Email: info@skillwisetraining.edu.au
Web: www.skillwisetraining.edu.au

Student Support Services Policy & Procedure

1.0 Policy

1.1 The purpose of this policy is to outline how SkillWise Training intend to meet the regulatory requirements relating to providing student support services to support needs of individual learners and access to the educational and support services as per the clauses of the Standards for Registered Training Organisations (RTOs) 2025.

1.2 This policy ensures that all students are given support while studying with SkillWise Training. This support includes both academic support and personal support and the following procedures ensure that students are made aware of the support available.

1.3 SkillWise Training is committed to assisting students to complete their studies through the provision of academic and welfare support.

Student support needs may concern (but are not limited to):

- language, literacy, and numeracy (LLN) issues
- disability
- digital literacy
- study assistance
- access
- cultural issues
- complaints and appeals
- personal circumstances

1.4 Student support needs are considered during the course development process by assessing the needs of the proposed target group and ensuring that the proposed training and assessment approach takes these needs into account.

1.5 As part of the enrolment process, SkillWise Training identifies students' suitability for the course, as well as their support needs.

1.6 Where support needs are identified, a Student Support Plan and Form is developed on commencement of the student in the course and in collaboration with the student. The Student Support Plan is regularly reviewed and adjusted as required.

1.7 SkillWise Training ensures that sufficient support staff are in place to meet the needs of the enrolled students. SkillWise Training nominates specific personnel for student support, the details of whom are provided to students.

1.8 There is no cost to access student support services provided within SkillWise Training and there are also no costs for a referral to an external support service, however accessing services outside SkillWise Training may incur costs and should be clarified prior to engaging external support services.

1.9 A course-appropriate orientation is provided to students to assist them to adjust to prepare for their studies. SkillWise Training conducts an age and culturally sensitive Student Orientation Program to enrolled students to provide them with the following, but not limited to, information:

a) About SkillWise Training
b) Legislative frameworks
c) Client Feedback
d) Offered qualifications or training programs
e) Credit Transfer
f) Recognition of Prior Learning
g) legal services
h) emergency and health services
i) facilities and resources
j) complaints and appeals processes; and
k) information relating to course progress and attendance.
l) SkillWise Training relevant policy and procedures including but not limited to:
    - Monitoring Student Academic Progress Policy and Procedures
    - Critical Incident Policy and Procedures
    - Extending Course Duration Enrolment Policy and Procedures
    - Complaints and Appeals Policy and Procedures (and Intervention programs)
    - Learning Management Systems Policy and Procedures
    - Refund Policy and Procedures
m) Student's rights and obligations
n) SkillWise Training rights and obligations
o) All information contained in the Student Information Handbook (copy to be provided to them during the orientation program or to refer them SkillWise Training's website).
p) Study assistance
q) The support services available to the students

1.10 Support services provided by SKILLWISE TRAINING can include:

- Pre-enrolment materials
- one-to-one support from the trainer/assessor

- support with personal issues
- access to additional learning resources
- reasonable adjustment in assessment
- learning resources centers
- social events
- buddy program
- information about external sources of support.
- Mediation services or referral to these services
- Counselling services or referral to these services
- IT Support
- Any other services that SKILLWISE TRAINING considers necessary to support learners to achieve competency.

1.11 SkillWise Training implements a critical incident policy and procedures that cover the action to be taken in the event of a critical incident, the required follow-up to the incident, the recording of the incident and the action taken.

Critical incidents include but not limited to:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster; and
- Issues such as domestic violence, sexual/physical assault, drug or alcohol abuse
- Non-life-threatening events

1.12 SkillWise Training will help students in accessing study support and welfare-related services during the duration of their course.

1.13 Students will be provided with the Change of Personal Details form, which is also available on the college website.

1.14 SkillWise Training surveys students about support services provided and uses the feedback to improve services provided.

2.0 Procedure

SkillWise Training recognizes that the students' personal, academic, social, emotional, and mental well-being is crucial to completing their studies. Students are designated with a Student Support Officer that they would be able to confide in regarding their concerns if they wish to.

The student Support Officer will also work closely with the trainer and RTO Manager to ensure that the students are performing well in their studies. If there are signs of underperformance, the student Support Officer will set an appointment with the student to discuss if they might have issues that are affecting their studies.

