



Allora College is the trading name of Vector Institute of Technology Pty Ltd

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DOCUMENT CONTROL

Version History

Version	Date	Description
V1.0	-	Discontinued
V2.0	March 2019	Trading Name change

Review Process:

This policy shall be reviewed annually in compliance with education industry standards

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Next Review Due: **01 Dec 2019**

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POLICY AND PROCEDURE

1.1 Purpose

In accordance with Allora College obligations under the Standards for Registered Training Organisations (RTOs) 2015, it is the intent of this policy to identify the support services provided to domestic VET students.

This policy ensures that all students are given support while studying with Allora College. This support includes both academic support and personal support and the following procedures ensure that students are made aware of the support available.

There is no cost to access student support services provided within Allora College. There are also no costs for a referral to an external support service however, accessing services outside Allora College may incur costs and should be clarified prior to engaging external support services.

1.2 Outcome

To ensure that sufficient support is provided to students in order to achieve their study goals regardless of mode of delivery, type of course being studied, and any learning differences they may have.

1.3 Scope

The scope of this document includes all VET qualifications offered by Allora College.

1.4 Stakeholders

- Student Services Department
- Academic Department
- Business Development Department
- Admissions Department

1.5 Responsible:

The **Chief Executive Officer (CEO)** is responsible for the implementation of this policy/procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

The Admissions Department and Business Development Department are jointly responsible for reasonably ensuring that applications for enrolment, including any information regarding support needs, are completed accurately by the intending student.

Overview

1.6.1 Determining students' educational needs

- Once a student has expressed interest in enrolling with Allora College, they are contacted in order to gauge their suitability for the course. This contact may be made by an:
 - Internal Allora College enrolment officer
- During this contact, the Allora College representative must identify whether there are any particular support needs the intending student may have. Domestic sales staff follows a verbal script which prompts for this information;
- Student support needs may include, but are not limited to:
 - LLN support
 - Assistive technology
 - Additional tutorials including extra reference materials
 - ESL (English as a Second Language) support, including individual consultations
 - Other mechanisms, such as assistance in using technology such as but not limited to accessing Dropbox links
 - Assistance during events which may significantly impact on wellbeing.
- There is no cost to access student support services provided within Allora College. There are also no costs for a referral to an external support service however accessing services outside Allora College may incur costs and will be informed to student at the time of enrolment or prior to engaging external support services whichever comes first.

1.6.2 Point of enrolment

- Information about the student is captured on the enrolment form and/or written agreement information via confirmation of statistical AVETMISS questions on language and cultural diversity, as well as any impairment which may affect the student's progress. Any mandatory information must be completed for the enrolment to be processed.
- Students are given the chance to amend any stated support needs information prior to enrolment.
- All statistical information is recorded in the Student Management System, TEAMS, for reference by the Academic team.

1.6.3 Post Enrolment and Ongoing assessment:

Student Orientation:

At the beginning of a course of study the students are given a short orientation and which includes the following:

- Brief on support services to assist students to help them adjust in campus and study program.
- English Language and study assistance programs
- Legal, emergency and health services
- Facilities and resources at Allora College
- Students are informed about all relevant policies and procedures including refund, critical incident Management and complaints and appeal.

- A tour of the Institute identifying classrooms, student areas, student administration area, and any other relevant areas within the Institute such as toilets, fire exits, and restricted areas.
- All students are to receive a copy of the ‘Student Information Handbook’ and each section explained to students.
- Services available to students with general or personal issues which are adversely affecting their education.
- Services student can access for information on their employment rights and condition, and how to resolve workplace issues, such as through Fair Work Ombudsman.

Nominated Student Support Officer

Whilst all staff employed by Allora College has the responsibility to provide support to all students, Allora College nominates a ‘Student Support Officer’ who shall be available to all students, on an appointment basis, through the standard Institute hours of business.

Students can access the Student Support Officer directly or via student administrations and an appointment will be organised as soon as practical. All Student Support Officers have access to upto-date details of the Student Support Services. Currently the role and responsibility this ‘Student Support Officer’ is maintained by the person detailed below:

Name	Designation	Contact No.	E-mail Address
Shivani Verma	Chief Executive Officer	P: 07 3157 6552	Info@allora.edu.au

Allora College ensures that all Student Support Officers who interact directly with students are aware of obligations.

Keeping students informed

Allora College will notify students as soon as practicable when any change occurs that may affect the services that are being providing to them.

This includes any changes to the educational and support services identified in accordance with clause 1.7 of Standards for Registered Training Organisations (2015) as well as:

- any change in ownership of the Allora College
- Any changes to or new third-party arrangements for Allora College put in place for the delivery of services to those students.
- Any changes in class schedules/ change of premises
- Any actions taken by ASQA towards Allora College that may affect progression

2. Student Support Services

The following support services are to be available and accessible for all students studying with Allora College. Allora College will provide students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals will be conducted by Allora College at no cost to the student but fees and charges may apply where the student uses an external service and the student should clarify this prior to using such services outside of the Institute.

Learning support needs of students may arise from issues associated with:

- English language
- Literacy
- Numeracy
- Study techniques
- Time management
- Organisational skills
- Working with others
- I.T.
- The requirements of the course

Student support needs may be identified:

- By poor attendance or poor assessment outcomes
- During initial discussions with academic staff during orientation
- By self-referral by a student
- When assessor has identified that a student is experiencing difficulty (this may be by observation in class or upon analysis of assessment items submitted by the student)
- When a student seeks assistance from the student support officer or academic manager or any other staff
- During an interview with a student
- As part of an intervention strategy agreed between the student and the academic manager
- **Academic issue:** Students may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support in ensuring they maintain appropriate academic levels, attendance levels, and general support to ensure they achieve satisfactory results in their studies.
All students' progress is monitored and guidance and support provided where non satisfactory results are identified. A student is able to access the student support officer to discuss any academic, attendance, or other related issues to studying at the Institute at any time. The student support officer will be able to provide advice and guidance, or referral, where required.
- **Personal / Social issues:** There are many issues that may affect a student's social or personal life and Students have access to the Support officer through normal business hours to gain advice and guidance on personal issues, accommodation issues, or family / friend issues. Where the Student Support Officer feels further support should be gained, a referral to an appropriate support service will be organised.
- **Medical Issues Student:** Administration will always have an up to date list of medical professionals within access from the campus location and any student with medical concerns should inform the student support officer who will assist them in finding an appropriate medical professional. Local medical services can be gained from the student support officer.
- **Legal Services:** Allora College is able to provide some advice and guidance on a limited range of situations. Where the Student Support Officer feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional.

- **Social Programs:** Apart from the Student Orientation Program, the Student Support Officer will occasionally organise social events that allow all students enrolled with Allora College to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. They will be organised as demand requires and any suggestions can be forwarded to the Student Support Officer.

Student Support Services Referral List:

The Student Support Officer can provide links to external sources of support where staff at Allora College is not qualified, or it is in the student's best interests to seek professional advice. All preferred/ suitable external links will be listed on the Student Support Services Referral List, which is also maintained by the Student Support Office

3. Accepted evidence and record keeping

Please note that, in line with Allora College obligations as an Education Provider, all records are retained as per requirements of then applicable laws / funding requirements as applicable from the date the student completes their final course with Allora College, or from the date on which the student's internal appeal is finalised if later than the enrolment end date, and where applicable.