

# STUDENT SUPPORT

## 1. PURPOSE

ICG Training and Consultancy Services Pty Ltd (ICG) provides a supportive educational environment that is responsive to individual student needs and that provides equal benefits and opportunities for people to pursue their vocational and educational goals through participation in our programs.

At the same time, ICG recognise that, for many reasons, students may not reach their full potential without accessing additional learning and support services. This document describes the support services provided by ICG in compliance with the Standards for Registered Training Organisations (RTOs) 2015.

## 2. SCOPE

This policy forms part of ICG’s Quality Management System and applies to all current and prospective students, staff and educational activities.

## 3. POLICY STATEMENT

ICG is concerned for the welfare of its students and is committed to developing inclusive and flexible learning and assessment options where potential and current students are made aware of, and can access, additional support services which recognise the diversity of their individual needs and circumstances. This ensures that each student can meet the requirements of the program for which they are enrolled.

Educational and support services include:

- Pre-enrolment materials.
- Study support and study skills programs.
- Language, literacy, and numeracy (LLN) programs or referrals to these programs.
- Providing equipment, resources and/or programs to increase access for students with disabilities and other students in accordance with access and equity principles.
- Learning resource centres.
- Mediation services or referrals to these services.
- Flexible scheduling and delivery of training and assessment.
- Counselling services or referrals to these services.
- Mental health support or referrals to these services.
- Health and wellbeing support or referral to these services.
- Information and communications technology (ICT) support or referrals to these programs.
- The provision of learning materials in alternative formats.
- Learning and assessment programs contextualised to the workplace.

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<i>Endorsed by:</i>	<i>CEO</i>	<i>Effective Date:</i>	<i>10/04/2024</i>
<i>Person Responsible:</i>	<i>CEO</i>	<i>Next Revision Date:</i>	<i>10/04/2026</i>

- Use of trained support staff including specialist teachers, note-takers, and interpreters.
- Student progression monitoring.

Detailed information on the support services available are provided in the Student Handbook. ICG will provide advice and information to students on:

- The suitability of the course.
- Any special physical or cultural requirements for the course.
- Support that is available.
- Reasonable adjustments that can be made.

## 4. PROCEDURES

ICG’s aim to identify students with support needs at the enrolment stage of their journey to ensure early intervention. However, it is the responsibility of the student to disclose this information.

### 4.1. Enrolment

- a) During the enrolment process ICG will engage with potential students to understand their individual needs and how to best support the student to successfully complete their intended course. Students may be identified from target groups including:
  - i. Aboriginal and Torres Strait Islanders.
  - ii. People from culturally diverse or non-English speaking backgrounds.
  - iii. Unemployed individuals or people re-entering the workforce.
  - iv. People living with disabilities.
  - v. People from rural and remote areas.
  - vi. Members of other disadvantaged groups.
- b) Students are encouraged to disclose and discuss any medical or special needs and/or reasonable adjustments that may be required or that may assist in the performance of their studies. These discussions will be conducted by a member of ICG’s Administration Team and documented on a Record of Conversation Form and saved in the learning management system, under the student’s name.
- c) If a potential student is identified to not currently meet the entry requirements of the program, the student will be referred for appropriate assistance prior to enrolling into their program.
- d) If ICG is not able to provide appropriate support to meet the student’s individual needs, the student will be advised prior to enrolling and will be referred to external service providers.

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## Reasonable Adjustment

- a) Reasonable adjustments that are required to be made will take a collaborative approach and will be discussed and agreed with the student. When considering the adjustments to training and assessment methodologies, the inherent requirements of the program will be considered.
- b) Inherent requirements are the fundamental parts of the program that must be met for a student to be deemed competent. They are the abilities, skills and knowledge required to complete the course which, if removed, would compromise the learning outcomes.
- c) ICG may consider the following adjustments:
  - i. Accessible classrooms.
  - ii. Note-taking support.
  - iii. Course material in alternate formats.
  - iv. Use of laptop for assessments.
  - v. Extra time or extensions for assessments.
  - vi. Alternate assessment tasks.
  - vii. Ergonomic equipment.
  - viii. Use of assistive technology.
  - ix. An interpreter or scribe.
- d) Language, literacy, and numeracy (LLN) concessions will be made, where necessary, ensuring that these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity, and fairness of assessment.
- e) Where required, students may be requested to complete an on-line or paper based LLN assessment, to provide ICG with a better understanding of the student's levels relating to language, literacy, and numeracy.
- f) Reasonable adjustments are recorded in the relevant training and assessment strategy for the learning program and on the students training plan.

