

RTO No. 31736 | CRICOS Provider No. 03010G

**Student Support Policy and Procedure**

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**Version control**

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| --- | --- | --- | --- |
| Date | Version | Changes made | Author |
| 10/2016 | v1.0 | new policy | Compliance Dept. |
| 11/2020 | v1.1 | Policy revision along with the application of new template | Compliance Dept. |
| 10/2021 | V1.3 | Overall revision and addition of sections | Compliance Dept. |
| 08/2022 | V2.0 | Section 7 Procedure updatedRemoved outdated contact information from **“Contact Details for Support Agencies (Parramatta Campus)” section** | Compliance Dept. |

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# Contents

Contents 3

1. Purpose 4

2. Scope 4

3. Responsibility 4

4. Compliance/legislation 4

5. Definition 4

6. Policy 5

7. Procedure 6

8. Complaints and Appeals 8

9. Associated documents 8

# Purpose

The purpose of this policy and procedure is to provide information to staff and students on the student support services available at Queensford College.

# Scope

This policy applies to all the students enrolled with Queensford College, and Queensford College training and student services staff.

# Responsibility

The head of the Student Services/Administration department will be responsible to ensure the policy is implemented, monitored, and reviewed on a regular basis. Importantly, Student Services/Administration Department and Human Resources department make sure the key position to provide the student support services are filled and regularly trained.

# Compliance/legislation

|  |  |
| --- | --- |
| Clause/standard | **Requirement** |
| Clause 1.7 of the SRTOs 2015 | The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET [vocational education and training] accredited courses. |
| Standard 6 of the ESOS National Code 2018 | Overseas student support services |

# Definition

Learners support include (educational and non-educational) may include, but are not limited to:

1. pre-enrolment materials;
2. study support and study skills programs;
3. language, literacy and numeracy (LLN) programs or referrals to these programs;
4. equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
5. learning resource centers;
6. mediation services or referrals to these services;
7. flexible scheduling and delivery of training and assessment;
8. counselling services or referrals to these services;
9. information and communications technology (ICT) support;
10. learning materials in alternative formats, for example, in large print;
11. learning and assessment programs contextualized to the workplace; and
12. any other services that the RTO considers necessary to support learners to achieve competency

# Policy

Queensford College is committed to complying with relevant Commonwealth and State legislation and policies regarding access, equity and cultural diversity. This includes Standard for RTOs 2015, National Code 2018, the Disability Discrimination Act 1992 (Cth) and the Anti-Discrimination Act 1998 (Cth).

Queensford College also maintains compliance with the Disability Standards for Education 2005 (Cth) including processes relating to:

* Enrolment;
* Participation;
* Curriculum development, accreditation and delivery;
* Student support services; and
* Elimination of harassment and victimisation.

Queensford College strives to maximise opportunities for access, participation and outcomes for all Students within the vocational education, training and employment system. Queensford College undertakes to identify and, where possible, remove barriers that prevent individuals from accessing and participating in our services. Queensford College is committed to treating all prospective and actual students on the same basis.

* 1. Prior to a learner's enrolment or commencement, the College aims to identify a range of supports required for the student and thus make it available to the students during the student cycle.
	2. The College will make sure it captures the students learning needs and required supports systematically and thus extend support to enable student to succeed.
	3. The College will provide a fair and equitable services to all the students.
	4. Queensford College will support the overseas students in adjusting to study and life in Australia by giving student information on or access to an age and culturally appropriate program that provides information about:
* support services available to assist overseas students to help them adjust to study and life in Australia,
* English language and study assistance programs,
* any relevant legal services,
* emergency and health services,
* the registered provider’s facilities and resources,
* complaints and appeals processes,
* requirements for course attendance and progress, as appropriate,
* the support services available to assist students with general or personal circumstance that are adversely affecting their education in Australia.
* services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.
	1. The College will provide relevant information or provide referrals as appropriate to overseas students who request assistance in relation to the services and programs at no additional cost to the overseas student.
	2. The College will facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of student cohorts, including having and implementing documented processes for supporting and maintaining contact with overseas students undertaking online or distance units of study.
	3. The College will designate a member or members of its staff to be the official point of contact for overseas students. The student contact officer or officers will have access to up-to-date details of the registered provider’s support services.
	4. The College will have sufficient student support personnel to meet the needs of the overseas student.
	5. The College will ensure its staff members who interact directly with overseas students and government funded programs are aware of the obligations as well as the potential implications under the ESOS framework and other legislative requirements arising from the exercise of these obligations.
	6. The college provides opportunities for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services are provided at no additional cost to the student. If College refers students to external support services, College will not charge for the referral.
	7. Queensford College Management will monitor its ongoing Learner support measures within its Continuous Improvement Systems and within each Internal Audit conducted. Monitoring will include post course survey of students receiving Learner Support assistance.