The following are indicators for the Student Support Officer to initiate engagement with the student:

- Absence from lectures without valid reasons
- Frequently missed deadlines for assessment submission
- Marked NYS by the trainer on consecutive assessments
- Trainer's feedback to the student support team

1. Assess student support needs during the course development process

1.1 Consider the support needs of the target group for the course during the course development process.

1.2 Review any feedback on support services that can inform support to be provided.

1.3 Document agreed support services for the course in the Training and Assessment Strategy and Course Brochure.

1.4 Check Student Handbook and Orientation PowerPoint and update as required with the identified student support services, including details of how to access for both internal and external services.

1.5 Ensure all staff have access to up-to-date details of student support services.

2. Assess student support needs during the enrolment process

2.1 The Admissions Team and trainers review the Enrolment Form, LLN test and the Learner Needs form to determine the types of potential needs/support required by the student prior to the commencement. If a student needs support, the Student Services team organises a consultation or meeting (phone/skype/ in person).

2.2 Discuss available support services with the student to identify the specific needs and to

develop a support plan to assist the student's study goals.

2.3 Use the Student Support Plan form to document the student's needs and how these will be actioned.

2.4 Refer the student to external support services where the support need cannot be met.

3. Provide orientation

3.1 Organise the orientation for students prior to commencing their course or on the first day of their course.

3.2 Conduct the orientation using the Orientation PowerPoints.

3.3 Answer all student questions.

4. Monitor student support needs

4.1 Regularly review the Student Support Plan to ensure actions are being implemented as required.

4.2 Adjust the Student Support Plan in consultation with the student as required.

4.3 At the conclusion of the student's course or when the Student Support Plan is complete, evaluate the effectiveness of the plan in consultation with the student.

4.4 Use the evaluation results to improve support services offered.
4.5 Regularly review external support services to check their details are the same as referred to in the Student Handbook and Orientation PowerPoint and to enter in any new services.

SkillWise Training will offer following support and services to students:

1. SkillWise Training will provide the students with Student Handbook, Course Brochures, policies and procedures, work-placement information (if applicable), facilities and resources available to the students to make them informed decision.

2. Where required, Individual Support Plan for each Student or Applicant will be created, and this may include:

a. additional one-on-one online session with Trainer and Assessor

b. reasonable adjustment if necessary for a student with learner support needs and this be recorded in the individual support plan

c. reasonable adjustment if the student declares any disability and/or health impairment and this be recorded in the individual support plan

d. External support or referral, depending on the needs of the student, may be to improve their LLN skills or Foundation Skills or study skills or skills in relevant component of the ICT, formal writing skills etc.

3. SkillWise Training may offer few options for eligible students to access financial support to complete their course

4. First Nations students and students from diverse backgrounds will be provided with the following:

a. culturally appropriate and targeted orientation programs and support services for the duration of their enrolment at SkillWise Training

b. If an Aboriginal or Torres Strait Islander student requires support or assistance with regards to study or general matters, they may liaise directly with their trainer or contact the student support team. Outside community services available include (but not limited to):

1. Aboriginal Counselling, VIC: https://www.vahs.org.au/family-counselling-service/
2. 13YARN [Thirteen YARN], Aboriginal & Torres Strait Islander crisis support line funded by the Australian Government. Phone 13 92 76 or https://www.13yarn.org.au/

5. SkillWise Training will provide a detailed overview of the Individual Learning Management System Portal to the students on the day of Orientation to make them familiar with it. It will introduce the facilities to the students to familiarise with the resources that are available to them.

6. SkillWise Training may refer a student who requires to access legal practitioner, the referral is at no cost to the student. Student would be responsible for any cost related to the legal advice provided by the lawyers.

7. SkillWise Training is committed to a culture that embraces and fosters diversity and inclusion. People from all social and cultural backgrounds will be equally treated and due respect will be given to the traditional owners of the land, Aboriginal and Torres Strait Islander people. The college will endeavour to ensure all staff, students, and those with whom we interact feel safe, respected, and valued for their diversity.