## 4.2. Student Progression

- a) Support services are available to students at all stages of their learning journey. ICG ensure that all training and assessment staff will identify students in need and facilitate support services that will assist their progress to succeed in their education.

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- b) ICG staff may identify undisclosed student support needs through:
  - i. Monitoring evidence of poor attendance, behaviour, and assessment outcomes.
  - ii. Student self-identifying and requesting support.
  - iii. Observations during learning activities.
  - iv. Outcomes of student satisfaction surveys.
  - v. During an interview with a student.
- c) Staff will discuss any support needs with the student and record the discussions using the Record of Conversation Form. Outcomes of the discussions and support services implemented will be recorded in the Students Training and Assessment Plan and in the relevant Training and Assessment Strategy.
- d) Students requiring reasonable adjustments may be required to provide additional medical or specialised documentation to substantiate the reasonableness of the adjustment.
- e) For example, if a student requires a support person in a classroom, any costs associated with the support person will be borne by the student; however, if the student requires a support person in an assessment situation, the support person will be supplied by ICG and the costs associated will be borne by us to ensure integrity of assessment is upheld.
- f) ICG monitors the progression of students through a number of platforms:
  - i. Learning management system - this allows staff to monitor the progression of students through class attendance, assessment submission and completion by running reports and identifying any students who may not be progressing suitably.
  - ii. Student online portal – staff are able to monitor if students are logging in and undertaking learning in order to progress through their course.
  - iii. Training Plans will be used to record progress of unit of competency completions for full qualification programs.
- g) ICG staff record student progression on their student record in the Student Management System. Where a student has not demonstrated sufficient progression through a course, they will be contacted by a member of ICG Support Staff using the Record of Conversation Form to record the communication. The reason behind the student’s lack of progression will determine the support service required.

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### 4.3. Support Contacts

- a) Students who require additional support once they have commenced their course can contact ICG or their trainer and request support. ICG encouraged students to:
- i. Speak directly with their trainer and assessor.
  - ii. Contact ICG Administration Staff
  - iii. Refer to the *Student Handbook*.

### 4.4. Additional Support Referrals

- a) If a student is experiencing difficulties and/or requires counselling or personal support, ICG will refer the students to an external support network. Students are made aware of these networks through the information provided in the Student Handbook.
- b) Referral services include:

Support and Wellbeing Service	Contact Details
<b>Alcohol and Drug Foundation</b>	P: 1300 858 584 W: <a href="http://www.adf.org.au">www.adf.org.au</a>
<b>Beyond Blue</b>	P: 1300 224 636 W: <a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>
<b>Centrelink Student Support</b>	P: 1800 132 317 W: <a href="http://www.servicesaustralia.gov.au">www.servicesaustralia.gov.au</a>
<b>Elder Abuse Help Line</b>	P: 1300 651 192 W: <a href="http://www.eapu.com.au">www.eapu.com.au</a>
<b>Financial Counselling Australia</b>	P: 1800 007 007 W: <a href="http://www.financialcounsellingaustralia.org.au">www.financialcounsellingaustralia.org.au</a>
<b>Kids Helpline</b>	P: 1800 551 800 W: <a href="http://www.kidshelpline.com.au">www.kidshelpline.com.au</a>
<b>Lifeline</b>	P: 13 11 14 W: <a href="http://www.lifeline.org.au">www.lifeline.org.au</a>
<b>Reading and Writing Hotline</b>	P: 1300 655 506 W: <a href="http://www.readingwritinghotline.edu.au">www.readingwritinghotline.edu.au</a>
<b>1800RESPECT</b>	P: 1800737 732 W: <a href="http://www.1800respect.org.au">www.1800respect.org.au</a>
<b>Men's Referral Services</b>	P: 1300 766 491 W: <a href="http://www.ntv.org.au/get-help">www.ntv.org.au/get-help</a>
<b>MensLine Australia</b>	P: 1300 789 978 W: <a href="http://www.mensline.org.au">www.mensline.org.au</a>

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<b>13 Yarn</b>	<b>P: 13 92 76</b> <b>W: <a href="http://www.13yarn.org.au">www.13yarn.org.au</a></b>
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## 5. VARIATIONS

ICG reserves the right to vary, replace or terminate this policy from time to time.

## 6. DEFINITIONS

As defined in the Quality Management Strategy.

## 7. RELATED DOCUMENTS

- Access and Equity Policy Procedure.
- Record of Conversation Form.
- Application for Enrolment Policy Procedure.
- Student Handbook.
- Delivery of Training Policy Procedure.
- Engagement with Industry Policy Procedure.
- Assessment and Evidence Collection Policy Procedure.
- Complaints Handling Policy Procedure.
- Assessment Appeals Policy Procedure.

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