

Purpose

The purpose of this document is to ensure that students are assessed for and provided with all necessary support services.

This policy should be read in conjunction with **KCBT Enrolment Policy and Procedure** and **KCBT Complaints and Appeals Policy**.

Scope

This procedure applies to all learners enrolled in nationally recognised training programs with Keystone College of Business and Technology.

Responsibilities

Whilst the provision of student support is formally the responsibility of the Chief Executive Officer the day-to-day responsibility has been delegated to the Student Support Coordinator.

Definitions

“Educational and support services” may include, but are not limited to:

- Pre-enrolment materials.
- Study support and study skills programs;
- Language, literacy and numeracy (LLN) programs or referrals to these programs;
- Equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity.
- Learning resource centres;
- Mediation services or referrals to these services;
- Flexible scheduling and delivery of training and assessment;
- Counselling services or referrals to these services;
- Information and communications technology (ICT) support;
- Learning materials in alternative formats, for example, in large print;
- Learning and assessment programs contextualised to the workplace; and
- Any other services that the RTO considers necessary to support learners to achieve competency.

“learner” means a person being trained and/or assessed by the RTO for the purpose of issuing AQF certification documentation.

Procedure

learner Characteristics and Needs

Student Support Coordinator find out if learners have needs related to the following:

- English levels – written and spoken,
- Academic level / educational background.
- Learning styles.
- Physical or intellectual ability.
- Language, literacy and numeracy levels.
- Location.

- Cultural or ethnic background.
- Socio-economic factors. or
- Family.

Education and Learning Support Needs

Student Support Coordinator finds out about the learner's prior formal and informal learning and advise the student about RPL where relevant. This is conducted in accordance with the *RPL and National Recognition Procedure*.

Student Support Coordinator identifies a delivery mode and attendance patterns that accommodate the learner's needs, within the confines of the course, as detailed in the Training and Assessment Strategy.

Keystone College of Business and Technology asks learners on the *application for enrolment* form or in a pre-enrolment interview (if required) about any characteristics or needs which may affect their learning or assessment.

Student Support Coordinator monitors and coordinate learner's English, educational and language, literacy and numeracy needs. This can be done by (where applicable):

- Checking for specific English, educational requirements and language, literacy & numeracy content which may require extra or remedial activities and tuition, and, where it has been identified, make arrangements for the additional and/or remedial tuition;
- Organise remedial support for learners with English, educational requirements and language, literacy & numeracy needs prior to enrolment.

NOTE: Enrolment may be refused where the learner's English, educational requirements and language, literacy & numeracy proficiency is insufficient

- Organise remedial support for learners with English, educational and language, literacy & numeracy needs identified during training.

Information about Support

In accordance with the *KCBT Marketing and Advertising Procedure*, Keystone College of Business and Technology:

- Inform learners of any educational and learning support available prior to enrolment.
- Show learners how/where to access support services during orientation; and
- Provide information regarding educational and learning support services in the learner Handbook and on the KCBT website, etc.

Identification of Needs

Student Support Coordinator obtains information from:

- Pre-enrolment documentation and information.
- Enrolment procedures and information provided.
- Discussions and Interview (if conducted) with the learner and/or their agent/s; and

- Formal needs assessment if required.

Needs Assessment

KCBT identifies a learner's support needs using various needs assessment processes as soon as practicable, and ensure the learner is provided relevant and appropriate support for their identified needs.

Assistance

KCBT has implemented strategies to assist learners as appropriate through access to the following (if/when required):

- Internal support staff and processes, and
- External support providers details and information.

KCBT ensures that their support strategies are integrated with their relevant learning and assessment strategies and practices.

KCBT ensures that support offered and/or provided to learners does not compromise safety in any learning or simulated workplace environment.

Types of Support

Keystone College of Business and Technology identifies the type of support needed. Types of support may include for example:

- English levels – written and spoken,
- Academic level / educational background,
- Language, Literacy & Numeracy (LLN),
- Mentoring,
- Disability support,
- Information Technology (IT) support,
- Job search and placement,
- Personal counselling,
- Career guidance, and
- Study skills programs.

Student Support Coordinator ensures that support is requested and/or required as follows:

- In-house (by suitably qualified KCBT Student Support Officers and staff),
- With Work Based Training Placements – for the SIT courses (by suitably qualified KCBT Student Support Officers , Trainers/Assessors), and
- By an external organisation and/or provider as required.

Consistency with Learning and Assessment Strategies

Student Support Coordinator confirms that the support provided is suitable for:

- The learning and/or assessment program that the learner is enrolled,
- Where and how the learning and assessment is/may take place,
- For current and continuing learners; and
- The training packaging requirements for the relevant qualifications and the assessment requirements of each relevant unit of competency, skill set and/or accredited course.

Remediation

Wherever possible, Student Support Coordinator refers the learner to the relevant KCBT Student Support Officers and/or staff and where applicable for the SIT courses, the appointed/relevant workplace supervisor and/or responsible person - for remedial tuition and support.

Where internal remedial tuition and support is required, the Student Support Coordinator works with relevant KCBT staff to ensure the learner/s are provided the required and relevant support required.

Where the learner/s need educational and support services requiring support services from an external provider, the Student Support Coordinator takes action to engage and secure the services of an appropriate support/services provider to provide remedial assistance – this may include using an external provider whom KCBT have a pre-existing standing agreement in place with an organisation/provider, or another selected specialised support organisation for external remedial tuition.

Delivery of Support

Student Support Coordinator:

- Liaise with the learner, trainers and assessors, and stakeholders to ensure that any intervention is effective for the learner and their course/outcomes; and
- Confirm that suitably qualified personnel with appropriate resources are in place for the provision of the support that is to be provided.

Follow Up

Student Support Coordinator conducts follow up checks of remedial assistance provided wherever practicable and possible to confirm the positive outcomes.

Appeals

Learners are entitled, through the *Complaints and Appeals Policy and Procedure*, to appeal any decision made regarding support services offered and/or provided by KCBT in support of the learner during their enrolment in a course/s with KCBT. Any appeal made regarding support services will be processed in accordance with the KCBT policy and Procedures for Complaints and Appeals – available on the KCBT website at: <https://kcbt.wa.edu.au> or on request from the KCBT reception.

Records

Student Support Coordinator ensures that all documentation and/or records of a learner's support needs, and services and support provided are placed on the learner's file, this must include details of the remedial assistance provided and outcomes.

Improvements to Support Services

All support services are subject to undergoing a Monitoring & Review Process in accordance with the KCBT Continuous Improvement Policy and Procedures.

Student Support Coordinator documents the following:

- Needs assessment processes and results;
- Support services embedded into learning and assessment programs;
- Information provided to staff and learners regarding support services.
- Changes to support services;
- Changes to access and use of student support services;
- Modifications to resources, facilities and equipment;
- Obtain feedback from the learners regarding the effectiveness of support services.