# Procedure

Queensford College recognizes that the students’ personal, academic, social, emotional and mental well-being is crucial to successfully completing their studies. Queensford College Students are designated with a Student Support Officer that they would be able to confide in regarding their concerns if they wish to.

Apart from this, the Student Support Officer will work closely with the trainer and program manager to ensure that the students are thriving well with their studies. If the students show signs of underperformance, the Student Support Officer will set an appointment with the student to discuss if they might have issues that are affecting their studies.

The following are indicators for the Student Support Officer to initiate engagement with the student:

* Absenteeism – (consecutive absences)
* Recurring missed deadlines of assessment submission
* Marked NYS by trainer on consecutive assessments
* Referral of trainer to Student Support

*As trainers are the most involved in the students’ journey in completing their course, they may notice signs of mental stress such as social isolation, low motivation, difficulty concentrating/ focusing.*



**Queensford College will offer following support and services to students:**

* 1. **Arrival and transition support**
* For overseas students, Queensford College can organise airport pickup and taken to their accommodation. Student needs to indicate the need of this service while submitting the application form.
* Student Support Officer will be in touch with the students since they enrolled with the college
* Marketing, Student Admin and Communication team of Queensford College make available access to all types of information such as Student Handbook, Student Prospectus, policies and procedures, services, facilities and resources available to the students to make them informed decision. These sets of information are available on print and digital media on the website. All students are provided with a copy of the Student Handbook during their first week at the college.
* Student Admin Dept organises an Orientation Program during their first week. The Orientation program aims to familiarise the students with the campus, facilities and living and studying in Australia.
	1. **Educational and learning support**
1. The Enrolment Team and trainers review the Enrolment Form, LLN test, English placement test and pre-training review to determine the types of potential needs/support required by the student prior to the commencement. If a student needs support, the head of the Student Services department or delegated admissions officer organises a consultation or meeting (phone/skype/ in person) to further identify the specific needs and to develop a support plan to assist student’s study goals.

Moreover, during the consultation, the head of Student Services department will:

* find out about learners’ prior formal and informal learning. Advise about CT/RPL if applicable.
* Identify delivery mode and attendance patterns which accommodate learners’ needs.
* Ask learners about any characteristics or needs which may affect their learning or assessment. **Moreover**:
1. Manage learners’ language, literacy and numeracy needs.
2. Check programs for specific LLN content which may require extra or remedial tuition and make arrangements for such tuition.
3. Organise remedial support for learners with LLN needs prior to enrolment.
4. Organise remedial support for clients with LLN needs identified during training.
5. **Individual Support Plan (ISP)**

The Individual Support Plan for each Student or Applicant will be different and depend upon the needs of the Student or Applicant. Each individual support plan must include:

1. Any internal support to be provided e.g., additional one-on-one Trainer and Assessor time, LLN support personnel, special IT support programs to be installed on a computer etc.
2. If any workplace support to be provided for Work Based Training (WBT) such as workplace mentor, additional visits by the Trainer and Assessor etc.
3. Specific support requirements of all students with learner support needs prior to each assessment event. Where reasonable adjustment is determined as necessary for a student with learner support needs advice must be provided to the Course Coordinator detailing the reasonable adjustment being planned prior to the assessment event.
4. Reasonable adjustment applied to/to be applied to any assessment must be incorporated in the individual support plan or maintained separately and recorded and maintained on a student’s enrolment records.
5. External support or referral may be available depending on the needs of the student cohort. If the student need to significantly improve their LLN skills, they will be referred to a provider offering courses on Foundation Skills. Students will be offered helps in areas such as important study skills, skills in relevant component of the ICT, formal writing skills etc.
6. Reasonable adjustment is applied if the student declares any disability and/or health impairment. Students may need to come visit face to face with Queensford College representative/their course coordinator to discuss the difficulties and identify the assistance that the student may require to successfully complete the course. In case of the Queensford College not being able to assess the learner’s disability, Queensford College may ask the student to submit external assessment report and support recommendations from a qualified person.
7. Students with approved reasonable adjustments due to disability are eligible to apply for consideration due to special circumstances and will be assessed on a case-by-case basis. Students who experience disability or an ongoing health condition are encouraged to contact their course coordinator to develop a Learning Access Plan (LAP) - Diploma of Nursing, which details the specialist services, study and assessment adjustments that they may require, based on the implications of their health condition or disability.
8. Student will be made aware that the information may be disclosed to other party as required by the relevant VET regulation and other bodies such as AHPRA in case of Diploma of Nursing applicants.