8. Student may seek to receive help if they have any concern with their mental wellbeing, domestic violence, relationship problems, gambling, and alcohol problems. SkillWise Training will endeavour to assist by providing the counselling services in all cases. However, when SkillWise

Training is unable to address any of the student concerns, student will be directed to the external professional help and counselling.

Recommended External Support Agencies

1. Learning Difficulties Australia: Learning Difficulties Australia is an association of teachers and other professionals dedicated to assisting students with learning difficulties through effective teaching practices based on scientific research, both in the classroom and through individualised instruction. https://www.ldaustralia.org/

2. Australian Council for Adult Literacy: The Australian Council for Adult Literacy promotes adult literacy and numeracy policy and practice. The council exists to:

- provide leadership in Australian debate on adult literacy and numeracy practices and policy
- build understanding of adult literacy and numeracy issues
- advocate on behalf of equitable adult literacy and numeracy provision for all Australians
- build links between people, organisations and systems, the participants and stakeholders in the adult literacy and numeracy field
- Work with other organisations on issues of mutual concern https://acal.edu.au/

3. Mind Spot: Mind Spot provides free, digital mental health services to adults across Australia via telephone or online.

i) Their services include confidential psychological assessments and clinically proven treatments. Their
ii) aim is to support people to learn more about their psychological health and learn skills to become emotionally resilient. Phone: 1800 61 44 34

4. Adult Migrant English Program (AMEP): The Adult Migrant English Program (AMEP) can help people to learn English. The AMEP provides free English lessons and childcare to eligible migrants and refugees. The Adult Migrant English Program is funded by the Australian Government Department of Home Affairs. There are lots of AMEP study options. Learners can study at a TAFE VIC campus during the day or evening, on weekdays or in Saturday classes. TAFE VIC campuses also offer some online classes. Learners can also study by distance learning and/or with a volunteer tutor

5. Australian Department of Human Services: The Department provides support, assistance and guidance for Aboriginal and Torres Strait Islander Australians who are studying or doing an apprenticeship or traineeship including information on other government and community support services https://www.servicesaustralia.gov.au/

6. indigenous.gov.au - Indigenous Advancement Strategy:
This website is designed to connect Aboriginal and Torres Strait Islander people with Australian Government policies and programs and raise awareness about the initiatives that affect them most.

Student Support Services Policy & Procedure

The Australian Government has made Indigenous Affairs a significant national priority. The Indigenous Advancement Strategy (IAS) is the way in which the Australian Government funds and delivers a range of programs targeting Aboriginal and Torres Strait Islander peoples and communities. https://www.indigenous.gov.au/

7. Aboriginal Family Domestic Violence Hotline: Victims Services has a dedicated contact line for Aboriginal victims of crime who would like information on victims' rights, how to access counselling and financial assistance. Aboriginal Family Domestic Violence Hotline 1800 019 123

8. eHeadspace: eHeadspace is an online and telephone service the supports young people and their families who are going through a tough time. You can drop by your nearest headspace centre or get confidential support 7 days a week between 9am and 1am. eHeadspace 1800 650 890

9. 1800RESPECT: 24-hour national sexual assault, family and domestic violence counselling line for any Australian who has experienced, or is at risk of, family and domestic violence and sexual assault. 1800RESPECT open 24/7 1800 737 732

10. Blue Knot Foundation: Telephone counselling for adult survivors of childhood trauma, their friends, family and the health care professionals who support them Blue Knot Foundation open 9am - 5pm 1300 657 380 Email helpline@blueknot.org.au

11. Relationships Australia: Support groups and counselling on relationships, and for abusive and abused partners. Relationships Australia to be connected to the nearest Relationships Australia branches. Call 1300 364 277

12. Disability Abuse and Neglect Hotline: An Australia-wide telephone hotline for reporting abuse and neglect of people with disability. Disability Abuse and Neglect Hotline 1800 880 052 TTY 1800 301 130

13. Drugs and alcohol:
Alcoholics Anonymous 03 9799 1199
Family Drug Support 03 4782 9222, 1300 368 186
Narcotics Anonymous 03 9212 3444

14. Centrelink Financial Assistance: Centrelink can provide crisis payments and other support in cases of domestic and family violence.

Find your local Centrelink office online - https://findus.servicesaustralia.gov.au/
Centrelink - help in an emergency - Monday-Friday 8am-5pm 132 850