

## STUDENTS SUPPORT POLICY

GTPS is committed to the welfare of all students undertaking their course programs with the institution and will provide guidance as appropriate to assist any learner faced by any welfare issues.

### Support before the course:

- ✓ Enrolment form is AVETMISS compliant and asks about the student's education level and disability
- ✓ Information session at the time of enrolment
- ✓ LLN test
- ✓ Provide limited supports and refer where we need to
- ✓ To identify possible needed support to our potential students, we:
- ✓ Conduct an LLN assessment at the time of application
- ✓ Speak to the student and seek areas of challenges that would jeopardise their learning
- ✓ Encourage openness on student's part for appropriate support to be provided
- ✓ Friendly and approachable Staff and Trainers/Assessors so students feel at ease to inform of any pressing issues
- ✓ RPL process
- ✓ Individual training schedule addressing special needs where applicable

### Learning Support:

- ✓ Student struggling with literacy and numeracy (LLN) issues GTPS provides where possible, mentoring and appropriate referrals to organisations like AMES, Learn Local and other charitable organisations who provide help with the English language.
- ✓ Bilingual support/trainer e.g. an Amharic speaking trainer/Support to assist Amharic speaking students
- ✓ Provision of Student Support room – dedicated uninterrupted study area
- ✓ Computers in study room and access to internet for assessments
- ✓ Learner resources in alternative formats (electronic and hard copy)
- ✓ There is no additional fee to this service
- ✓ One on one support in cultural adjustment and academic concerns
- ✓ Written and verbal feedback on assessments by trainer
- ✓ Provide work placement, monitoring and assessment support while on placement

### Other Support

- ✓ External Referral for counselling on issues not related to learning e.g. grief or domestic violence counselling
- ✓ Training & Career Pathways information
- ✓ Personal Development Opportunities
- ✓ Reference check
- ✓ Resume Writing and interview skills