

UTP34 – Student Education and Support Policy and Procedure

Title: UTP34 - Student Education and Support Policy and Procedure

Published Date: 01/10/2021

Version: 1.1

Table of Contents

1. Policy	2
2. Scope	2
3. Responsibilities	2
4. Relevant documents	2
5. Requirements.....	2
6. Identification of special learning needs	2
7. Education services.....	3
8. Other internal support services	4
9. Other external support services	8
10. Data collection and service improvement for student special needs.....	10
11. Revision History.....	11

1. Policy

UTAIT provides equal access to training and delivery services for all students and where possible, the policy associates with number of support services for students studying with UTAIT.

The purpose of this policy is to ensure that our services are available at any time to support student needs.

2. Scope

This policy covers all support activities relating to training, assessment, monitoring students' progress and other special needs that may affect student's life during the study with UTAIT.

3. Responsibilities

Director of Training is responsible for implementation of this policy.

4. Relevant documents

Student handbook.

UTP35 - Complaints and Appeals Policy and Procedure

UTP25 - Credit Transfer Policy and Procedure

UTP26 - Recognition Policy and Procedure

5. Requirements

This policy is to ensure that:

- Appropriate support services are available for students;
- Identify all external support services and finalise arrangements as needed;
- Staff, including trainer/assessor are fully informed in regards to student support services;
- Staff, including trainer/assessor are appropriately trained to conduct support services (as appropriate);
- Trainers/Assessors and other staff are aware that they are not to provide counseling services and the consequences of doing so.

6. Identification of special learning needs

The UTF01 Application for Enrolment form requires students to self-assess their English language capabilities and to indicate any special needs that they may have.

Any special learning needs identified in the application will be recorded into the student management system and reflected in the student training plan by the student administration team.

This information will be passed on to the trainer in charge of the student. The trainer in charge will be responsible for monitoring and supporting the student and provide feedback to the student support team.

In addition, if students wish to inform UTAIT of a change to their support needs that may affect their learning while undertaking training, they can discuss their needs with their trainer and/or advise UTAIT officially by submitting the UTF41 Student Change of Personal Details & Learning Needs Form to the student support services manager or access the feedback function via UTAIT's website.

In some cases, student's special learning needs will not be identified until few weeks of class attendance. It is the responsibility of Trainers/Assessors to identify learning or language difficulties and to advise the Director of Training or the UTAIT support staff. Support services will be provided at the earliest possible time by the UTAIT student support team.

In cases of external support services are required; UTAIT will refer students to an external service provider who could assist the student needs. UTAIT will not charge referral fees.

UTAIT Trainer/Assessors are not qualified counselors and therefore there is not an expectation that they have the capacity to identify personal or financial issues. However, the relationship between a Trainer/Assessor and student should be one of openness and trust and if a student confides such issues to their Trainer/Assessor, the Trainer/Assessor is responsible for encouraging and assisting them to access appropriate assistance through the Director of Training or UTAIT support staff.

Counseling is a qualified and licensed professional. Trainer/Assessors who are not qualified counselor must not providing personal counseling to students. UTAIT staff that breaches this will face disciplinary action.

7. Education services

7.1 Requirements

All students undertaking courses longer than 10 weeks duration will receive a training plan at commencement of their course. The training plan must contain the following information:

- Commencement date
- Expected finish date
- Units of competency/skill set to be delivered
- Expected duration for each unit/ skill set
- Training methods for each unit/cluster of units
- Assessment methods for each unit/ skill set

The trainer will explain the structure of training, assessment and expected duration of the program and each unit/cluster of units/milestone to the commencing students.

When the training has commenced, progress report will be generated by the respective trainer at the end of each milestone/ skill set. The progress report includes the following information:

- Number of days absence from study

- Unit of competencies achieved "Competent"
- Unit of competencies not attempted
- Unit of competencies Not Yet Competent

Students did not achieve 70% satisfactory result or absence more than 30% of the mandatory training days will be considered as "at risk".

7.2 Procedure

UTAIT will send the progress report to the "at risk" student and his/her employer.

Trainer/student support staff will discuss the student's progress with the "at risk" student and his/her supervisor.

During the discussion, the trainer/student support staff will discuss the improvement solution with the student and his/her supervisor. Once the improvement solution is agreed, it must be documented on the training plan and signed by the student, the trainer and the employer (if applicable).

A copy of the training plan will be kept in the student's file.

8. Other internal support services

8.1 Orientation

UTAIT supports all students to adjust to study at UTAIT, to achieve their learning goals and to achieve satisfactory progress towards their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

UTAIT provides information at orientation regarding the opportunity for students to participate in services or provides services designed to assist students in meeting course requirements.

