



POLICY DOCUMENT

Student Support

Purpose:

ANMF (Vic Branch) Education Centre is committed to ensuring that all students receive adequate support to ensure learning goals are reached. To this end, ANMF (Vic Branch) Education Centre ensures that:

- a) The learning and support needs of students is assessed upon entry into a qualification.
- b) All students are aware of how to access the services they require to successfully complete their training and assessment program.
- c) Feedback is collected about the provision of support services and the feedback is systematically collated, analysed and used to improve training services.

Needs Identification

Students' needs are identified upon entry into their course of study via:

- a) information provided by the student on the enrolment form.
Trainers/Assessors will review all enrolment forms, note any identified special needs and give consideration to such needs in the provision of training and assessment services. Where required, trainers/assessors will discuss the need for additional support and/or services with the individual student.
- b) assessment of language, literacy and numeracy (LLN) skills via test which is given to those students undertaking a nationally recognised qualification.
Trainers/Assessors will review such tests, note any identified LLN needs and give consideration to such needs in the provision of training and assessment services. Where required, trainers/assessors will discuss the need for additional support and/or services with the individual student.

Learning Support

All students are provided with a range of learning support options and resources to help them achieve competency. Where there is perceived difficulty in achieving learning goals, whether assessed as part of pre-enrolment or throughout the course, the program coordinator (or where appropriate the trainer) will discuss these issues with the student. The student will be provided with information about possible alternative pathways, additional tools and resources available, and options and choices for accessing a supportive network. The information and services provided will vary depending on the individual needs of the student. Examples of support services include:

- a) Additional coaching from appropriately qualified trainers including phone and email contact.
- b) Materials available in alternative formats.
- c) Special consideration in assessment including reasonable adjustments.
- d) A range of short course training programs that may be complementary to full qualification courses.
- e) Flexible delivery and assessment schedules.

- f) Referral to external support services.
- g) Where required additional support will be outlined:
 - If the identification of learning needs occurs prior to enrolment, support will be outlined in an agreed *Student Learning Support Plan* developed in discussion with the applicant and Program Coordinator.
 - If the identification of learning needs occurs during the course, support will be outlined in an agreed *Student Learning Contract* developed in discussion with the student and Program Coordinator and where appropriate the Trainer.

Informing students

Students will be advised of the support services available to them through the Student Handbook available via our web site and a pre-enrolment information session.

Accessing Services

Students wishing to access any support services should discuss this with their trainer/assessor or call our office.

Recording Provision of Support Services

Trainers and assessors should document on the in the student's file and/ or on VETtrak any discussions pertaining to the special needs of individual students, the provision of support services and/or modifications to training and assessment. Additionally, student response to the provision of support services or course modifications should also be noted.

Procedure:

Supporting students is a critical part of the education process. Some students are able to get through their study with ease; however other students have difficulty and will require additional support and guidance. Should this be the case the ANMF (Vic Branch) Education Centre views the support of students as a priority and the following outlines the processes for extra student support.

Overall responsibility for the Student Support Program is held by the Program Coordinator and managed to ensure that students are identified as requiring additional support in a timely fashion and that appropriate support is provided as soon as practicable. The most important point of contact for the student is the trainer associated with the unit of study and in most circumstances it will be the trainer who will identify the need for support and work with the student towards a solution.

However students experiencing difficulty across a range of areas may feel more comfortable approaching a Student Support Officer directly. The process for accessing this support is detailed within this policy document.

Training Plans:

As part of the student support process and in line with regulatory requirements, all students undertaking Nationally Recognised Qualifications training must have a training plan which is reviewed, as a minimum, every six months.

- The training plan review is scheduled at the time of enrolment, entered in VETtrak as a milestone and monitored for completion by the Administrative Secretary.
- Present at the review will be:
 - The student

- The Unit Coordinator (and Program Coordinator if required)
- If the training plan is still current (expected to continue as enrolled) then both the student and Unit Coordinator will sign off on the training plan (generated on VETtrak) and it is refiled in the student's hard copy file and scanned to VETtrak.
- Where adjustments to learning or assessment modes are identified, these must be detailed in a learning contract, detailing the responsibilities of the student and the education centre staff.
- When agreed to, the new plan is signed off and filed in the student file.
- Any follow up required by trainers is recorded in VETtrak and monitored throughout the remainder of the course.

