

POLICY & PROCEDURE 38: Student Support Policy

Purpose and Scope

The purpose of this policy is to outline NK Institute's approach to supporting students in order to enable them to complete the training that they have undertaken.

Background

Under the *Standards for Registered Training Organisations 2015* (the Standards) relevant to the support and progression phase of the student journey, RTOs are required to ensure that students receive training, assessment and support services that meet their individual needs. There is no defined approach as to how this support will be evaluated and provided; however, there is an assumption that the purpose of the support is to maximise the outcomes for the learner. clause 5.4 requires that students remain fully informed about any changes to agreed services.

Procedure

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

- a) pre-enrolment materials
- b) study support
- d) equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity
- f) mediation services or referrals to these services
- g) flexible scheduling and delivery of training and assessment
- h) counselling services or referrals to these services
- i) information and communications technology (ICT) support
- j) learning materials in alternative formats
- k) learning and assessment programs contextualised to the workplace
- l) student mentoring
- m) administration support

This support is provided during classes, mentor sessions, student clinics, practical sessions and assessments by all trainers and assessors as required. Students are encouraged to contact their trainers or NK Institute administration staff to discuss any support requirements.

Students are notified of any changes to the RTO's services by email, newsletters and social media.

PROCEDURE 37 VERSION CONTROL

v1: May 2019 by Kerrie McFarlane