

STUDENT SUPPORT SERVICES POLICY

1 Purpose

The purpose of this policy is to provide student support services while studying with Communicare RTO.

This policy does not only support academic and learning, but it also provides the opportunity for students to have access to other support services.

2 Scope

This policy applies to students who are enrolled and keen to enrol with Communicare RTO.

This policy is supported by clause 1.7, 5.4, 6.1 to 6.6 of the Standards for Registered Training Organisations (RTO) 2015 v3. Standard 1.7 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

3 Definitions

Support Services - The services will be provided by Communicare RTO to assist and support students to achieve their course outcomes successfully.

- The services may include:
 - Academic support including one on one support from trainer and assessor
 - Language, Literacy and Numeracy (LLN) assessment
 - Learning materials if required as reasonable adjustments for example, in large print fonts.
 - Emergency relief i.e. Smart Riders, Coles vouchers
 - Counselling services
 - The usage of computer to undertake course/tasks
 - Any other support that requires referrals to services

Policy

Communicare RTO is committed to ensuring equal access to education and training for all students, regardless of their background, abilities, or personal circumstances.

Students have the option to disclose any disabilities or ongoing health conditions during the enrolment process, and this information is documented in our enrolment form. For example, students who wish to apply for adjustments to teaching or assessment format should speak to Trainer and Assessor.

Students who encounter challenges related to any aspect of the course are encouraged to communicate with their trainer. We will make every effort to provide additional resources and support where possible to help students successfully complete their course.

Student Induction

The trainer and assessor will introduce themselves and share the below:

- Course outline
- Attendance requirements
- Code of Behaviour
- Training and Delivery Strategy (TAS)
- Enrolment process
- Fees and Charges
- Delivery and Assessment process
- Student, Teacher and RTO responsibilities
- Complaints and appeals process
- RTO contact information

Reasonable adjustments

Some students may require adjustments to assessments due to disability, illness, or special circumstances, known as "reasonable adjustments."

If you believe adjustments are necessary, please discuss them with your trainer. These adjustments are made at the trainer's discretion, based on your specific needs.

Examples of disabilities and ongoing ill health conditions:

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|----------------------------|------------------------------------|
| • vision impairment | • long-term illness such as cancer |
| • chronic disease | • intellectual disability |
| • deaf or hard of hearing | • autism spectrum disability |
| • learning disability | • acquired brain injury |
| • mental health conditions | • physical disability |

Student feedback

Appeals

Students have the right to make an appeal against the academic decisions made by Communicare RTO.

Appeals should be made within ten (10) working days of the original decision having been made.

An appeal against an assessment decision can be made on the following grounds:

- the student was not provided with a clear explanation of the assessment process,
- the student needs were not taken into consideration where appropriate,
- the assessment process did not meet the requirements of the training package,
- the student genuinely believes there has been an administrative error in the calculation of their assessment marks, or
- alleged bias or incompetence of the trainer.

Complaints

Attempt to informally resolve the issue with appropriate Communicare RTO staff.

If unsuccessful they should lodge a formal complaint in writing and using the Complaints & Appeals Form that is available on request. It should be submitted to:

Senior Training and Administration Officer

Communicare RTO

11 Pattie Street

Cannington WA 6107

Communicare RTO will seek to resolve all complaints within 60 days of its receipt, and where a longer period is likely to be required, Communicare RTO will advise in writing the reasons for or on progress of the matter.

To help us continually improve our training services and resources, we encourage students to provide feedback. Feedback is discussed during the induction process, and each of our workbooks includes a section for students to offer ongoing feedback throughout the course. Students can also provide feedback directly to trainers or administrative staff via email (rto@communicare.org.au).

Please refer to our Complaints and Appeals Policy, Procedure, and Form document.

Critical/Non-Critical Incident

Communicare RTO records any incidents on iAlert Incident Management System. The system manages critical and non-critical incidents. For critical incidents, it would be that the incident affects the ability of student from attending or completing course.