Information provided at induction includes minimum following types:

Introduction

- Trainer's name and contact details
- The Head trainer or Course Coordinator's name, contact details, his/her roles and location
- The name, duration and grading of course
- Location of toilets, security, etc
- Location of Student Support Services
- Emergencies
- First Aid

Conduct Requirements

- Student Rights, Responsibilities and Feedback
- Standards of dress
- Children on Campus
- Harassment
- Workplace Health and Safety
- Environmental Compliance
- Plagiarism
- Mobile phones
- Computer Users' Code of Conduct
- No Smoking Policy

Managing Your Study

- Student Assessment Guide and appeals
- Every Student's Guide to Assessment
- Course requirements – textbooks, uniforms, equipment, attendance
- Student Identification number (USI)
- Learning Management System
- Assistive Technology
- Username/Password
- Support
- Wireless Access
- Recognition
- ID card
- Learning Support

UTAIT provides the opportunity for students to access welfare related support services to assist with issues that may arise during their study, including course progress requirements and general welfare issues. These services are provided at no additional cost to the student. If UTAIT refers a student to external support services, UTAIT will not charge for a referral.

UTAIT has a documented Critical Incident Policy together with procedures that covers the action to be taken in the event of a critical incident, required follow up to the incident and records of the incident and action taken.

UTAIT staff and trainer are first point of contact for students, who will assist in whatever way possible and refer to others for more specialist help, including external help. Therefore UTAIT has sufficient staff personnel to meet the needs of the students enrolled in UTAIT.

Staff are made aware of such services with information communicated to staff through inclusion in staff meetings, professional development days and through the policies in this policies and procedures manual.

8.2 Learning supports

Trainers are the first contact for students requesting academic support. UTAIT recognises that each student has different learning style, different ability to retain knowledge and skills and need different type of support.

The learning support strategies used by trainers at UTAIT include:

- Pre-teaching technical terminology.
- Demonstrating procedures.
- Providing maximum opportunities for 'hands-on' experience and practice.
- Ensuring individual support and advice to students.
- Provide literacy support to assist in the understanding of language specific to the industry
- Encouraging students to work at their own pace.
- Provide special visual learning aids to support the special needs for the learning style of Aboriginal or Torres Strait Islander Origin students, as required.
- Where necessary inviting students to record training session on an audio.
- Providing written learning material and illustrations to reinforce the learning.
- Applying the principles of reasonable adjustment to training and assessment

Students with learning difficulties beyond our areas of expertise are referred to external specialist agencies.

All UTAIT staff is responsible for:

- Recognising the cultural diversity of all students.
- Ensuring equal treatment of all students.
- Encouraging full participation and assist all students to achieve course outcomes.
- Providing equal access to resources.
- Referring students with any settlement and/or specific learning problems to the Director of Training for advice or referral to external specialist agencies.

8.3 LLN and English support

UTAIT acknowledges and supports the multicultural environment within its learning environment. Students may need LLN or language supports to achieve their learning outcome.

Language, Literacy and Numeracy (LL&N) support will be provided by all UTAIT's trainers in all subjects as part of the normal tuition and assessment activities. The learning support strategies employed by UTAIT's trainer and staff include:

- Speak slowly and clearly and use simple complement sentences.
- Use non-verbal cause such as hand movement, facial and body gestures, smiling, nodding, and pointing to emphasize meaning
- Stick to the topic, do not add irrelevant topic/words.
- Demonstrate task as much as practicable.

- Repeat instruction calmly and slowly until students understand.
- Utilise video clips and visual aids as much as possible.
- Discuss with students about external English language and literacy support and further training and opportunities available.

8.4 Academic Mentoring

UTAIT trainers and staff will provide additional academic assistance if a student requires. This assistance is generally provided out of class hours for groups or in particular, circumstances one on one appointment can be arranged. This service is at no cost to the student.

8.5 Credit Transfer (CT)

Credit Transfer is available to all students. UTAIT trainers and staff will assist students to prepare the application and supporting documents for Credit Transfer. There is no cost no cost to the student to apply and obtain Credit Transfer. (Refer to UTP25 - Credit Transfer Policy and Procedure)

8.6 Recognition of Prior Learning (RPL)

RPL is available at UTAIT for students assessed as suitable for RPL pathway. UTAIT trainers and staff will guide students to prepare for the RPL application. Student will be the responsible to cover RPL assessment fees and these fees are not included in course fees. (Refer to UTP26 - Recognition Policy and Procedure and the Fees and Charges schedule)

8.7 Tea, Coffee and Meals

Tea, coffee and drink water facilities are provided for students and included in course fees. Meals are not provided.

8.8 Student access to records

Current and past students are entitled to have access to their academic record on written request. Students who request to access their records are to be provided with this access at the earliest opportunity but no later than 7 calendar days.

They may view their record in the presence of a representative from UTAIT. The student will need to provide photo identification prior to any access will be granted. Students who wish to access or sight their computerised or paper record retained by UTAIT will be permitted to do so during office hours (9am to 5pm, Monday to Friday).

Access will need to be arranged prior with the Director of Training. Records are not be removed from UTAIT. Students are permitted to take notes on information appearing on their record. The student file is not to be taken away from UTAIT premises. There is no charge for a student to access their personal information however no photocopying or photography of any portion of the student file is permitted.

The file remains the property of UTAIT and is to be retained to comply with regulatory requirements. In complying with the Australian Privacy Principle 13; if an individual identifies that there is error with the personal information being kept by UTAIT; a request to amend the information can be

made. Corrections will be made within seven days from the error being identified and a notation will be made on the individuals file. There is no charge to correct an individual's file.

