

Student Support Services Policy and Procedures

Purpose

Occupational Skills Centre Australia (OSCA) is committed to providing quality training, and that all students receive adequate support to achieve their learning outcomes. To meet these needs, OSCA ensures that

- The learning and support needs of every student is assessed upon entry into a qualification
- All students are aware of the enrolment process and relevant course information
- Student feedback is collected on services, reviewed and used to improve training services

Student educational and support service needs identified

All students' educational and support needs are identified through the completion of the OSCA Enrolment form.

Language, literacy and numeracy

All students are to complete a Language, Literacy and Numeracy (LLN) Skills Indicator assessment prior to commencing their training and assessment, when they indicate on the Enrolment Form sections under:

- *Section 6 Language' - that their English proficiency indicates 'Not Well' or 'Not at all' and when they indicate that they require assistance with English, maths, reading or writing to complete their training OR*
- *Section 7 Learning disability or acquired brain impairment disability OR*
- *Section 9 Learning Support Services' - that they require learning support services to assist with completing their studies*

By completing the LLN Skills Indicator this will assist OSCA identify the suitability of the course for the student, and identify the learning support services that may be required, to assist the student's chance of successfully completing their chosen course.

Furthermore, students whom have not indicated on their Enrolment form that they require assistance, and they have commenced their studies, and it has been identified by their course Trainer, or they have self-indicated that they require additional assistance to successfully complete their studies, they will be required to complete the LLN Skills Indicator during their course.

Additional educational and support service needs identified

All students are to discuss any educational and support services with the Training Advisor prior to course commencement, or their Trainer once course commencement has begun.

The student will be able to discuss confidentially their specific/individualised support needs with either the Training Advisor or the Trainer. This will assist OSCA identify the suitability of the course for the student, and identify the support services that may be required, to assist the student's chance of successfully completing their chosen course.

Once the level of educational and/or support service assistance has been determined and mutually agreed upon by all parties, a training and support plan will be developed which identifies the support strategies.

Internal Learning Support Services

Based on the individual student's support requirements, reasonable adjustment may be made to assist the student meet the requirements for each unit of competency that they are enrolled in, as long as the reasonable adjustment continues to uphold the integrity of the qualification. Any additional costs/fees incurred by applying reasonable adjustment, will be borne and paid for by the student.

Reasonable adjustment may include, but not limited to:

- Modifying the presentation medium e.g. larger font/large print materials
- Magnification aids
- Using assistive/adaptive technologies, sign language interpreters i.e. software or hardware
- Providing 'extra tutorial time' with the Trainer for teaching and learning
- Additional discussions over the telephone, SKYPE and/or email contact with Trainer/Assessor

External Support Services

Where students have been identified as requiring external support services, either before course commencement, on their Enrolment Form, or it has been identified by their Trainer during course commencement, or the student has 'self-referred/disclosed' during the course, the following external community based support services have been sourced by OSCA.

Any costs or fees associated with the student receiving the External Support Services will be borne and paid for by the student. OSCA does not assist students with costs incurred for receiving additional external educational and support services.

External Reading, Writing Hotline

Equipped to provide students with additional learning support during a program if required. The program has scheduled learning support sessions for this purpose. Reading Writing Hotline uses specialised support services in LLN which is funded by Australian Government Department of Education and managed by TAFE.

www.readingwritinghotline.edu.au rwhotline@det.nsw.edu.au

Phone: 1300 655 506

Counselling services

Where a student seeks further support in life support areas to help with completing their course of study.

Life Support Counselling www.lifesupportcounselling.com.au

Phone: 1300 735 030

Disability Support services

Where a student seeks further support in disability support services.

Centacare www.centacarebrisbane.net.au centacare@bne.catholic.net.au

Phone: 1300 236 822

Lifeline – Child, youth and family counselling

A 24 hour telephone counselling service, and face-to-face counselling service is also available by appointment for individuals, couples and families requiring crisis assistance and/or requiring emotional support.

Life line www.lccq.org.au

Phone: 131114

Relationships Counselling and Gambling Assistance

Assisting with relationship support, gambling assistance and financial and addiction and mediation support.

Relationships Australia www.relationships.com.au

Phone: 1300 364 277

Salvation Army

Where a student seeks support and counselling.

Phone: 1300 363 622

Aboriginal and Torres Strait Islander Student Support

Indigenous Community Volunteers counselling and support services

Fortitude Valley, Brisbane www.icv.com.au

Phone: 07-3121 9250

Required Student Educational and Support Procedures

Where additional educational and learning support requirements have been identified and agreed upon the following procedures will occur:

1. The Training Advisor will record the student's learning support strategies on the student's Training and Support Plan, and send this directly to the Administration team.
2. The Administration team will file the student's completed LLN Skills Indicator Questionnaire and Training and Support Plan in the student's file.
3. The Administration team will send a copy of the student's Training and Support Plan to the student's Trainer/Assessor.
4. The Training and Support Plan will be applied and monitored by the Trainer for progress during the student's course of study. The Plan will be reviewed and discussed by both the Trainer and Student. It will be updated, monitored and adjusted, as required to ensure the student is on track with their study and working towards a successful course outcome.
5. Upon course completion the Training and Support Plan will be signed off by both the Trainer/Assessor and Student, sent through to the Administration team, who will store it safely in the student's file.