

SM15: Student support policy

Purpose

This policy outlines the support services available to students and to ensure that all students are aware of how to access these services. This policy meets the requirements of AQTF ESR 2.1, 2.2, 2.3, 2.5.

Policy

1. Support philosophy

1.1 Casey College of Beauty Therapy Pty Ltd is committed to ensuring that all students receive adequate learning support to ensure their full potential is reached. Therefore, Casey College of Beauty Therapy Pty Ltd ensures that:

- a) The learning and support needs of all students is assessed upon entry into a program.
- b) All students are aware of how to access the services they require to successfully complete their training and assessment program.
- c) Feedback is collected about Casey College of Beauty Therapy Pty Ltd's provision of support services and the feedback is systematically collated, analysed and used to improve training services.

2. Needs identification

2.1 Students' needs are identified upon entry into their course of study. Information to make this assessment is gathered through:

- a) Information provided by the student on the application and/or enrolment forms.
- b) Assessment of the formal language, literacy and numeracy skills test which is given to each student upon commencement of the course.
- c) Discussion with the student during their induction to the program.
- d) Gathering information about each student's prior formal and informal learning and encouraging them to seek recognition for this through the RPL process.
- e) Developing an individual training and assessment record for each student during the initial stages of a qualification.

3. Learning support

3.1 All students are provided with a range of learning support options and resources to help them achieve competency. This includes:

- a) Mentoring from appropriately qualified trainers including contact via phone and email.
- b) Ensuring that there is additional support in regards to Foundation Skills that are embedded in the units of competency.
- c) Classes, tutorials and workshops – these may be optional depending on the student's course of study.
- d) Job placement assistance for those participating in courses that require practical placement.
- e) A range of short course training programs that may be complementary to full qualification courses.

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- f) Online support and exercises for some courses.
- g) Computer and technology support.
- h) Referral to external support services.

4. Additional support services

- 4.1 Casey College of Beauty Therapy Pty Ltd recognises that all people learn differently and acknowledge that some students may require additional support. Additional support will be provided for any students experiencing:
- a) disability and access issues;
 - b) language barriers;
 - c) language, literacy and numeracy issues;
 - d) employment issues; and/or
 - e) any other issues that may affect their ability to achieve their training goals.
- 4.2 Provision of additional support services will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required.
- 4.3 Where there is perceived difficulty in achieving learning goals, the trainer will discuss these issues with the student. The student will be provided with information about possible alternative pathways, additional tools and resources available, and options and choices for accessing a supportive network. The information provided will vary depending on the individual needs of the student.

5. Informing students

- 5.1 Students will be advised of the support services available to them through the publication of this policy which is provided to the Student with the Student Handbook and through published information in the organisation's marketing materials and available upon request at the Reception.

6. Accessing services

- 6.1 Students wishing to access any support services should discuss this with their trainer/assessor or call Casey College of Beauty Therapy Pty Ltd office.

Related policies, procedures, forms and documents

- BQ2: Continuous Improvement and Quality Assurance Policy
- BQ4: Access, Equity and Anti-Discrimination Policy
- SM30 -Academic Student Grievance Policy
- SM30 -Non Academic Student Grievance Policy and Procedure
- TA16: Quality Training Policy
- TA17: Assessment Policy
- Student Handbook
- TA16-17.2: Training and Assessment Strategy Template

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