

Reference		Version	1
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Responsible	Andrew Lewis	Created	22 February 2022
Author	Paul Cavicchia	Review Date	30 June 2024
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STUDENT SUPPORT SERVICES POLICY

Policy and Procedure

Version	Date	Author	Reviewed by	Review Date	Summary of Changes
1	22 February 2022	Paul Cavicchia	Andrew Lewis	30/06/2024	Initial Version

Approved: _____
Andrew Lewis (CEO)

Date: _____

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Policy

1 Policy Statement

The Standards for Registered Training Organisations 2015 v2.2 October 2019, Standard 1 Clause 1.7, Standard 5, Clause 5.4. CTI is committed to:

- providing a supportive inclusive environment to assist Learners/Students to achieve completion of their chosen course and training.
- CTI promotes the principles of child safety, gender equality and mutual respect.

2 Purpose

The purpose of this policy is to maximise learner/student success and recognise the importance of providing education and wellbeing services to assist students to achieve in their chosen course. Budgetary and facility constraints may govern the extent to which this policy and procedure can be fully implemented.

3 Scope

This policy applies to all applicants seeking to enrol in courses with CTI, all enrolled Learner/Students and all staff. Student Support Services is not responsible for ensuring engagement in courses, progression discussions with students, managing behavioural issues, withdrawals or decisions to not progress enrolment. Student Services areas include Disability Access, Student Wellbeing, and Aboriginal and Torres Strait Islanders Engagement and Access.

4 Policy

Policy Body

Student learning and wellbeing supports are heterogenous and can be complex. As a result support is identified from a variety of sources including; information disclosed within the pre-training review process, any direct employer referrals, teaching delivery areas, or directly from students themselves. Access to support services will be made available to students over the course of their enrolment including prior to the commencement of study.

1. Students are informed of available support services through CTI, on enrolment and course induction.
2. Student Support Services is responsible for additional support required by students in order to access their chosen field of study.
3. Support requests deemed unreasonable or those that undermine the integrity of the course or qualification will not be considered.
4. Students are responsible for course progression and meeting inherent requirements to participate in chosen field of study.
5. This Policy ensures that Students have an equitable learning and assessment environment.
6. That Students have access to appropriate support services
7. As an RTO, CTI meets its obligations and the requirements of other relevant legislation (State and Federal).
8. Student support is offered in line with best practice guidelines.
9. Student Support Services is focused on continuous quality improvement and accepts student feedback on its approach, systems, and processes.
10. Disclosures of significant risk to an individual will be managed in line with appropriate legislation.
11. Identification and provision of support services requires a coordinated approach including client services, trainers, assessors, managers and other service specialists.

Referrals

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Referral to Student Support services may come from:

- Client Services.
- Trainer and assessors.
- External agencies.
- Enrolled students identifying the need for support.

Referrals may be made from:

- Direct contact through walk-ins.
- In person or phone discussion with staff.
- Electronic mechanisms including emails and the Student Support Services portal.

5 References

Commonwealth

- Disability Discrimination Act 1992 (Commonwealth)
- Disability Standards for Education 2005 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)
- Race Discrimination Act 1975 (Commonwealth)
- Racial Hatred Act 1995 (Commonwealth)
- National VET Regulator Act 2011 (Commonwealth)
- Privacy Act 1988 (Commonwealth)

Victoria

- Education and Training Reform Act 2006 (Victoria)
- Equal Opportunity Act 2010 (Victoria)
- Education and Training Reform Regulations 2017 (Victoria)
- Gender Equality Act 2020 (Victoria)
- Privacy and Data Protection Act 2014 (Victoria)
- Worker Screening Act 2020 (Victoria)