CONTENTS

PURPOSE ........................................................................................................................ 3
DEFINITION ..................................................................................................................... 3
POLICY ............................................................................................................................ 5
MINOR CHILDREN .......................................................................................................... 6
STUDENT SUPPORT & CHILDREN'S PROTECTION OFFICERS .................................. 6
Internal Support Services Available .............................................................................. 6
External Support Services ............................................................................................ 8
INTERVENTION STRATEGY ........................................................................................... 9
RESPONSIBILITY ............................................................................................................ 9
Accountable Officer ....................................................................................................... 9
Student Support & Children’s Protection Officers .......................................................... 9
Trainers & Assessors ..................................................................................................... 9
ACCESS ........................................................................................................................... 9
APPLICABLE STANDARDS ............................................................................................. 9
Standards for Registered Training Organisations 2015 ................................................. 9
Standard 1: Training & Assessment Strategies .......................................................... 9
Clause 1.7 Support Learners ....................................................................................... 10
Standards for Registered Training Organisations 2015 – International Students ..........10
Standard 6 – student support services ....................................................................... 10
PURPOSE

This policy is to confirm and inform stakeholders of 4Life’s commitment to assisting all students to achieve successful completion of their professional development goals through the provision of quality training and support services.

DEFINITION

Academic Progress

Satisfactory Academic Progress is defined as the expected achievement of the following requirements:

- no less than and 80% “satisfactorily achieved” of for each individual assessment;
- An average “satisfactorily achieved” assessment of at least 80% combined for all the units completed from time of enrolment;
- Not failing a unit more than once;
- Not failing more than one unit per semester;
- Satisfactory attendance at scheduled classes of not less than 80% for the duration of the course unless due to evidenced special circumstances. Please refer to Attendance Monitoring Policy.

Accountable Officer: The Accountable Officer is the senior trainer/assessor. They are responsible for the quality of training and assessment and student completion.

At the time of publication of this policy the Accountable Officer is Mr Bruce Cameron.

Appeal or Complaint Process

Processes by which students and other stakeholders may appeal decisions or formally register a complaint. Refer to the Complaint Process Policy and Procedure or Appeal Process Policy and Procedure or speak with a staff member for assistance.

Children’s Protection Officer

The Children’s Protection Officers are the Operations Director in South Australia and General Manager in NSW and their role is to provide and/or facilitate appropriate support services and protections for minor children.

Deferment of Studies

Deferment of studies occurs when a student is unable to complete the qualification for which they are enrolled. At this time the student will withdraw from the qualification with the ability to recommence at a later date. It should be noted that:

a. during the period of deferment Training Packages may change and the student may need to either undertake gap training or undertake new units; and
b. international students may have their Visa cancelled and be required to return to their home countries.

Evidence of the reason for deferment is required.
Education Director

The Education Director is responsible for the operations of higher level decision making such as the continuance of students.

At the time of publication of this policy the Education Director is Mr Bruce Cameron.

Intervention Strategy

This involves the active participation of a student in a negotiated strategy to increase the student’s opportunity for satisfactory course progress achievement.

An Intervention Strategy is negotiated and is compulsory once a student is identified as being at risk of not achieving satisfactory academic progress. Please refer Intervention Strategy Policy.

Intervention & Support Services

Internal or external activities and actions that assist the student to achieve a successful course outcome i.e.:

- Academic Mentor (Internal);
- Study groups (Internal)
- Language Literacy & Numeracy additional learning (external);
- Personal, financial or other counselling (external)

Please refer to Student Support Services Policy and/or speak with 4Life staff for assistance.

Intervention Stage 1

Intervention Stage 1 for students whose academic performance is unsatisfactory will mean a period of Intervention Stage 1 in which the student is engaged in the 4Life Intervention Strategy including the assignment of an academic mentor who will closely monitor the student’s attendance and progress and provide support as required. It is the student’s responsibility to maintain contact with their academic adviser.

The student will continue to attend classes.

Intervention Stage 2

Intervention Stage 2 means a student will be removed from attending normal classes for a period of time during which they will be provided with external assignments to complete and an academic mentor will be nominated as a support during this period of time.

Intervention Stage 2 will occur where a student has evidenced a continued disregard for course minimum requirements and/or the Student Code of Conduct.

Students evidencing active participation in the 4Life Intervention Strategy will not be subject to Intervention Stage 2.
### Intervention Stage 3

Domestic Students - Intervention Stage 3 means the immediate release/removal from all further studies with 4Life.

International Students – Intervention Stage 3 means the immediate release/removal from all further studies with 4Life supported by report to DIBP which will result in cancellation of Visa.

Intervention Stage 3 is a ‘last resort’ consequence that will occur where a student does not evidence active participation in the 4Life Intervention Strategy, and has been suspended once previously, and/or their behaviour is of a serious negative or illegal nature.

