STUDENT SUPPORT POLICY

POLICY NUMBER:	EIT01.3	VERSION:	5.0
DATE ADOPTED:	7 December 2020	DATE LAST REVIEWED:	16 March 2022
DATE OF NEXT REVIEW:	16 March 2025	REVIEW FREQUENCY:	3 Years
AUTHORISED BY:	Academic Board	REVIEWED BY:	VET College Manager, Accreditation & Compliance Manager

POLICY OWNER	VET College Manager
DOCUMENT MANAGEMENT:	W:\Data - ALL.Standard\Policies and Procedures\EIT Policies and Procedures
COMMUNICATION	All relevant staff will be automatically notified by email when the reviewed policy has been authorised. Staff will also be notified in regular team meetings. All meetings will be minuted.

Policy context: This policy relates to:	
STANDARDS FOR RTOs 2015	Standard 1 – Clause 1.7
LEGISLATION OR OTHER REQUIREMENTS	• National Vocational Education and Training Regulator Act 2011 • VET Quality Framework • Disability Standards for Education 2005; • Disability Discrimination Act 1992; • Australian Human Rights Commission Act 1986 • Racial Discrimination Act 1975; • Sex Discrimination Act 1984; • Age Discrimination Act 2004 • The Australian Human Rights Commission website also contains detailed information relating to anti-discrimination legislation https://www.humanrights.gov.au/
OTHER POLICIES	All EIT Overarching and Supplementary Policies *Note: All EIT policies can be found at https://www.eit.edu.au/about/policies-procedures/*
FORMS AND OTHER DOCUMENTS	• Student Questionnaire • Employer Questionnaire • Learner & Employer Survey (AQF) • Trainer & Assessor Induction Pack • Admin Staff Induction Pack • Student Induction • Student Induction page in Moodle • Student Online Enrolment process • Management and Team Meeting Minutes

WHEN PRINTED THIS IS AN UNCONTROLLED DOCUMENT

	• EIT Student Handbook
	• EIT Student Code of Conduct
	• EIT Ethics Statement
	• EIT01.1 Quality Training and Assessment Strategies Policy
	• Students at Risk Policy
	• Students at Risk Procedure
	• Assessment Validation and Student Progress Policy
	• Assessment Validation and Student Progress Procedure
	• Information Literacy and Resource Access Policy
	• Student Consultation Policy
	• Student Support for Online Learning and ICT Infrastructure Procedure
DEFINITIONS	Refer to EIT Glossary of Terms W:\Data - ALL.Standard\Policies and Procedures\EIT Policies and Procedures
EVIDENCE	See Internal EIT folders for locations of the above "Forms and Other Documents".

Policy Information:	
POLICY	**EIT 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.**
SCOPE	This policy applies to all EIT 's VET Education Community

PROCEDURES	EIT will achieve this policy by:
	
	• identifying any support that individual learners need prior to their enrolment and throughout the duration of training and assessment
	
	• providing equitable access and support to individual learners throughout their training that may include, but is not limited to:
	    o Language, Literacy and Numeracy (LLN) support;
	    o Assistive technology;
	    o Additional tutorials, and/or study support and study skills programs;
	    o Mediation services or referrals to these services;
	    o Flexible scheduling and delivery of training and assessment;
	    o Student assistance services or advice to seek counseling services where required;
	    o Information and communication technology (ICT) support;
	    o Learning materials in alternative formats, e.g. in large print;
	
	• making clear to potential learners, prior to enrolment, any costs associated with the provision of additional support
	
	• ensuring that if there are any limitations to the support we provide, it is contained in the information provided to potential learners
	
	• providing identified support either directly or via arrangements with a third party

- providing equitable access to the amount of support necessary for each learner with regard to:
  - the learner's existing skills, knowledge and experience
  - the mode of delivery
  - access to learning resources through Moodle to enable learners to meet the requirements of the course
- including it as an integral part of the induction process
- including it with all staff training manuals
- following the principles of fairness and flexibility in workplace assessment
- identifying any special needs of clients
  - on initial contact with EIT staff,
  - via questions included as part of forms
  - at orientation events and prior to the start of training and assessment.
- reporting to the next management meeting any training and assessment adjustments.

END OF DOCUMENT