

## STUDENT SUPPORT

### POLICY STATEMENT

This document provides a consistent set of principles under which REIWA Training will provide support to students undertaking training leading to the award of a qualification or statement of attainment in compliance with the requirements of the Standards for Registered Training Organisations (RTOs) 2015.

### SCOPE

Student support is provided by trainers and assessors, administration and management staff. This policy is intended to provide staff and students with information regarding their responsibilities to ensure that adequate support is provided to meet the needs of the student.

The policy also aims to assist in the identification of students who require additional personal or academic support and to ensure appropriate interventions are implemented to enable a student to successfully complete their studies. The scope of the policy includes students who are enrolled in a face to face or distance learning program of study.

### APPLICATION

Students are supported in their learning in the following ways.

#### TRAINING ADMINISTRATION TEAM

The training administration team will support prospective students by:

- Sending information packs to prospective students on request.
- Directing inquirers to the information provided on the REIWA Training website.
- Providing general information about the courses and pre requisite requirements
- Providing information about fees and charges.
- Directing inquiries to the appropriate staff members to provide further detailed information.

#### COMPLIANCE and DATA INTEGRITY TEAM MEMBERS

The compliance coordinator will support *prospective students* by:

- Receiving inquiries and answering questions relating to accredited courses.
- Providing detailed information about their prospective course of study.
- Providing information about facilities, equipment, resources and fees.
- Providing information about REIWA Training policies and procedures.
- Conducting interviews for metropolitan students, seeking to undertake the diploma qualification, to explain course delivery, assessment and processes.

- Conducting telephone interviews with regional students seeking to undertake the diploma qualification to explain course delivery, assessment and processes.

The compliance coordinator will support *enrolled students* by:

- Providing orientation to the course of study including:
  - Appeals
  - Assessment and certification
  - Complaints and grievances
  - Privacy
  - Code of conduct
  - Credit transfer
  - Special needs
  - Record keeping
  - Refunds, fees and charges
  - Recognition of prior learning
- Explaining assessment processes.
- Making appropriate arrangements for students with disabilities.
- Organising assignments to be assessed in a timely manner.
- Advising students of their results and any further necessary steps.
- Acting as liaison between students and trainers / assessors.

The student support officer and the data integrity team will support *enrolled students* by:

- Arranging telephone coaching with a trainer/assessor.
- Sending email announcements about courses.
- Assisting with online access and navigating the eLearning portal
- Assisting with templates when appropriate.
- Trouble shooting technology issues
- Organising assignments to be assessed in a timely manner.
- Advising students of their results and any further necessary steps.
- Acting as liaison between students and trainers / assessors.

### TRAINERS AND ASSESSORS

Trainers and assessors will support students during face to face learning in the context of the learning materials. They will continue to support classroom students remotely as they progress through the assessment component of their course.

Trainers and assessors will support distance learners as they progress through the course resources via telephone, email or one on one coaching sessions as required.

REIWA Training's permanent trainers and assessors will support *enrolled students* by:

- Directing students to the resources to successfully complete the pre requisite unit, where applicable
- Ascertaining learning needs for students who have been locked out of the pre requisite unit following three unsuccessful attempts
- Clarifying course content and directing students to the appropriate training resources
- Answering queries about assignment questions by telephone, email or meetings.
- Contacting their assigned diploma students on entry to the diploma program and maintaining quarterly communication to discuss individual training plans

### MANAGEMENT STAFF

The Executive Manager Training will ensure that both the training administration team, the compliance team and the data integrity team provide appropriate student support services through the continuous improvement processes detailed in the Continuous Improvement Policy and Procedure.

The Executive Manager Training will monitor student progress, student and staff feedback at RTO Standards team meetings and determine appropriate responses and actions to support or improve support provided to students.

## PROCEDURE

### DIPLOMA STUDENTS

1. Each student will attend an in-depth face to face or telephone interview.
2. A diploma interview checklist will be referenced for each student to ensure that all information is provided and discussed prior to commencement of training. The initial competency conversation form will be completed and given to the student.
3. On enrolment, students will receive a welcome email from the compliance coordinator, a RPL toolkit, if applicable and an email providing access to the eLearning portal. They will commence with an introductory eLearning module which provides an overview of progressing through the qualification.
4. Each individual student will receive a welcome phone call from their assigned trainer to walk them through the resources on the eLearning portal, given an overview of the support schedule of classroom tutorials and webinars and answer any questions relating to the RPL process.
5. The student support officer will maintain contact with the diploma cohort monthly in arranging participation in classroom tutorials and webinars.
6. Contact will be maintained with students with quarterly progress reviews via the email of updated training plans to each individual student. This will include their enrolment timeframe and completion date.
7. Each student's dedicated trainer will make telephone contact following the distribution of the quarterly training plans to discuss current progress, offer motivation and encouragement and plan for the upcoming quarter.
8. A trainer / assessor will provide support to a student as required by telephone, email or a coaching session.
9. All pertinent contacts will be recorded in the student management system.

### REGISTRATION STUDENTS

1. On enrolment, each student will receive a notification in the enrolment form alerting them to the completion of the pre-requisite unit and a welcome email from the eLearning portal providing login information to the course resources. The welcome email also contains REIWA Training contact details for ongoing support as the course progresses.
2. All students have access to eLearning modules which provide an introduction to and overview of their registration course. REIWA trainers and assessors are available for any follow up queries and to provide direction on working through the course resources.
3. Classroom students will be provided with a briefing session on assessment and student support by the trainer on the final day of course delivery. Distance learners have REIWA Training's contact details to request clarification about the learning and assessment process at any time during their enrolment.

4. Each student will be contacted mid-course via email to maintain contact, assess progress and provide offer of support.
5. Each student will be contacted one month prior to expiry date for submission of assessment to remind student of due date and to provide offer of support to complete on time.
6. Trainers / assessors will provide face to face, telephone or email support to students as required.

### **ASSOCIATED DOCUMENTS:**

- Continuous Improvement Policy and Procedure
- Diploma Interview Checklist
- Diploma Welcome Checklist
- Mid-course email
- Expiry email

## STUDENT SUPPORT

### REVIEW OF THE POLICY

This is a controlled document. It may only be changed on the authority of the Executive Manager Training.

**AUTHOR OF POLICY:** Liz McIlhone - Executive Manager Training

**DATE REVIEWED:** May 2017

**DATE TO BE REVIEWED:** May 2019

### VERSION CONTROL

| Version | Page | Revision Details   | Changed by    | Date        |
|---------|------|--|---------------|-------------|
| 1.0     | All  | New policy   | Liz McIlhone  | 1 July 2013 |
| 2       | All  | Review<br>Rebrand<br>REIWA Learning to Training<br>AQTF to Standards for RTOS 2015 | Liz McIlhone  | June 2015   |
| 2       | All  | No changes   | Liz McIlhone  | May 2017    |
| 3       | All  | Review<br>Updated procedure and staffing   | Lesley Reagon | June 2018   |