Domestic and International Students may access the Appeal or Complaint Process if they believe that Intervention Stage 3 was not appropriate. Please refer to the Appeal and Compliant Policies.

### Minor Child

A child under the age of 18 years.

### Satisfactory Attendance

Satisfactory Attendance is defined as the expected minimum attendance required achieving competency in the skills and knowledge of the qualification being undertaken.

Satisfactory attendance at scheduled classes of not less than 80% for the duration of the course unless due to evidenced special circumstances. Please refer to Special Circumstance below.

### Student Support Officer:

The Student Support Officer is responsible for the welfare of all students.

At the time of publication of this policy the Student Support Officers are Ms Melinda Asquith (South Australia) and Ms Pam Newell (NSW).

### Study Period

A study period is equal to one semester which is made up of 26 weeks.

### Third Party

A NVR RTO or other appropriate entity or individual with whom 4Life contracts the delivery and/or assessment of training on its behalf.

### Withdrawal from a unit

Withdrawal from a unit or qualification, due to illness or other compassionate or other compelling circumstances, without academic penalty will be negotiated and will be dependent upon the level of completion and achievement at the time of withdrawal.

Generally, academic penalty will apply before and up to week 4 of the qualification as assessments are not conducted before this time.

It is not 4Life policy to penalise a student for circumstances that are out of their control.

### POLICY

It is the policy of 4Life to provide, as appropriate, internal or external support for all students.
All students will have fair and equitable access to 4Life training and assessment services.

All domestic students, including Skills for All applicants, applying for enrolment into a qualification will be required to undertake an entry assessment and entry interview which is used to identify the suitability of the student for the chosen training program and for supports that may be required to ensure their successful completion.

All international students applying for enrolment into a qualification will be required to undertake an assessment pre commencement which is used to identify supports that may be required to ensure their successful completion.

All domestic students applying for enrolment in short courses or licensing courses will be required to undertake and entry interview which is used to identify supports that may be required to ensure their successful completion.

All domestic and international students are provided with a Support Disclosure Form which is voluntary and allows the student to confidentially advise 4Life of any special needs they may have. The Support Disclosure Form assists 4Life at the entry interview to develop an appropriate Training Plan with comprehensive supports.

No charge is made by 4Life 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. 4Life will assist the student to access appropriate funding or medical benefit rebates as may be available from time to time.

MINOR CHILDREN

Where a minor child is identified or requests supports their parent/guardian will be informed and involved in all of the intervention stages as detailed below.

STUDENT SUPPORT & CHILDREN’S PROTECTION OFFICERS

The Student Support Officers are the:

- Director of Operations in South Australia, mobile number 0439083383; and
- General Manager in NSW, mobile number 0412 874 282.

INTERNAL SUPPORT SERVICES AVAILABLE

1) **Clients who speak English as a Second Language**

4Life trainers are experienced in working with people from culturally diverse backgrounds for whom English is not their first language.

The trainers have developed a range of practical devices to assist in overcoming the language barrier. These include games, pictures and diagrams.

2) **Literacy and numeracy**

4Life trainers are experienced in working with people who require some assistance with literacy and numeracy.

All assessments are available in oral form.

3) **Reasonable Adjustment**

Reasonable adjustment of training and/or assessment is provided for all students who are identified as requiring or who ask for support.

4) **Computer Literacy**

Domestic candidates/students needing to build computing skills will be provided with assistance in accessing appropriate computing training. Referral will be at no cost to the
candidate/student and all costs associated with the training program will be the responsibility of the candidate/student.

5) **Personal Counselling**
4Life trainers and staff are not qualified counsellors and will not provide personal counselling. Please see below for information regarding referral to an appropriate counselling service.

6) **Academic Counselling**
4Life trainers and staff will provide additional academic assistance if a student requires it.

This assistance is generally provided out of class hours for groups or in particular circumstances one on one appointments can be arranged.

7) **Recognition of Prior Learning (RPL) & Credit Transfer (CT)**
RPL & CT are available to all students and 4Life trainers and staff will provide students assistance to prepare for RPL or Credit Transfer.

8) **Study Skills & Assignment Preparation**
4Life trainers and staff will provide students with assistance to develop their self directed study skills and assignments.

9) **Employment Guidance/Mentoring**
4Life trainers and staff will provide students with career mapping assistance, job seeking and on job mentoring support for a period of 3 months after commencing employment.

10) **Library Services**
Assistance will be provided to students to register for and use the services of an appropriately located library facility if required.

Assistance will be provided in identifying and accessing appropriate web based information sources.

11) **Tea, Coffee and Meals**
Tea and coffee facilities are provided for students and is included in course fees.

Meals are not provided.

