

## Educational Support Policy - VET

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**Policy Code:** ACA-037    **Version:** 1.0    **Effective Date:** 10 March 17

### Purpose:

This policy provides guidance to students and staff to ensure that Vocational Education and Training (VET) students have access to educational support services that assist their individual learning needs.

This policy also supports Standard 1, Clause 1.7 of the *Standards for Registered Training Organisations (RTOs) 2015* to ensure the VET sector of the College supports the needs of individual students and provides access to educational and support services necessary for the individual students to meet the requirements of a training package, unit of study or an accredited course delivered by College.

**Definition of “College”** – *The Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health, FIAFitnation, College of Natural Beauty and Wellnation. For the purpose of this policy, any reference to ‘College’ or ‘the College’ should be considered a reference to each or any of these respective trading names.*

- Scope:**
- All VET campuses
  - All VET staff
  - Student Services staff
  - All VET students

### Policy Statement:

The College understands each VET student’s educational journey is unique and not all VET students require equal amounts of educational support. The College acknowledges the benefits that educational support provides in relation to student outcomes and as such takes responsibility to provide, within reason, a range of educational support to students.

This policy will provide guidance on *educational* support only, that is services and resources that facilitate opportunities for a student to reach competency required by a training package or accredited course. For other support services refer to:

- [Special Circumstances Policy – VET](#)
- [Access and Equity Handbook](#)
- [Access and Equity Program](#)
- [Student Assistance Program](#)

## Identifying Educational Support Needs

The College aims to engage closely with VET students to be able to identify, understand and address their educational need/s. It is also the responsibility of VET students to self-identify their educational needs. The College encourages students to disclose self-identified educational needs to their relevant trainer/assessor or Student Services in order for the College to facilitate support.

Identifiers that a VET student may require educational support include:

- Erratic or lack of attendance at classes or learning sessions.
- Lack of interest in studies.
- Negative interactions with staff and/or other students.
- Demonstrated difficulty with the English language in written or spoken form.
- Demonstrated difficulty with language, literacy and numeracy skills.
- A student receiving a 'Not Yet Competent' result.
- The inability for a student to complete their studies within reasonable/expected timeframes.
- A student record showing provisional enrolment or pattern of deferral.
- A student record showing a repeated variation of enrolment into other courses.

Students who self-identify or are identified by staff as requiring educational support can be identified as a Student at Risk (see [Student at Risk Policy – VET](#) for further information).

The College can only encourage and recommend VET students seek and use educational support services and resources. The College respects the rights of students to decline these recommendations and use of supports.

## Educational Support

Educational support consists of services and resources that maximise the opportunity for a student to reach the level of competency required by a of a training package or accredited course.

An educational support *service* is an *action* by a person which aims to respond to the individual educational learning needs of a student. The intention of the action is to facilitate opportunities for the student to reach competency in their studies.

Educational support *resources* are those *materials or assets* that can be recommended to a student and used by that student to facilitate opportunities for them to reach competency in their studies.

## Support Services

### Internal Support Services

Internal support services may include not are not limited to:

- One-on-one consultations with College trainers/assessors regarding course content and assessments
- Group consultations with College trainers/assessors regarding course content and assessments
- Tutor support via emails
- Webinars provided by trainer/assessors
- Online student forums
- Student Advisors regarding academic progression, reduction in study load and timetabling
- Assessment feedback
- Question and answer times within class
- Study plans
- Access to a mentor/buddy
- Recommending course alternatives
- Implementing pedagogy teaching and learning strategies
- Learning Management System assistance

### External Support Services

External Support Services used by a VET student are at their own cost. These may include, but not limited to:

- Private tutors
- Peer study groups
- English proficiency assistance (See [English Proficiency Policy – VET](#) for further information)

## Support Resources

### Internal Support Resources

Internal support resources may include but are not limited to:

- College library facilities
- College computer facilities
- Recommended textbooks
- Recommended Apps
- Recommended websites
- Recommended publications
- Additional reading lists
- Learning Management System

**Note:** Some internal support resources may be at the cost of the student e.g. purchasing of apps.

### External Support Resources

External Support Resources used by a student are at their own cost. These may include but not limited to:

- Public libraries
- Professional student memberships
- Professional student associations
- Academic social media sites

## Related Procedures:

Not Applicable

### Definitions:

**Accredited Course** – is a course that addresses skill requirements for industry, enterprise and the community where these are not covered in nationally endorsed Training Packages.

**Not Yet Competent (NYC)** - refers to a grade that is given when a student attempts an assessment item and does not manage to reach the level that is expected, or when a student does not submit an assessment item.

**Student/Learner** - an individual person who is formally enrolled to study at the College. The individual person is that who appears on the College's documents such as enrolment, admission and payment documents, and who is assigned an individual student ID.

**Standards for Registered Training Organisations (RTO's) 2015** - is a set of national standards which are used to regulate the vocational education and training sector within Australia.

**Training Package** – a set of nationally endorsed standards and qualifications for recognising and assessing people's skills in a specific industry, industry sector or enterprise. They are developed by national Industry Skills Councils (ISCs).

## Further Information:

### Related Policies:

[English Proficiency Policy - VET](#)

[Student at Risk Policy – VET](#)

### Benchmarking:

Queensland Government. Education.

Victorian Government. Department of Education and Training.

Northern Territory Government. Department of Education and Training.

**Supporting Research and Analysis:** Not Applicable

**Related Documents:** Not Applicable.

**Related Legislation:** Standards for Registered Training Organisations (RTOs) 2015

**Guidelines:** Australian Skills Quality Authority. *Users Guide. Standards for Registered Training Organisations (RTOs) 2015.*

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| <b>Policy Owner:</b>                        | Director, Student Services & Retention   |
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| <b>Recommending Body:</b>                   | VET Advisory Board<br>Meeting date: February 2017  |
| <b>Approval Body:</b>                       | Chief Executive Officer<br>Meeting date: March 2017  |
| <b>Ratification Body:</b>                   | College Council<br>Meeting date: TBA   |
| <b>Policy Status:</b>                       | New  |
| <b>Responsibilities for Implementation:</b> | Director, Student Services & Retention<br>National Academic Director – Fitness<br>National Academic Director - Beauty<br>VET Trainer/Assessors<br>Student Services |
| <b>Key Stakeholders:</b>                    | VET staff<br>Students<br>Student Services  |