

Academic & student support

Purpose

This policy ensures that students are supported to adjust to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of their chosen course.

This policy outlines the support services available to students and also outlines how students are provided with information on these services, as well as how to access them.

THA is committed to providing high quality support services to students including the maintenance of sufficient support staff to meet the needs of all students enrolled with THA. Academic & student support services will be regularly reviewed through THA Continuous Improvement Policy. Services provided by The Health Arts College are at no additional cost to the students. Where external support services may be required, THA will not charge the students for the referral.

Policy

Orientation Program

1.1 THA is committed to ensuring that all students receive support to study. An orientation program will be compulsory for all students prior to starting their course.

1.2 Orientation programs will be conducted at the beginning of each course intake. Where a student is admitted to a course late, the Compliance Manager will go through the orientation on an individual basis.

1.3 The orientation program will include information provided through a power point presentation on:

- ◆ Student support services
- ◆ Fees and fee refunds (including VET Student Loan)
- ◆ Training and Assessment
- ◆ Recognition of prior learning / credit transfer
- ◆ Academic/Non Academic Grievance Procedure
- ◆ Student code of behaviour
- ◆ Attendance requirements
- ◆ College facilities and resources
- ◆ A tour of the college
- ◆ Other related policies

1.4 THA will ensure that the orientation program is culturally sensitive so as not to offend any student

1.5 The orientation program will be reviewed annually to ensure that the information provided is correct and that it meets student needs.

1.6 During this Clinic Session the student will be provided with a Student clinic policy and procedure handbook

Learning Support

2.1 Students are provided with a range of learning support options and resources to help them meet course requirements and maintain attendance. This includes:

- a) Mentoring from appropriately qualified trainers including their phone and email contact details.
- b) Tutorial support assistance.
- c) Computer and technology support.

2.2 Where a student is identified as not meeting training and assessment requirements, THA will conduct a one to one discussion with the student to determine the cause and establish a solution consultatively.

2.3 Additional support may be provided for the students as indicated in policy 10. Some strategies for providing assistance may include, but not limited to:

- a. attending tutorial or study groups;
- b. Pairing the student with a study mentor or buddy that demonstrates well developed English language skills
- c. additional self-study review
- d. one-on-one tutoring
- e. additional examination time
- f. receiving assistance with personal issues which are influencing progress;
- g. receiving mentoring or
- h. a combination of the above and or a reduction in course load.

Additional Support Services

3.1 THA recognizes that all people learn differently and acknowledge that some students may require additional support. Additional support will be provided for any students experiencing: issues such as disability and access or any other issues that may affect their ability to achieve their training goals.

3.2 Provision of additional support services will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required.

3.3 Where there is perceived difficulty in achieving learning goals/ unit of competency/qualification, the trainer will discuss these issues with the student. The student will be provided with information about possible alternative pathways, additional tools and resources available, and options and choices for accessing a supportive network. The information provided will vary depending on the individual needs of the student.

Welfare Services

4.1 Welfare services can include services that address equity issues, peer mentoring, programs promoting social interaction, stress-management. It may also include advice on academic and study issues.

4.2 Services will be provided at no additional cost to the student.

4.3 Information about support services available are provided in the Student Handbook. Students are also informed about these services at Orientation.

Informing Students

5.1 Students will be advised of the support services available to them through the publication of this policy in the Student Handbook and website.

5.2 All support services information will be regularly reviewed and updated to ensure it is current and accurate.

Accessing Services

6.1 Students wishing to access any support services should discuss this with their trainer/assessor or call our office. Contact details for relevant staff are included in the Student Handbook.

Any support that has been discussed or provided to the student must be recorded on a Student Support file note and signed by the THA representative and the student where possible.