12) **Airport Pick Up and Homestay Accommodation**
4Life will arrange airport pick up, home stay and accommodation services for international students. A nominal fee will be charged to students for use of these services. The fees for services (current as at 1st March 2010) are:

i. Home stay arrangement fee: AUD$ 150, (weekly fee between AUD$200 to AUD$300)

ii. Accommodation placement fee: AUD$150

iii. Airport pickup: AUD$150

13) **Overseas Student Health Cover (OSHC) Arrangement**
4Life can arrange OSHC for the student. It is a requirement of Department of Education that all student visa holders must have Overseas Student Health Cover.


Follow the link to get an online quote for the WHSC that best meets the situation

14) **Interpreters & Scribes**
Both of these services can be coordinated on behalf of the student through DIBP or other appropriate resource services.

EXTERNAL SUPPORT SERVICES

No charge is made by 4Life 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. **4Life will assist the student to access appropriate funding** or medical benefit rebates as may be available from time to time.

1) **Academic Counselling**
   4Life will provide additional support for those students require particular levels of assistance

   Students who require higher levels of support will be referred to an external specialist ie literacy and numeracy, language, mathematics, etc. This support is arranged on an as needs basis.

2) **Personal Counselling**
   4Life will provide students with and assist them to access reasonable counselling options.

   Generally, students less than 18 years of age are referred to Child and Youth Health Services for personal counselling.

   Adult students registered with Centrelink may wish to speak with their Centrelink Case Manager for referral to an appropriate agent.

   International Students should be referred to DIBP for current appropriate programs to assist them.

3) **Financial Counselling**
   4Life will provide students with and assist them to access reasonable counselling options.

   Adult students registered with Centrelink and facing financial issues should be referred to their Case Manager.

   Students less than 18 years of age, without family support, should be referred to Child and Youth Health Services.

   International Students should be referred to DIBP for current appropriate programs to assist them.

4) **Quality Child Care Or Outside School Hours Care**
   4Life trainers and staff will assist students to source appropriate quality child care or outside school hours care if required. The cost of child care or outside school hours care will be the responsibility of the student.

5) **Mediation Services** Access OCAR provides students with access to trained and qualified mediators to work with them to resolve complaints and appeals associated with 4Life.

6) **Legal Services**

7) **Addiction Support Services**
   Where a student has been identified as or has identified themselves as requiring
assistance in regards to an addiction the SSO will assist them to access an appropriate service.

INTERVENTION STRATEGY

When a student is identified as not meeting either academic course progress or attendance an Intervention Strategy is negotiated with individualised special supports to assist the student to successfully complete. Please refer Intervention Strategy Policy.

RESPONSIBILITY

Accountable Officer

The Education Director is the responsible Officer and it is the responsibility of the Accountable Officer to ensure that:

- appropriate support services are available for domestic and international students;
- domestic and international students are informed as the services that are included in fees and those that the students will be required to pay for;
- approve all external support services prior to arrangements being finalised;
- Trainers and Assessors are fully informed in regards to student support services;
- Trainers and Assessors are appropriately trained to conduct support services;
- Trainers and Assessors and other staff are aware that they are not to provide counselling services and the consequences of doing so.

Student Support & Children’s Protection Officers

It is the responsibility of the Student Support and Children’s Protection Officers to:

- support and ensure the wellbeing of all students; and
- ensure a Child Safe Environment is maintained at all 4Life venues.

Trainers & Assessors

It is the responsibility of Trainers/Assessors to identify learning or language difficulties and to advise the Accountable Officer to facilitate support and intervention at the earliest possible time.

4Life Trainers/Assessors are not qualified counsellors 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 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.

ACCESS

All 4Life students have access to the support mechanisms and networks.

APPLICABLE STANDARDS

Standards for Registered Training Organisations 2015

Made under the National Vocational Education and Training Regulator Act 2011:

STANDARD 1: TRAINING & ASSESSMENT STRATEGIES

The RTO’s training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.
Clause 1.7 Support Learners

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 accredited courses.

Standards for Registered Training Organisations 2015 – International Students

Made under the Education Services for Overseas Students Act 2000:

STANDARD 6 – STUDENT SUPPORT SERVICES

Registered providers support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

6.1 The registered provider must assist students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation programme that includes information about:

a. student support services available to students in the transition to life and study in a new environment
b. legal services
c. emergency and health services
d. facilities and resources
e. complaints and appeals processes, and
f. any student visa condition relating to course progress and/or attendance as appropriate.

6.2 The registered provider must provide the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements and maintaining their attendance.

6.3 The registered provider must provide the opportunity 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 must be provided at no additional cost to the student. If the registered provider refers the student to external support services, the registered provider must not charge for the referral.

6.4 The registered provider must have a documented critical incident policy together with procedures that cover 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.

6.5 The registered provider must designate a member of staff or members of staff to be the official point of contact for students. The student contact officer or officers must have access to up-to-date details of the registered provider’s support services.

6.6 The registered provider must have sufficient student support personnel to meet the needs of the students enrolled with the registered provider.

6.7 The registered provider must ensure that its staff members who interact directly with students are aware of the registered provider’s obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.