



# **Student Support and Welfare Policy & Procedure**

## **1. Policy**

This policy and associated procedures outline Institute of Business and Management Studies' approach to student support. This ensures that support is provided to students to assist them to complete their studies.

Institute of Business and Management Studies will determine the support needs of individual learners to provide them with access to the educational and support services necessary to meet the requirements of the training product, as specified in training packages or VET accredited courses. Institute of Business and Management Studies will also ensure that students remain fully informed about any changes to agreed services.

Student support needs may concern (but are not limited to):

- language, literacy and numeracy (LLN) issues
- disability
- digital literacy
- access
- cultural issues.

Student support needs are considered during the course development process by assessing the needs of the proposed target group and ensuring that the proposed training and assessment approach takes these needs into account.

As part of the enrolment and the pre-training review process, Institute of Business and Management Studies requires students to participate in a course entry interview. The course entry interview identifies student suitability for the course, as well as their support needs.

Where support needs are identified, a Student Support Plan is developed on commencement of the student in the course and in collaboration with the student. The Student Support Plan is regularly reviewed and adjusted as required.

The RTO ensures that sufficient support staff are in place to meet the needs of the enrolled students. RTO nominates specific personnel for student support, the details of whom are provided to students.

This policy is mapped to requirements listed under Standards for Registered Training Organisations (RTOs) 2015 (clauses 1.7, 5.4 and 6.1 to 6.6)

## **2. Scope**

This policy applies to all students enrolled in Institute of Business and Management Studies courses and all Institute of Business and Management Studies Support Staff involved in providing services to students across Institute of Business and Management Studies business operations related to Marketing, Enrolment, Support and progression, Training and Assessment, Completion and Regulatory Compliance and Governance.

## 1. Procedures

Institute of Business and Management Studies 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

- a) **Identifying individual needs:** Student's needs are identified upon entry into their course of study. Information to make this assessment is gathered through information provided by the student on the application form. Student needs are also identified through:
  - I. Discussion with the student during marketing, recruitment and their induction into the program prior to commencement of training .
  - II. Gathering information about each Learner's prior formal and informal learning and encouraging them to seek recognition for this through the RPL process.
  - III. Developing an individual training and assessment record for each learner during the initial stages of a qualification
- b) **Pre-Training review:** Every learner, prior to enrolment, undergoes a pre-training review based on which Institute of Business and Management Studies provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account an individual's existing skills and competencies. Recognition of Prior Learning and Credit Transfer arrangements are explained and offered to the learner if applicable.
- c) **LLN Assessment:** Every learner also undergoes formal Language, Literacy and Numeracy skills tests to identify individual LLN needs.
- d) **Physical needs:** Physical needs, that the learner outlines on their enrolment form, will be discussed with the learner to determine a strategy to undertake the course or to outline grounds for not being accepted into the course.
- e) The learner is enrolled in an appropriate course based on the learner training needs and each individual learner's pre-training review and language literacy and numeracy levels, and physical needs, in consultation with each learner.
- f) **Reasonable adjustments:** Institute of Business and Management Studies may adjust the learning material to satisfy the needs of any learner, such as converting learning materials in alternative formats, such as to large print, contextualising learning and assessment programs to the workplace, providing information and

communications technology (ICT) support and/or flexible scheduling and delivery of training and assessment.

- g) **Keeping learners informed:** Institute of Business and Management Studies will also ensure that students remain fully informed about any changes to agreed services. A notification of change will be released as soon as practicable or at least 10 days prior to the change. The change may be in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.
- h) **Complaints and appeals:** Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively as per Institute of Business and Management Studies complaints and appeals policy and procedure.
- i) **Student Feedback:** Feedback from Learners will be taken within 12 months of course completion on every aspect of training, assessment and support services including marketing, enrolment, progression, completion, management & governance offered during the course of study.

