



## Student Support Services Policy

ATQ College is committed to the provision of support for all of its students regardless of their existing level of experience, skill or LLN ability.

To ensure we meet the specific needs of our students, ATQ College will:

- determine the support needs of individual students during the enrolment process
- ensure trainers are fully informed of student support needs prior to commencement of training
- Provide all students with access to the educational and support services necessary for them to meet the requirements of the training product as specified in the training packages

ATQ College will provide assistance to support students to make sure they have the opportunity to successfully complete their training and assessment program by:

- Identifying particular requirements (such as literacy, numeracy, English language or physical capabilities) students would need to complete each course
- Developing strategies to make support available where gaps are identified
- Implementing individualised strategies to suit the client (as applicable)

This may include providing:

- Language, Literacy & Numeracy (LLN) support
- Assistive technology
- Additional tutorials/training, eLearning, resource materials etc

ATQ College will seek to maximise opportunities for access, participation and outcomes for all students by implementing inclusive practices throughout the delivery of all its courses.

This will be achieved by providing ongoing access to:

- All resources (physical or virtual) necessary to complete training
- Trainers and assessors throughout the training program
- Records held by ATQ College

ATQ College will make every reasonable effort to ensure that it can accommodate a student's needs. However, sometimes those needs are beyond the assistance that can reasonably be provided by ATQ College. In these circumstances, Individuals who require substantial additional help with their literacy and numeracy or other needs will be assisted to access specific assistance. Any costs incurred will be the responsibility of the student.

The Student Support Officer is charged with the responsibility for the care and maintenance of student welfare and the effective implementation of the organisation's obligations. The Student Support Officer is also obligated to assist students in support of their domestic circumstances, within reason, and to help the student maintain course performance. These support services are provided without cost to the students.



The Student Support Officer has the authority and responsibility to assist in addressing student welfare requirements, which may include the following:

- Absenteeism/attendance
- Accommodation
- Financial concerns
- Facilities and resources
- Telephones & communication
- Visa & immigration issues
- Complaints and appeals
- Family matters/relationship concerns
- Legal assistance
- Sexual harassment
- Employment rights

The Student Support Officer can also refer the student to a trainer or the Academic Manager regarding the following academic student support matters:

- Assessment failures
- English proficiency
- Flexible delivery
- Learning difficulties
- Performance and course progression
- Reasonable adjustment
- Study habits and problems
- Transitioning course/provider

In each matter, the student shall be encouraged to meet with the Student Support Officer and to provide an outline as to the nature of their problems. ATQ College, through the Student Support Officer will seek to provide a supportive, empathetic and proactive environment in which the student's problems are identified by appropriate persons, who can assist the student to obtain a satisfactory outcome.

A register of support services is maintained by the Student Support Officer. A listing of resources is also in the Student Handbook.

All welfare and support service requests, actions and the outcomes will be noted and retained on the student file.

International students will be required to attend an Orientation Program at the commencement of their studies at ATQ College which will be attended by the Student Support Officer. These programs give an overview of ATQ College's policies and procedures including the Student Handbook, administration procedures, government requirements, cultural matters, basic housekeeping issues, introduction to staff and a tour of facilities.

Where a student is in danger of being in breach of their Visa conditions, due to failure to maintain academic progress the Student Support Officer will contact the student to determine the cause and seek to assist and also advise the student of the risk to their student visa. (See the student intervention plan policy and procedure)

**Other documents that apply**

*Student Intervention Plan and Agreement*

*ATQ Monitoring Course Progress and Attendance Policy and Procedure*