Student Support Officers:

Throughout a course, ANMF (Vic Branch) Education Centre will make available a Student Support Officer whose role is to support students to access additional learning, extensions of time in relation to assessment tasks and referral to appropriate support services for issues outside of their course work.

There are three Student Support Officers who are allocated a group of students (by occurrence) to oversee. These Student Support Officers are appointed by the Program Coordinator in association with the Education Centre Manager.

Managing Students who are falling behind:

If a student is falling behind, not putting work in on time, noticeably absent from class etc. trainers should take appropriate action without waiting for a training plan review or student progress committee to meet. Trainers have an obligation to keep students informed of their progress and the consequences that may result from not maintaining a satisfactory work schedule.

The process for managing student progress consists of:

- a. A student's assignment is late :
 - i. the trainer follows up the student either after class, via phone or email or admin can SMS them on the trainer's behalf. Advise the student of the consequences of not getting the assignment in, documents actions taken in a Note to File.
 - ii. If after 6 working days, there is still no assignment (which gives them 4 working days to get it in and still achieve a grade) send out a letter via post and email advising the student they will fail the assessment/unit (or any other consequences that apply) and request that they contact admin within 5 days
 - iii. if the assignment is not received within 4 working days a grade of Not Satisfactory will be recorded for the assessment and Student Progress Committee must be notified
(refer to point D and E below)
- b. A Student's attendance is decreasing: (picked up either as a result of the VETtrak report or an trainer's own observation):
 - i. email or SMS (through admin) the student to check why they are not attending.
 - ii. If the trainer does not hear from the student within a week, follow up by phoning them and speak to them directly, making a time to discuss their progress.
In addition send the student a letter outlining the consequences of not attending and forward a copy to admin for the student file and VETtrak.
- c. A student is exhibiting poor results in class quizzes etc. (not counting towards the final grade):
 - i. email or SMS to make a time to discuss concerns and organise support sessions or extra worksheets and/or discuss with student after class.
- d. A student who fails an assessment task at first attempt:
 - i. Notify student, in writing, of the fail grade (through a letter posted or emailed.)
 - ii. Schedule and notify student, in writing, of a supplementary exam or alternate assessment task and notify appropriate **Student Support Officer**.(for monitoring purposes)

- e. A student who fails an assessment task on second attempt:
 - i. The student is advised by letter that they have been unsuccessful at their second assessment attempt and the possible consequences of that failure (recording of NYC grade and requirement to repeat the unit etc.)
 - ii. Advise Student Support Officer, Program Coordinator by email, and notify Student Progress Committee.

All Notes to File and Letters are to have a PDF copy sent to the Administration Coordinator for recording, and all relevant emails are to be cc'd to the Student Support Officer and Program Coordinator as required. Please ensure that all student communication and meetings have Notes to File written and any documentation, including emails are forwarded to the Administration Coordinator to be recorded on VETtrak and placed in the student file.

Student support and student progress committee:

If none of the above interventions have been successful the trainer and Student Support Officer will notify the Program Coordinator to make an appointment with the student and develop a plan of action to present to the student for consideration at this interview. The Student progress Committee must also be notified:

- Where a student requires additional academic support. The associated support officer, working with the trainer develops a learning plan for the student that details what must be achieved in order for the student to successfully complete the unit.
- When a student is at risk of not completing their qualification. If the student does not achieve the milestones set within the agreed learning plan the student progress committee will take action to alert the student that they are at risk of failing and may face withdrawal from the course where necessary.

Please note: The assessment policy is clear that a trainer, acting as the Unit Coordinator may grant an extension for up to 2 weeks after the due date for assignments and that Special Consideration will normally be granted for a maximum period of one month.