All individual support plan must ensure that support for any special needs does not compromise individual safety. Individual support plan must identify whether the proposed delivery mode and attendance patterns for the course will accommodate the Student or Applicant's needs or if required whether modification in the ISP is possible and practical without affecting the learning outcomes of the course.

1. **Subsidy and Financial Support:**

Queensford College has various options for eligible students to access financial support to complete the course at Queensford college. Please contact Student Support team if you require more information on:

* Subsidised Courses/trainings
* Payment Plans
* Scholarships- financial hardships, or merit based

Please note that Queensford College has campuses in Queensland, New South Wales, Adelaide and Hobart. Subsidised courses may not be available across all campuses. Eligibility criteria apply.

1. **Review of Support**
* Student Support Services and Compliance will regularly review the individual support including feedback from the student and any other individuals involved in the provision of the support, to determine whether the support is proving effective. If the support plan is proving effective, any improvements which might be made to the plan must be identified and implemented.
* If the support plan is proving ineffective and the student is not meeting the learning and assessment outcomes required, the student will be subject to the Course Progress Policy and Procedures and will be counselled to determine whether they are able to be successful in the course moving forward. This conversation must include any identified desirable modifications to the support offered to the student.
	1. **First Nations and Diverse Student Support**

Student Support Services assist students, facing a range of barriers to learning, to achieve their educational and career potential by providing a range of strategies and specialised support at individual, group, and cultural levels. Queensford College staff should use the Queensford College Leaner Support Policy as guidance to individual and local support needs.

First Nations students and students from diverse backgrounds will be provided with culturally appropriate and targeted orientation programs and support services for the duration of their enrolment at Queensford College. Support services may include dedicated allocation of mentor.

External counselling and support services are utilised by the Queensford College (QC) staff as required. Students access these services by first connecting with the QC support team who will advise and support them through the referral process as this varies depending on the agency.

If an Aboriginal or Torres Strait Islander student requires support or assistance with regards to study or general matters, they are to liaise directly with their trainer. Outside community services available include (but not limited to): Gallang Place Indigenous Counselling Services, Cannon Hill www.gallangplace.org.au ;ATSICHS, Woolloongabba www.atsichsbrisbane.org.au ;Inala Wangarra, Richlands www.inalawangarra.com.au.

When it comes to clinical placement, the Aboriginal and Torres Strait Islander students may have, subject to availability, the opportunity of possibly attending a primary health care facility such as the Aboriginal & Torres Strait Islander Community Health Service at Woolloongabba or Inala Indigenous Health Service.

Aboriginal and Torres Strait Islander students are encouraged to apply for the Puggy Hunter Memorial Scholarship Scheme available through the Australian College of Nursing to assist with financial support. www.acn.edu.au/phmss" www.acn.edu.au/phmss

* 1. **Other Student welfare services**

**Accommodation and Airport pickup assistance** – Accommodation and Airport pickup assistance advice is available to all international students from the point of issuance of Confirmation of Enrolment (CoE). College will provide up to date information on accommodation options and or providers, this advice will be provided free of charge. The fees for external agencies will be at the cost of the student. Please contact Student Support Officer.

**Emergency and Health Services** – Students are advised on campus safety and how to access emergency and health services in Australia. For non-urgent services students are encouraged to talk with student services. For medical or other emergencies students are instructed to contact the appropriate services, e.g. 000 and inform College as soon as appropriate.

**Facilities and Resources** – College will organise a quick tour of the campus on the orientation day for the students. It will showcase College facilities and during that process they will become familiarise of the resources available to them.

