period of deferment that the student will be treated as a new student and the notification of enrolment process must be carried out.

9. Discontinuing Students

If an enrolled student indicates that they wish to discontinue their training in an approved subsidised training qualification without completing the approved qualification, Comtech must;

- Determine if the reason for discontinuing relates to the performance of Comtech, including in respect of the delivery of subsidised training.
- Offer assistance where possible, where the assistance is within the scope of Comtech's abilities and if not refer the student to the appropriate professional external service for support
- Request permission from the student to refer them to an agency that may be able to assist the student in delaying their discontinuing.
- Must advise the student of the fee implication as per our Refund policy.

This policy applies to

Disability Support Officer
All Management
Compliance
Sales
Trainers/assessor
Admin

10. Forms –

- a) **LLN**
- b) **Initial assessment Form** - Identify trainer, assessor, student, date, location, reason for consultation, identify disability, is the student competent to commence their training? **If yes, proceed to Form 2** (Individual student Requirements Form) – **If No**, consider alternative training options with the student and or seek instruction as to whether the student may need any additional support services.
- c) **Individual Student Requirements Form** – Identify trainer, assessor, student, date, location, additional support required – agree with student on additional requirements and follow up date and signed by both parties – enter info into Axcelerate and make note of follow up date – copy to be sent to HR.
- d) **Alternative training Form** – Identify trainer, assessor, student, date, location, reason for alternative training options – clearly set out disability and as to why the student was not suitable to commence training in this industry.