

## Student Support Services

**Last updated :**

1 December 2015

**CEO Approval:**

**Lisa Materano (original signed)**

This policy covers standards 1.7

This policy commences from Version 2.0 from 1 December 2015.

This policy is applied in conjunction with the Access and Equity policy.

**Purpose:**

Blended Learning International will support students to make sure everyone has the opportunity to successfully complete their training and assessment program. Support is available to students who have language, literacy or numeracy support needs, disability support needs, or any welfare needs. Students requiring counselling or welfare support services will be referred to an appropriate support service.

**Scope:**

- Students
- Trainers/Facilitators
- Administration Officer
- Directors

## Policy and Procedure

1. Blended Learning International is committed to supporting students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.
2. Blended Learning International provides the opportunity for students to access Blended Learning International student services designed to assist students in meeting course requirements and maintaining their attendance.
3. Blended Learning International provides students an official point of contact. This is Blended Learning International's RTO Manager. This Manager will have access to up to date details of Blended Learning International's support services.
4. Blended Learning International provides sufficient student support personnel to meet the needs of the students enrolled in our programs.
5. Blended Learning International provides appropriate support services including study and learning advice and language assistance; help with meeting and dealing with course requirements and attendance.
6. Blended Learning International maintains and delivers up to date information for students relating to support services, including study issues, emergency, and facilities and resources.
7. **Blended Learning International - Introduction Session for all Students**

All Blended Learning International training programs commence with an Introduction Session prior to the program commencing. This session may be on the same day or alternate day. This introduction session introduces students to the Blended Learning International training centre and facilities and includes details on:

  - Course overviews
  - Course schedule
  - Relevant staff contact details
  - Student support services
  - Information in the student handbook
  - Workplace health and safety
8. Documentation provided to the student includes:
  - Student Handbook
  - Training plan
  - Confidentiality agreement
9. Information collected from the student includes:

- Application (if not received before the session)
  - Requirement of any medical support
  - Requirement of Language and Learning Support
  - Any other support needed for the student to complete the program
10. The Blended Learning International Student Support Officer is available to assist in the following circumstances:
- Emergency and Health for non urgent services
  - Facilities and Resources
  - Complaints and appeals process
  - Language training
  - Learning support

Services provided will be dealt with each student on a case-by-case basis. There is no fee attached to this service.

Where the issue is beyond the Blended Learning International abilities we will refer student to external services. Any cost charged by the external services are to be paid by the student.

Agree support services will be recorded on the individual student plan. A copy will be placed in the student file.

All students will have access to our policies and forms by request to the RTO Manager.

All student support cases provided will be collected and discussed at the Management Meeting Quarterly and Company Yearly Review.