

Title	Student Support Policy	Type	<input checked="" type="checkbox"/> POL	<input type="checkbox"/> PRO	<input type="checkbox"/> INS
Section	Programs	Reference Number	Standard 1		
Endorsement Date	March 2015	Review Date	March 2017		
Version	1.1	Review Personnel	Sarah Watterson		

PURPOSE
<p>South Coast Careers College (SCCC) aims to provide a personalised, innovative teaching and supportive learning environment in which students receive a valuable educational experience. This occurs within a partnership framework in which students are responsible for their own learning, while being actively supported by the College, with the intention of fostering their independence and identifying and responding to individual student needs.</p> <p>The College seeks to support each student to achieve their potential through early identification of, and response to, personal and academic issues which may have the potential to adversely affect their educational achievement.</p>
SCOPE
<p>This Policy provides staff and students guidance regarding their responsibilities to ensure that adequate support is provided to meet student needs. The Policy also aims to assist in the identification of students who require additional personal or academic support and to ensure appropriate interventions are implemented to enable such students to realise their full academic potential. The scope of the Policy includes students in all programs..</p>
PRINCIPLES
<p>South Coast Careers College (RTO ID 6558) is a compliant organisation and takes its obligations under various legislation, standards, and contracts seriously. The organisation has quality assurance mechanisms in place to ensure ongoing compliance and continuous improvement across its operations.</p> <p>South Coast Caers College complies with Commonwealth and State legislation and regulatory requirements on :</p> <p>WH & S Duty of care legislation Workplace harassment, victimisation and bullying Anti-discrimination, including equal opportunity, racial vilification or disability discrimination Prohibited Employment</p>

Building a better community through quality work skills and lifestyle training

Child Care and Protection
 Disability Service Standards
 Fair Work Australia
 Worker Compensation
 Taxation legislation
 Vocational Education and Training
 Provision of international education and training services
 Apprenticeships and traineeships

POLICY

1. South Coast Careers College Responsibilities

The College will endeavour to identify students needing additional support so that the intervention is respectful, timely, equitable, consistent and procedurally fair.

The College will:

- have in place strategies to identify students who require additional support to achieve their academic potential.
- support the mental health and well-being of its student body through a range of educational and support initiatives;
- make available information about support services to College staff and students, which can be readily accessed;
- encourage students with academic or personal support needs to access support from relevant internal and external support services;
- improve staff understanding to assist in the development of informed views, behaviours and attitudes towards students requiring additional academic or personal support;
- have effective procedures in place for the disclosure of information about students with academic or personal support requirements, which comply with Privacy legislation;
- have in place effective procedures for dealing with student incidents

Whilst the College is committed to providing a supportive environment, there are limits to the extent of the support which can be provided and it is not the responsibility of the College to replicate services that already exist in the community. The College has its own policies and procedures for the maintenance of good conduct and safeguarding academic standards that apply to all students studying at The College, irrespective of their specific support needs.

2. Vocational Education and Training Department Responsibilities

The Vocational Education and Training Department will implement processes for the monitoring of the progression of students, including:

- progression rate;
- overall progress towards completion of the students nominated program;
- failure to complete units of competency;
- English language proficiency;
- Numeracy proficiency;
- failure to complete subject assessment;
- allegations of misconduct;
- attendance.

3. Student Responsibilities

Students are expected to:

- consider carefully their choice of program and entry level capabilities;
- have an awareness of student conduct issues;
- seek relevant support/professional assistance where a psychological issue is having or is likely to have an impact upon their academic progress;
- seek and follow advice from their Head of Faculty or from staff teaching them;
- fulfil academic requirements, including registration or other requirements by the due date(s);
- achieve at least the minimum progression rate as defined against the Training and Assessment Strategy and Delivery Schedule
- complete units of competency as required by the Training Package and Qualification guidelines, including practical placements and clinical placements or other units of study as set down by the Faculty;
- make the College aware of any impediments to completing their academic requirements in a timely fashion; and
- make contact as soon as possible with the Faculty should they receive any formal notifications regarding concerns for their progress.

4. Personal Support

4.1. Identification of Students Requiring Personal Support

The College will seek to identify students requiring additional personal support, ensuring that early intervention is provided in a timely, equitable and consistent manner. Staff and students are encouraged to be alert to the possibility of unstable psychological states and aggressive behaviours or tendencies of The Colleges' students.

A student may be identified as requiring personal support and intervention, for the purposes of this policy, where their psychological or medical welfare is reasonably considered to warrant some form of intervention by the College.

4.2. Management of Students who are Identified as Requiring Additional Personal Support

While all College staff should take action in cases where students are exhibiting possible signs of distress, how staff respond to the individual student will depend upon the nature and level of their distress. Staff should be aware of their own personal and professional limitations.

Students can be referred to the following support areas:

- The Colleges' Student Support Officer;
- Heads of Faculty
- The Vocational Education and Training Manager
- The Chief Executive Officer

If, following an encounter a staff member is concerned about the welfare of a student, it is recommended that they notify the Chief Executive Officer by email of the circumstances.

5. Academic Support

5.1. Identification of Students Requiring Academic Support

A student may be identified as requiring additional academic support if they are not progressing satisfactorily in their studies, are potentially at risk of exclusion, or where their emotional or medical welfare is reasonably considered to warrant some form of intervention by the College.

A student may require additional academic support due to a number of factors. These might include, but are not limited to:

- a medical illness, injury, health or psychological condition or disability;
- a significant life stressor;
- behaviour which is consistently disruptive, volatile or otherwise in breach of the College Student Code of Conduct and is considered to be academic misconduct;
- English language proficiency;
- Numeracy Proficiency;
- Family or carer responsibilities;
- questionable academic behaviour, capacity or achievement which might be reflected by:
 - failure to attend compulsory teaching and assessment components of a subject;
 - failure to complete a mandated assessment element, field or clinical work, or practicum in a subject;
 - failure in the same subject twice;
 - an unsatisfactory attendance record;
 - minimal class participation;
 - the inability to complete the program within a reasonable timeframe;

Students who are aware that they are academically struggling and require additional academic support are expected to seek relevant assistance at their earliest convenience.

5.2. Faculty Monitoring

Once a student has been identified as requiring personal or academic support through the abovementioned identification systems the College will contact the student and follow College intervention protocols. It is important that students obtain academic support as quickly as possible once a need has been identified so that appropriate strategies can be implemented before the student becomes at risk of academic failure.

PUBLISHING AND COMMUNICATION

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Authorised Officer Position	CEO	Authorised Officer Name	Sarah Watterson
Signature		Date	16 th March 2017