## **1. Learner support**

All students are provided with a range of learning support options and resources to help them achieve competency. This includes:

- Support from appropriately qualified trainers including through phone and email contact details.
- Classes, tutorials and workshops. These may be optional depending on the student's course of study.
- A range of short course training programs that may be complementary to full qualification courses.
- Online support and simulations for some courses.
- Computer and technology support from Institute of Business and Management Studies IT department
- Reasonable adjustments to assessment materials
- Referral to external support services such as the Reading Writing Hotline.

## **2. Student Welfare**

To protect the welfare of students and to ensure students have positive living, studying and working experiences, IBMS:

- Does not permit or require students to attend scheduled classes (including time allocated for self-paced or online studies) for more than eight (8) hours in any one day, unless there is a reasonable course-related reason to do so.
- Does not permit or require full time students to attend scheduled classes prior to 8.00am and/or after 10.00pm, if required (including time allocated for self-paced or online studies), unless there is a reasonable course-related reason to do so.

## **3. Additional Support Services**

Institute of Business and Management Studies Recognises that all people learn differently and acknowledge that some students may require additional support. Additional support will be provided for any students experiencing:

- Disability and access issues;
- Language barriers;
- Language, literacy and numeracy issues; and
- Any other issues that may affect their ability to achieve their training goals

Provision of additional support services will be made available where necessary to enable students to participate in the same way as any other

Where there is perceived difficulty in achieving learning goals, the trainer will discuss these issues with the student. The student will be provided with information about possible alternative pathways, additional tools and resources, options and choices for accessing a supportive network. The information provided will vary depending on the individual needs of the student.

## **Responsibility**

The RTO Manager or equivalent in consultation with the Institute of Business and Management Studies 's CEO is responsible for the implementation of this policy and procedure and to ensure that all the staff members are aware of the benefits and expected outcomes.

Institute of Business and Management Studies provides students in need with contacts for special needs, such as the following external agencies:

### **AMES (Adult Multicultural English Service)**

AMES is the largest provider of English language and Settlement services in Victoria, in addition to being a major supplier of specialist employment and training services in Melbourne.

Contacts are: <http://www.ames.net.au>

Enquires contact number: 13 2637

### **Sydney Multicultural Community Services**

Sydney Multicultural Community Services is a not-for-profit organisation. With more than 40 years of experience, we have helped Culturally and Linguistically Diverse (CALD) communities, including the aged, newly arrived migrants and refugees and those in crisis, suffering from language barriers, isolation, disability, poverty, disadvantage, and helplessness.

3 General Bridges Crescent, Daceyville NSW 2032

(02) 9663 3922

[info@sydneymcs.org.au](mailto:info@sydneymcs.org.au)

### **AMEP (Adult Migrant English Program)**

The Adult Migrant English Language Program (AMEP) provides up to 510 hours of free English language tuition to eligible migrants from the skilled, family and humanitarian visa streams, to help them learn Basic English to assist with their settlement in Australia.

The Adult Migrant English Program has a number of support services in place that are available to clients to help facilitate their attendance and participation in the programme. These include:

- Counsellors and Individual Pathways Guides
- Childcare

- Youth classes
- Settlement course and
- Bilingual support

Enquiries contact number: 133873

Email: [skilling@industry.gov.au](mailto:skilling@industry.gov.au)

### **Self-paced e -learning**

All migrants who want to improve their English language skills, including those who are not participating in the Adult Migrant English Program, can access free self-paced e-learning modules through the Adult Migrant English Program distance learning website at <http://amepdl.net.au/>

### **Reading and Writing Hotline**

Telephone: 1300 655 506

Website: <http://www.readingwritinghotline.edu.au/>

For the price of a local call anywhere in Australia, the Hotline can provide the student with advice and a referral to one of many providers of courses in adult literacy and numeracy.

### **Centrelink**

Website: <http://www.humanservices.gov.au>

A student may be eligible for funding assistance if they are receiving one of the following:

- Pensioner Supplement Allowance;
- ABSTUDY (course dependent);
- AUSTUDY; or
- Youth Allowance.