

## **Student Support Services Policy**

### **Purpose and Scope**

To ensure Lead Institute meets compliance against Clause 1.7, 5.4, 6.1 to 6.6 Standards for Registered Training Organisations 2015.

### **Policy**

Lead Institute will endeavour to support a student through their course of study through means such as access to additional time with trainers and access to professional career guidance counselling when available.

Lead Institute will also maintain a directory of organisations known throughout the VET sector to aid and guide to students (Support Agencies Register). Staff at Lead Institute will assist the student by contacting the relevant organisation and where possible, implement additional requirements or special circumstances needed by the student in order to have a higher chance of success at completing their studies.

In this document, you will find information regarding:

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## Guidance

Additional time with trainers and access to guidance counselling will be available when required.

Lead Institute will also maintain a directory of organisations known throughout the VET sector to help and guide students. Our Student Support Officer will assist you in contacting the relevant organisation and support you as required. Our team will make sure that you receive additional support in your studies, as we want you to have the best chance of success at completing your studies.

Forms of guidance that we may offer to include:

- Personal guidance – confidential guidance to help resolve personal problems affecting your progress
- Vocational guidance – to assist you in clarifying your goals and in making the best choice of units to achieve those goals
- Educational guidance – for the student having trouble in attaining their goals, a resource teacher also can help with problems

Lead Institute support and guidance services will offer non-judgmental, confidential support to students if required; the Chief Executive Officer will aid the student in finding external counselling service for further assistance.

### **Students with Disabilities**

Lead Institute offers confidential support to students with disabilities. The college aims to minimise any disadvantage of the student with disabilities by providing special services and assistance that will help the student with their studies. Your trainer will assist in identifying any disabilities or difficulties that may affect your learning process. If necessary, the trainers will adjust their training delivery style accordingly.

Assistance may include:

- Development of a learning support plan.
- Coordination of learning support.
- Options for course delivery and assessment arrangements.
- Referral to other agencies.
- Flexible attendance and delivery modes.
- Alternative methods of assessment and examination support.

### **Literacy and Numeracy**

Students need satisfactory literacy and numeracy skills to successfully complete courses. Students who feel they require support are encouraged to state this upon enrolment on the Language Literacy and Numeracy test. Our staff will assist you in devising strategies and support to assist you through the course. In some cases, extra literacy courses may be recommended, or one on one training sessions will be organised.

### **Variation to Training Schedule**

Should a student require a variation or amendment to the agreed training schedule for any reason, this is to be formally documented with detail surrounding the request for the change. Lead Institute's Chief Executive Officer and the relevant Trainer and Assessor are responsible for ensuring that any changes implemented still meet the requirements of the qualification and relevant Training Package and that the quality of the training and assessment provided are not negatively impacted in any way.

The student, the relevant trainer/assessor and Lead Institute's Chief Executive Officer are all to sign off on the amendment, and the document is to be filed in the student's hard copy file. A note in the Learner Management System is also to be made by the Administration Department.

Lead Institute's Chief Executive Officer retains the sole right to approve or decline requests for amendments to a student's training schedule. Students have the right to appeal decisions which involve a request being declined and may follow the formal Complaints and Grievances procedure in this regard.

The Variation to Training Schedule Form can be used for the purposes outlined above.