**Legal Services** –College may refer a student who requires to access legal practitioner, the referral is at no cost to the student. Student would be responsible for any cost related to the legal advice provided by the lawyers. Please contact Student Support Officer.

**Culture & Diversity** - Queensford College is committed to a culture that embraces and fosters diversity and inclusion. People from all social and cultural backgrounds will be equally treated and due respect will be given to the traditional owners of the land, Aboriginal and Torres Strait Islander people. The college will endeavour to ensure all staff, students and those with whom we interact feel safe, respected and valued for their diversity.

**General Counselling and Advice** – Student may seek to receive help if they have any concern with their mental wellbeing, domestic violence, relationship problems, gambling and alcohol problems. Queensford College will endeavour to assist by providing the counselling services in all cases. However, in case of Queensfrod College not being able to address any of the student concerns that are concerning, student will be directed to the external professional help and counselling.

* 1. **Recommended External Support Agencies**

Please note external support services may incur additional cost to the students.

**Learning Difficulties Australia**  www.ldaustralia.org

Learning Difficulties Australia is an association of teachers and other professionals dedicated to assisting students with learning difficulties through effective teaching practices based on scientific research, both in the classroom and through individualised instruction.

**Australian Council for Adult Literacy** www.acal.edu.au

The Australian Council for Adult Literacy promotes adult literacy and numeracy policy and practice. The council exists to:

* provide leadership in Australian debate on adult literacy and numeracy practices and policy
* build understanding of adult literacy and numeracy issues
* advocate on behalf of equitable adult literacy and numeracy provision for all Australians
* build links between people, organisations and systems; the participants and stakeholders in the adult literacy and numeracy field
* Work with other organisations on issues of mutual concern.

**Australian Department of Human Services** https://www.humanservices.gov.au/customer/subjects/indigenous-australians-looking-work-studying-or-training

The Department provides support, assistance and guidance for Aboriginal and Torres Strait Islander Australians who are studying or doing an apprenticeship or traineeship including information on Other government and community support services

**Indigenous.gov.au** http://www.indigenous.gov.au/

Connects Aboriginal and Torres Strait Islander people with Australian Government policies and programmes and raises awareness about the initiatives that affect them most.

