

### Purpose

The purpose of this policy is to ensure that all students are provided with support while undertaking training. This support includes both academic and personal support and the following procedures ensure students are made aware of the support available.

### Scope

The policy and procedure has been designed to support the Standards for Registered Training Organisations 2015 including, but not limited to:

- Standard 1.7 - determine support needs
- Standard 5 - inform and protect
- Standard 6 - complaints and appeals

Government funded contracts:

- New South Wales - Smart and Skilled Contract
- Victoria – VET Funding Contract 2018 – 2019

### Responsibility

- The General Manager is responsible for implementation of this policy and procedure.
- The National Operations and Administration Manager is responsible for maintaining this policy and procedure.
- Trainers and assessors are responsible for application of this policy and procedure.
- WBS administration staff are responsible for application of this policy and procedure.

### Policy

1. WBS recognise that a significant aspect of quality of training programs relies on effective support and management of students, academically and personally. Considering this, WBS is committed to providing both students and staff with adequate access to relevant and appropriate support services.
2. Western Business School will ensure students are made aware of the of the support mechanisms available to them.
3. Support needs for students will be identified and determined before commencement of training. This will be through:
  - a. Pre-training review and discussion
  - b. Language Literacy and Numeracy testing
4. Training programs will be developed to meet the needs of the student and where required, will be adjusted in consultation with the assessor, student and Employer Partner.

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5. Where staff and trainers identify a learning need they are unable to meet, WBS will provide services for students to enable them to access the support needed.
6. Where a Language Literacy and Numeracy need is identified and cannot be met, students will be encouraged to take advantage of external services by contacting their trainer/assessor or mentor.
7. Trainees working at Employer Partners will have access to mentors for the duration of the traineeship. An Industry Consultant will visit the Trainee regularly (every two months) to ensure they are progressing and coping with the requirements of their job role and the training program.
8. Issues identified will be addressed through the co-operation of the Industry Consultant and the assessor. Notes are recorded in the CMS
9. Students access support directly or via the National Operations and Administration Manager. Where required, a meeting will be organised as soon as practical.
10. Changes to the organisation, which will affect the student, will be advised in writing within 30 days of the change taking place.
11. We will ensure information is made available to students, ensuring they are fully informed by advising them of:
  - rights and obligations
  - fees and charges
  - complaints and appeals processes
  - support mechanisms
  - changes to the organisation
  - changes to their course
  - changes to fees and charges
12. External clients (employers and students) may incur costs which relate directly to extra support provided for training purposes. To be clear, Employer Partners and employees (trainees) of WPC Group are excluded.

## Procedure

1. Before enrolment, students are informed of:
  - Rights and obligations
  - Eligibility requirements under any applicable State funded contracts; ie Smart and Skilled (NSW) and Skills First (VIC)
  - Impact of accessing subsidised training
  - Fees and charges – through statement of fees
  - Enrolment process
2. Before enrolment, students are informed of the support mechanisms available to them through the Participant Hand book.
3. Pre-training review gathers information pertaining to the support needs of the student, including identification of any barriers to learning which may be present at the time of enrolment.
4. Language Literacy and Numeracy testing is undertaken and marked by RTO Administration.
5. LLN and Pre-training review is reviewed by qualified trainer / assessor.
6. Gaps identified at the time will be outlined and addressed by the trainer/assessor. 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
7. If support required extends beyond the capabilities or expertise of the trainer, discussions will be held with the student, trainer/assessor, State Manager and appropriate stakeholders to determine and develop appropriate support. Stakeholders include, but are not limited to:
  - National Operations and Administration Manager.
  - Employer Partner
  - Employer
  - Industry Consultant (mentor)
8. Staff and trainers are available to WBS students every day of the week via phone, email and face to face. Trainers will visit each student every 6 – 8 weeks.
9. Support classes will be held at the head office in Melbourne monthly for any student who wished to attend and seek further assistance with their training.

10. Specialised personal support services required by the student from time to time are recommended to students. Western Business School recommends:
- 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/>
11. Western Business School Support Contact Details are as follows:
- |  |                    |
|--|--------------------|
| WBS National Operations and Administration Manager | 039321 0828        |
| WPC Group Offices                                  | 1300 760 099 (NSW) |
|  | 1300 656 461 (VIC) |
12. 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>
13. The charges will be applied when the support costs exceed \$200 and do not include the extra visit fee, nor the provision of hard copy materials which directly support the online LMS. Support costs incurred could relate to:
- Formal tutoring
  - Downloadable tutorial apps
  - Resources specifically requested by student and or employer which are outside normal materials provided
  - Self improvement tools
14. The website of Western Business School is updated at least annually with current information relating to support services, including the Student Support policy.
15. The policy will be reviewed and updated when required because of changes to policy, legislation, or contractual obligations and within two years.
16. Updates and changes to the policy are recorded in the continuous improvement register.

### Related documents:

- Fees and charges policy
- Access and equity policy
- Training and assessment strategies
- Participation Information Booklet
- Trainer/Staff Manual
- Statement of fees

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