

## Student Support Policy & Procedures

### Policy

GTPS is committed to supporting students to achieve their learning goals and outcomes, and to achieve satisfactory progress towards meeting the learning outcomes of their course/s. GTPS provides support and welfare services which are useful, efficient, timely and effective. GTPS will provide current and accurate information about the services available to them through orientations and/or special information sessions. The support and welfare services are free of charge, however there may be fees and charges involved where an external service is used by the student.

### Procedures

#### Compulsory Orientation

Once a student has been enrolled at GTPS, all students will be required to attend a compulsory orientation before the commencement of the course. The orientation will be conducted in an age and culturally appropriate manner. The purpose of this session is to enable students to familiarise themselves with the campus, facilities, the surrounding area and amenities available and meet GTPS key personnel. Students who are unable to attend on the scheduled day will be contacted by the Administration Officer by telephone or email. An alternative date and time will be scheduled for the student's orientation. This will take place as soon as possible.

Student will be unable to commence their course without attending orientation. The Student Support Officer will co-ordinate and arrange the orientation session. Students are provided with an orientation checklist. This form is used to guide the students through the information and confirm acknowledgement of the necessary information pertaining to their enrolment and where they can obtain further information. A copy of the completed checklist will be placed in each student's file.

#### ***Information provided during the orientation will include but not limited to;***

- Course requirement outline
- Course Timetable/Training Plan
- GTPS facilities, equipment and learning resources available
- Student Code of Conduct including rights and responsibilities
- Maintaining satisfactory course progress and attendance
- Training and Assessment (modes of delivery/methods of assessment/reassessment)
- Support and Welfare Services
- Provision of Student Information Booklet containing policies and procedures in relation to;
  - Student Support
  - Complaints and Appeals policy and procedure
  - Credit transfer and RPL policy and procedures
  - Course withdrawal policy and procedures
  - Fees and charges
  - Refund policy
  - Plagiarism, collusion and cheating (understanding what it is and how to avoid it)
- Staff at GTPS (who to go to for help under which circumstances)

Students will be required to undertake a Pre-Training Review (PTR) before the commencement of Training and Assessment and will include an interview. The purpose of this assessment is to determine the amount of training to be provided to each learner with regard to:

- the existing skills, knowledge and the experience of the learner
- the mode of delivery; and
- where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification.

In addition, students will be required to undertake a Language Literacy and Numeracy assessments through LLN Robot. Students who achieve ACSF level 3 or 4 indicates that support may not be required for academic purposes (subject to the chosen qualification).

The purpose of the PTR and LLN assessment is to determine the support needs of individual learners and provide access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages. It also enables GTPS to take into account the individual's existing skills and suggest/offer strategies to assist in meeting learning goals. The Pre-Training Review and LLN assessment will be conducted during the enrolment process. The Marketing/Enrolment Manager is responsible for co-ordinating and conducting these activities. Upon completion, the Marketing/Enrolment Manager or the delegate will provide the completed PTR and LLN results to the Trainer where additional support may be required

### **Staff involved in the provision of student support and welfare services**

GTPS has sufficient student support personnel to meet the needs of the students enrolled. All staff are made aware of their obligations and the potential implications for students arising from the exercise of these obligations. Collectively, the CEO, RTO Manager, support staff, admin officers and Marketing/Enrolment Manager have a shared responsibility to provide academic and welfare support to all students prior to and during their enrolment at GTPS.

The Student Support officer is responsible for continually networking, compiling and maintaining a list of referral services in and outside the local community for all campuses within the support services directory. This will be made available to students in the Student Information Booklet and emailed as, and when updates occur.

### **Determining the most appropriate staff member/referral to provide support**

#### **GTPS have nominated personnel who are the official point of contact for students -Student Support Officer (SSO) and the RTO Manager**

The SSO will determine who, is the most appropriate personnel to provide the student with the advice and support required, subject to the enquiry. The SSO will make an appointment for the student to meet with that person. Alternatively, if the SSO determines that the student needs to be referred to the external organisation such as counselling, the SSO will arrange a referral in consultation with the RTO Manager. This may incur additional cost to student, and will need to be paid directly to the services being rendered

### **Student Support**

The SSO is the designated member of staff to be the official point of contact for students who require or request support. In the absence of Student Support Officer, the RTO Manager will be the official point of contact. The SSO maintains current up to date details of the support and welfare services available to GTPS students and assist student to access study support and welfare related services. Student Support Officers are available Monday to Saturday from 9:00 am to 5:00 pm

GTPS student support officers can research services available in the community to assist students with any aspect of their lives, including issues of academic or personal issues and are available to discuss any concerns students may be experiencing during their studies with GTPS and stakeholders. Students are encouraged to contact SSO and arrange a time for discussion. There is a dedicated email address ([admin@guidestartraining.com.au](mailto:admin@guidestartraining.com.au)) provided to all students to communicate with SSO regarding any support services required.

### **Academic Support:**

GTPS will identify the student learning needs during orientation and advise GTPS trainer/assessor as such. GTPS Trainers/Assessors are also responsible for identifying any additional learning needs that may arise during the progression of student's course and provide the necessary academic support. The trainer/assessor will ensure that all the students have access to the learning facilities, resources and support services consistent with the requirements of the course. The students can contact their trainer/assessor to discuss any items related to the course. Records of discussion and support provided will be maintained on the GTPS File Note, which will be entered in the Student Management System and kept in the student academic file.

### **Learning Resources/Support**

- Academic support classes (additional classes/reassessment)
- Study techniques - Verbal and visual presentation skills/ Reading and comprehension for assignments and lesson notes/ referencing techniques
- I.T. support
- Industry reference
- Language, literacy and numeracy support (English Language)
- Time management skills
- Access to facilities and resources

### **Dealing with student issues**

The SSO / RTO Manager will have an initial discussion with the student if required about the issues raised. If the issue is related to the SSO for providing advice and support then SSO will attempt to resolve these during a discussion/meeting.

If the issue is related to other staff then the SSO will consult with the relevant staff or external personnel about the issue(s), a further appointment will be made for the student with the staff or external personnel, as appropriate.

The solution to the problem will be provided to the student within 14 days and will be recorded in the GTPS File Note which will be entered in the student management system and will be kept in student physical file.

### Confidentiality

GTPS will ensure that advice and support provided to students will remain confidential and maintain secure records.

### College Specific Responsibilities

The following table summarises the responsibilities for the provision of advice, support and welfare services to students:

Position	Services	Phone	Email
RTO Manager	Complaints and appeals	(03)9356 4646	manager@guidestartraining.com.au
Trainer	Avoiding Plagiarism Study Techniques	(03)9356 4646	You will be provided with your Trainer contact details
Student Support Officer	LLN Study Techniques Support Services Directory	0400 987 056	<a href="mailto:admin@guidestartraining.com.au">admin@guidestartraining.com.au</a> <a href="mailto:units@guidestartraining.com.au">units@guidestartraining.com.au</a>
Administration Officer	Student Admissions Student Requests (Letters/forms)	(03)9356 4646	enrolment@guidestartraining.com.au
Work Placement	Allocation/ Liaison	(03)9356 4646	placement@guidestartraining.com.au