Written requests should be sent to: Director of Training.

8.9 Protection

It is the duty of care that all employees working with UTAIT must have work with children check (WWCC). Our enrolment policy requires that all students must be over age of 18. In addition, if staff member discovers any young person voluntarily enter UTAIT's premises, he/she must inform the CEO or the Director of Training for appropriate monitoring. It is the staff's responsibility to comply with this requirement. UTAIT does not permit any audio and/or video recording be made within UTAIT's premises (except camera installed by UTAIT for security purposes).

8.10 Resolve student's complaints and appeals

Despite the best efforts of UTA Institute of Technology (UTAIT) to provide quality services and outcomes to its students, complaints may occasionally arise that require formal resolution. UTAIT has a separate policy to resolve student's complaints and appeals - UTP35 - Complaints and Appeals Policy and Procedure.

8.11 Inform students of changes within UTAIT

UTAIT will make all reasonable steps to inform students of any changes in UTAIT's ownership, management, third party arrangements or anything that may affect students' learning experience with UTAIT. Notice will be communicated to students via the following methods:

- Internal notice board in campus.
- UTAIT's website
- Email to students
- Announcement through the Learning Management System - Moodle
- Announcement through the administration office direct to the students inside the campus.
- Send text message to student's mobile phone.

9. Other external support services

No charge is made by UTAIT to the student for referral to appropriate external support services and every effort will be made to access free or low cost services. The student should be aware that costs directly associated with the support service will be payable by the student.

9.1 Personal Counselling

UTAIT trainers and staff are not qualified counsellors and will not providing personal counselling. Students will be referred to a qualified personal counselor. Please see below for information regarding referral to an appropriate counselling service. Referral will be at no cost to the student and all costs associated with the counselling will be the responsibility of the student.

Melbourne Counselling Services - (03) 9653 3250 to book an appointment. (Melbourne Counselling Services are a division of the Crossroads Network, based in the Melbourne CBD. All counselling services are free, confidential and provided by appropriately qualified staff. There is no need for referral to these services and interpreter services are also available if required.)

9.2 Literacy and numeracy

In circumstances that there is no qualified LLN support staff available in campus, students will be referred to external specialist's for LLN training and assessment such as Latrobe University, English department or Broadmeadows Kangan Institute. Referral will be at no cost to the student and all costs associated with the training program will be the responsibility of the student.

9.3 Employment Guidance

UTAIT trainers and staff will provide students with career pathway information relevant to the course provided by UTAIT. Students who require assistance in looking for employment opportunities will be referred to a nearby, government job network provider:

NorthStar Employment Services: 218 Broadway Reservoir VIC 3073. Tel: 9460 2258.

9.4 Medical services

UTAIT will refer its students who require medical assistance to a medical centre located within closed proximity to UTAIT. Referral will be at no cost to the student and all costs associated with the medical service will be the responsibility of the student.

Edward Street Medical Clinic, 32A Edwardes St /Reservoir, VIC, 3073
Tel: (03) 9469 5600 or for emergency Number –Fire, Ambulance, Police (000)

9.5 Legal Services

When a student requires a legal service, UTAIT will provide assistance in the identification of appropriate legal services. Wherever possible and appropriate, referral will be made to:

Victorian Legal Aid Services which is a free service:

Victorian Legal Aid Services - North-Western suburbs
Level 1, Building 1 Broadmeadows Station Centre
1100 Pascoe Vale Rd, Broadmeadows, VIC 3047
Tel: (03) 9302 8777

9.6 Addiction Support Services

Where a student has been identified himself or herself requiring assistance in regards to an addiction, student support staff will assist him/her to access an appropriate service such as:

Direct line for **Alcohol & other drugs services** in Victoria on 1800 888 236.

This is a 24-hour telephone counselling, information and referral service. At Direct Line, students can talk to professional counsellors who are experienced in alcohol and drug-related matters. Referral will be at no cost to the student and all costs associated with the addition service will be

the responsibility of the student.

9.7 Aboriginal and Torres Strait Islander Support Services

Aboriginal or Torres Strait Islander students requiring assistance in regards to matters outside of UTAIT's scope of internal support services will be referred to an appropriate community centre. UTAIT has identified the following local community centre:

Darebin Community Health - East Reservoir
125 Blake Street, East Reservoir VIC 3073
Phone: (03) 8470 1111; Fax: (03) 8470 1107

10. Data collection and service improvement for student special needs

Data on student special needs will be retrieved from the student management system and analysed every 6 months before each regular internal audit. Information to be reviewed including:

- Type of special needs
- Percentage of special needs per total students
- The effectiveness of the support services provided by UTAIT
- The needs to provide internal support services for a certain type of special needs
- The needs to employ more student support staff.

The UTAIT management board will take necessary action in response to the review to improve the services. This process will be implemented in conjunction with the UTP20 - Continuous Improvement Policy and Procedure.

11.Revision History

Version	Continuous Improvement Reason	Continuous Improvement Change
1.0	Original document	
1.1	=	