**DrinkWise:** **https://drinkwise.org.au**

**For information on healthier and safer drinking culture in Australia.**

**Lifeline:** **https://www.lifeline.org.au/get-help/information-and-support/substance-misuse-and-addiction/**

**For information on substance abuse and addiction.**

**Alcoholism at home:** **https://www.healthdirect.gov.au/alcoholism-at-home**

**For information and health advice from Australian Government.**

**Beyond Blue:** **https://www.beyondblue.org.au/**

**For information on mental wellbeing support service.**

**Services provided by the college are as follows:**

| **Who can access the Support** | **Support Avenue** | **Who Offers the support** | **What support is provided** | **How to access the support** |
| --- | --- | --- | --- | --- |
| All students | Student Services department/online orientation portal | Student Support Staff | Information about studying at Queensford College, it services and relevant policy and procedure | Students will be emailed about the orientation once the enrollment with Queensford College is finalised: https://orientation.queensford.edu.au/ |
| International Students | International Support Services | Team of International Support Staff located at each Campus | * Local essential living information (transport, accommodation, banking etc.
* Local cultural support community contacts
* Health insurance and health care access
* Assist with enrolment processes and orientation to Queensford College (Internet access, Student ID, college facilities and procedures
* International student visa information and advice.
* English / study skills support through the English department
* Access to BKSB (Basic Key Skills Builder)
* Disability support
* Advocate for students with trainers & Assessors as required
* Career options and / employment opportunities
 | **Via email:** International@queensford.edu.au" International@queensford.edu.au **Make appointment** ***Brisbane Campus***359 Queen StLevel 2, student reception ***Parramatta Campus***1 Fitzwilliam StLevel 3 Student Reception**Call** 1300 120 457 |
| ATSI & Domestic Students | Domestic and Indigenous Support Services | Team of Domestic & Indigenous Support Staff(Staff with ATSI Heritage) | * Local ATSI support & community contacts
* Course selection advice
* English / study skills support through the English department
* Access to BKSB (Basic Key Skills Builder)
* Financial assistance via Abstudy
* Advocate for students with trainers & Assessors as required
* Health care and welfare advice
* Career options / employment opportunities
 | **Via email**studentservices@queensford.edu.au **Make appointment** Brisbane Campus359 Queen StLevel 2, student reception Parramatta Campus1 Fitzwilliam StLevel 3 Student Reception**Call** 1300 120 457 |
| All Students | IT Helpdesk | IT Support Team | * Personalised 1:1 assistance / tutorials in the Computer Lab
* Remote access assistance
* All students including face-to-face classroom students have access to study resources on the student Learning Management System (Moodle)
* Assist with On-line Library access EBSCO Host
* High Speed Free WiFi is available for all students to access throughout the college
 | Via emailhelpdesk@queensford.edu.au Make appointment at Level 2, student reception Call (07) 3088 6235  |
| All Students  | Library Services | Trainers / Assessors and IT Helpdesk | * All prescribed textbooks are supplied by the college
* Full access to library 24 / 7 via computer or mobile
* Access to CINAHL Complete
* Access to Nursing Reference Centre Plus
* Access to Nursing eBook collection
 | All students are issued with a QC email address to send and receive communications. **Make appointment** Brisbane Campus359 Queen StLevel 2, student reception Parramatta Campus1 Fitzwilliam StLevel 3 Student Reception**Call** 1300 120 457 |
| All Students | English department (Bris)Trainers and Assessors (Parramatta) | English teaching team.Nursing Trainers & Assessors | * Free English / study skills classes twice a week in the evenings
* Available by appointment for 1:1 or group assistance with
* Assignments
* Study planning
* Research and Literature searches
* Individual student driven assistance
 | Referral from Trainer**Make appointment** Brisbane Campus359 Queen StLevel 2, student reception Parramatta Campus1 Fitzwilliam StLevel 3 Student Reception**Call** 1300 120 457 |
| All Students | Student Representative Council | Student Reps and Council Members | * Advocacy
* Counselling
* Open non-threating environment to present issues
 | -Private message via email to Student Rep**In person****Make appointment** ***Brisbane Campus***359 Queen StLevel 2, student reception ***Parramatta Campus***1 Fitzwilliam StLevel 3 Student Reception**Call:** 1300 120 457 To request an appointment with a Student Rep |
| All students | Career and employment services | Student Support Teams (Domestic & International) | * Links to Job search engines Eg. Seek, Indeed, Career One)
* Notification of available positions at Industry partner organisations via LMS
* 1:1 Advice and assistance by appointment

**Note:**It is planned to set up Queensford Career Centre in 2018 to assist with Resume writing, job applications and interview preparation.  | **Via email**studentservices@queensford.edu.au International@queensford.edu.au **Make appointment** Brisbane Campus359 Queen StLevel 2, student reception Parramatta Campus1 Fitzwilliam StLevel 3 Student Reception**Call** 1300 120 457 |

**Contact Details for Support Agencies (Parramatta Campus)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Agency** | **Contact Person** | **Contact Details** | **Services Provided** |
| Tribal WarriorRedfern |  | tribalwarrior.org (02) 9699 3491 | Mentoring, training & Counselling for Indigenous Australian youth |
| Think Your WayAustralian Government resource |  | Thinkyourway.edu.au | Resources for StudentsResources for Teachers |
| National Centre of Indigenous Excellence |  | https://ncie.org.au (02)9046 7800 | AccommodationHealth and fitness facilitiesJob Ready Program for ATSI YouthsAssistance with IT for Indigenous people |
| Nepalese Community in Sydney | Bikash Bhandari | http://nepcis.org/contact-us/ Parramatta Campus Reception (02) 8660 0040 | Community SupportCultural activities and celebrations |
| Nepalese Australian Association  | Bikash Bhandari | http://www.naa.org.au/  | Counselling ServicesSocial Activities |

# Complaints and Appeals

Queensford College always welcomes student feedback and comments. Please access our complaints and appeals policy and procedure from the website.

# Associated documents

* Student Enrolment Policy and Procedure
* Access Equity and Fair Treatment Policy
* Language Literacy and Numeracy Test
* Student Support Plan
* Complaints and Appeal Policy and Procedure
* Critical Incident Policy and Procedure
* Monitoring course progress policy and procedure
* Deferral, Suspension and Cancellation Policy and Procedure
* Leave Policy and Procedure
* Transfer Between Providers Policy and Procedure
* Student Handbook
* Fees Payment and Protection Policy