

# STUDENT SUPPORT POLICY

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## Purpose

This policy outlines the support services available to students and to ensure that all students are aware of how to access these services.

## Policy

### 1. Support Philosophy

1.1 Australasian Lawrence Aged Care College is committed to ensuring that all students receive adequate learning support to ensure their full potential is reached. Therefore, Australasian Lawrence Aged Care College 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 Australasian Lawrence Aged Care College'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 their phone and email contact details.
- b) Classes, tutorials and workshops – these may be optional depending on the student's course of study.
- c) Job placement assistance for those participating in courses that require practical placement.
- d) A range of short course training programs that may be complementary to full qualification courses.
- e) Computer and technology support.
- f) Referral to external support services.

#### 4. Additional Support Services

- 4.1 Australasian Lawrence Aged Care College recognises that all people learn differently and acknowledge that some students may require additional support. Additional support will be provided for any students experiencing:
- disability and access issues;
  - language barriers;
  - language, literacy and numeracy issues;
  - employment issues; and/or
  - 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 in the Orientation Manual and through published information in the organisation's marketing materials and on the organisation's website.

#### 6. Accessing Services

- 6.1 Students wishing to access any support services should discuss this with their trainer/assessor or call our office.

**Australasian Lawrence Aged Care College** is proud to associate with the Australian Homestay Network (AHN) for the provision services for its students.

AHN is Australia's leading homestay organisation and has set new standards in delivering successful homestay accommodation for international students in Australia.

International Students arriving in Australia for the first time are recommended to stay with an AHN trained Host prior to seeking longer term accommodation. AHN offers the perfect short term and temporary accommodation choice and their program helps students with getting safely settled for their time in Australia.

Homestay is a cultural exchange between a local individual or family (called a Host) and a visiting international student. The student lives as a guest in the home.

In traditional homestay, students can expect to be provided with their own room, food and space to study. The homestay hosts will assist students to become familiar with the local area and customs in a relaxed and friendly household setting.

Students are encouraged to share information about their home country and culture with their AHN homestay host. After the first 4 week minimum stay period there are also numerous continuing AHN Homestay options to suit the various students' needs.

For bookings contact the **Australian Homestay Network** on [www.homestaynetwork.org](http://www.homestaynetwork.org)

## Related Policies

- Continuous Improvement & Quality Assurance Policy
- Assessment Policy

## Related Procedures, Forms and Documents

- Language, Literacy and Numeracy Test
- Training and Assessment Strategy Template

## Publishing Details

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