In most circumstances, a student requiring a learning contract will have failed to meet the requirements of this policy and is therefore offered the contract as a final means to obtain competency in the unit.

We understand that students make a significant time investment in their studies. There are also significant resources dedicated to the teaching and assessment of the Diploma in Nursing within the Education Centre. As such ANMF (Vic Branch) Education Centre is committed to assisting students to reach their educational goals and achieve a high standard of qualification, ready to participate fully in an important and highly regarded profession.

Direct contact with the Student Support Officer:

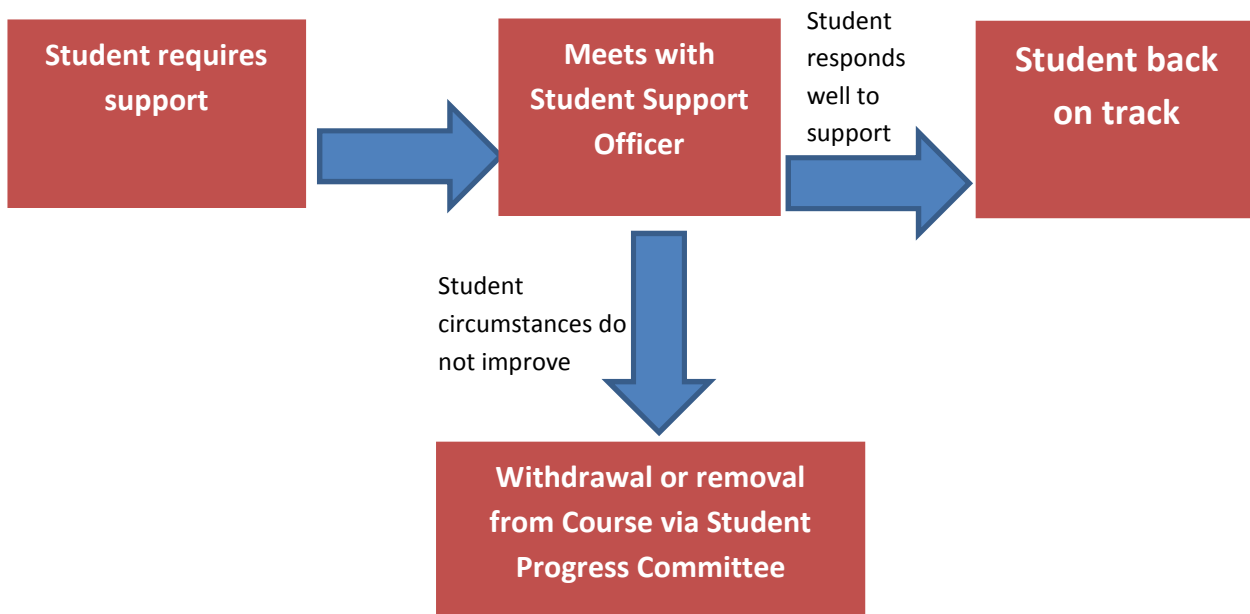
Some students may be facing circumstances that impact on their studies but which may not be directly related to their course work. Other students may find it difficult to talk openly with a teacher for some reason. Whatever a students' circumstance, a Student Support Officer is available to provide advice, encouragement and possibly referral to more specialised services throughout their period of study.

Students are provided with the names and contact details of the three Student Support Officers at commencement of their course and are advised of any change in these details via sms or email throughout the duration of the course.

The information is also provided in the Student Handbook and when available the Student Portal.

Accessing Student Support directly:

- Students are provided with the Names and contact details of the Student Support Officers.
- A student phones and/or emails the Student Support Officer requesting an appointment to meet.
- Once contact is made, the Student Support Officer will work directly with that student to determine the level and manner of support to be provided.



Trainer identified requirement for support:

Administration Procedure:

1. On enrolment, enter training plan review date into VETtrak and flag for follow up.
2. If the training plan is altered, enter in new plan in VETtrak.
3. Scan and attach any correspondence and/or files notes done by program educators and Student Support Officers to student file in VETtrak and file hard copy in student file.