Appendix – Support Services

The list below outlines applicable support services for students whose support requirements fall outside the scope of the RTO. The list provides some options for students – additional support could also be considered.

| Support Type | Details |
|------------------------|---|
| Financial Counselling | Communicare – Financial Counselling financialcounselling@communicare.org.au |
| Multicultural services | Communicare Welcome Journeys Support for CaLD young people to access school holiday programs and life skills 10-17yo – South Metro Multicultural Services Centre 08 9258 5188 7 Mallard Way, Cannington WA 6107 https://www.mscwa.com.au/ Ishar Multicultural Women’s Health Services 08 6156 8756 31 Manning Rd, Cannington WA 6107 southinfo@ishar.org.au |
| Accommodation | Crisis Care 1800 199 008 Entry Point 1800 124 684 or 6496 0001 |
| Emergency Relief | Communicare- Emergency Assistance |

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| | <p>Phone Appointments only. Lines open 9am to 11am, Monday, Wednesday, Friday, excluding public holidays. To make an appointment, please call (08) 6370 1000</p> <p>Mission Australia – Wattle House 9262 4200 40 Orr St, Maddington. Food vouchers, bill assistance, clothing, medicines, Smartriders.</p> <p>Salvation Army Doorways 9260 9500 Locations across Perth. Food parcels, food vouchers, blankets, limited bill assistance.</p> <p>St Patrick's Community Support Centre 9430 4159 12 Queen Victoria St, Fremantle. Food parcels/vouchers, medicine vouchers, bill assistance, provision of clothing and toiletries.</p> |
| Mental Health | <p>Communicare- Building a Balance https://www.communicare.org.au/get-support/children-families-and-parenting/building-a-balance/ or speak to your Trainer</p> <p>Communicare – Open Space Counselling for young people affected by Family Domestic Violence 10-24yrs, Rockingham and Kwinana</p> <p>Communicare – Families Together Supports individuals and families to strengthen family relationships through counselling, therapeutic education and peer support workshops. South-east metro area, Mandurah, Murray, Byford Pinjarra, Rockingham, and Waroona</p> <p>Headspace https://headspace.org.au/ - visit website to find your nearest location Phone (08) 9358 9800 (Cannington)</p> <p>Beyond Blue 1300 224 636. https://www.beyondblue.org.au/</p> <p>Lifeline Call 13 11 14 (24/7) or text 0477 131 114 (24/7). Or Chat online: https://www.lifeline.org.au/crisis-chat 24/7</p> <p>Youth Focus 6266 4333 - 54 Goodwood Parade, BURSWOOD WA 6100 Youth Reach South 9431 4700- 3/25 Wentworth Parade, Success WA 6164</p> |
| Disability | <p>Autism WA- autismwa@autism.org.au</p> <p>Australian Dyslexia Association- https://dyslexiaassociation.org.au/</p> <p>Vision Impairment- visionaustralia.org</p> <p>Deaf or Hard of Hearing- deafconnect.org.au</p> <p>Youth Disability Advocacy Network - www.yacwa.org.au</p> |
| Legal | <p>Youth Legal Service- (08) 9202 1688</p> |
| Further Education | <p>Communicare Academy- Kenwick Communicare Academy is an independent, non-government CARE (Curriculum and Re-engagement in Education) school providing at-risk and disengaged young people with flexible and supportive education options to re-engage students and improve wellbeing.</p> |

Responsible person/s:

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| Director | <ul style="list-style-type: none"> • Communicate critical incident to CEO • Conduct investigation |
| RTO Manager and Business Development Manager | <ul style="list-style-type: none"> • Advise staff of this Student Services Policy • Ensure staff have read this Student Services Policy |
| Senior Training and Administration Officer | <ul style="list-style-type: none"> • Keep records of all student services support provided by Communicare RTO |
| All staff | <ul style="list-style-type: none"> • Read this Student Support policy • Comply with all relevant policies and procedures |