

1. Policy

This policy/procedure supports:

- a. Standards for NVR Registered Training Organisations – Standard 1 and standard 5
- b. VET funding Contract (Vic)
- c. Smart and Skilled Contract (NSW)

in the requirements to provide student support services to all students.

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

Where staff and trainers identify a learning need they are unable to meet, WBS will provides services for students to enable them to access support for Language Literacy and Numeracy. Students will be encouraged to take advantage of these services by contacting our staff.

WBS recognises that a significant aspect of quality of training programs relies on effective support and management of student and staff welfare. Considering this, WBS is committed to providing both students and staff with adequate access to relevant and appropriate welfare and support services.

2. Procedure

Support

Whilst all staff employed by the RTO has the responsibility to provide support to all students, the RTO appoints the following roles:

Trainer and Assessor
RTO Administration Manager

Trainees also have access to Workplace Industry Consultant who acts as mentor for the student during their traineeship. The Workplace Industry Consultant will visit the Trainee regularly (every two months) to ensure the trainee is progressing and coping with the requirements of their job role and the training program.

Outcomes of visits by the Workplace Industry Consultant are recorded in the CMS

Support will be available to all students, on an appointment basis, through the standard RTO hours of business.

Students can access support directly or via the Administration Manager of the RTO. Where required, an appointment will be organised as soon as practical.

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Language Literacy and Numeracy tests will be undertaken by the Trainee prior to the commencement of training. Any gaps identified at the time will be outlined and addressed by the trainer. If support required extends beyond the capabilities or expertise of the trainer, they will contact the Administration Manager. Appropriate support will be sourced.

This may be, but not limited to:

- one on one coaching
- Mentoring
- more frequent visits
- providing written hard copy learning material,
- technology assistance ie translator
- other specialised support services outlined below

Student Induction

At the beginning of the training the students are to be given an introduction of the relevant course and it must include the following:

- Rights and obligations – including any requirements of government contracts.
- Enrolment process
- Administration support.
- A copy of the 'Participation Information Booklet' and each section explained to students.

Specialised personal support services

WBS recommends the following support services to students.

Reading and writing hotline: <http://www.readingwritinghotline.edu.au/>
Adult reading and literacy apps for phones: <http://www.scoop.it/t/adult-literacy-apps>
Headspace National Youth Mental Foundation: <http://www.headspace.org.au/>

Western Business School Support Contact Details

Contact details for WBS support staff are as follows:

WBS RTO Manager	039321 0828
WBS Trainers	039321 0828
WPC Group WIC	1300 760 099 (NSW)
	1300 656 461 (VIC)
	1300 311 272 (QLD)

Students and Staff may also contact the Western Business School from the 'Contact Us' page on the website. <http://www.wbs.org.au/contact us>

Support costs

The extra costs for support provided to students which relate directly to training will absorbed by the RTO unless the cost exceeds \$200.

Extra costs for support provided which related to personal support will be absorbed by the RTO unless the costs exceeds \$400

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WBS will review each case individually and will discuss and seek written consent with the Student any costs to be incurred before training progresses.

Payment of extra support costs is further outlined in the Fees and Charges Policy.

Related documents:

Participation Information Booklet

Fees and charges policy

Training and assessment strategies

Trainer/Staff Manual

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