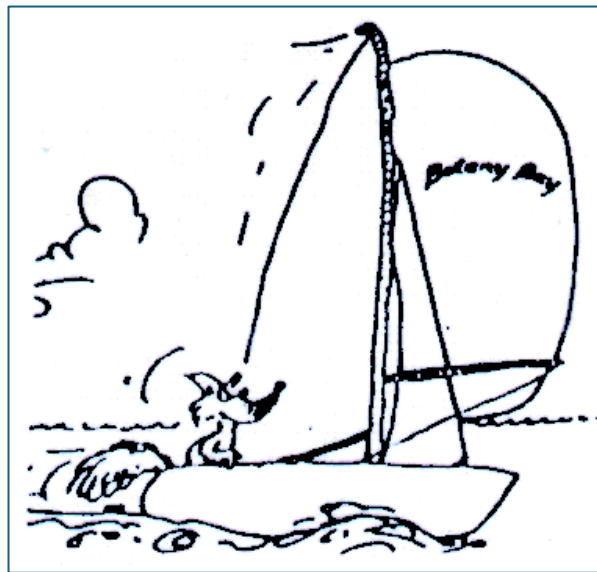




# Sailingworld Pty Ltd

ACN:092 478 718



## POLICY AND PROCEDURE **STUDENT SUPPORT**

Status	Current
Version	1-2024
Last review date	30 August 2024
Reviewed by	Sailingworld CEO
Summary of changes from previous version	Minor amendments post-annual review



## STUDENT SUPPORT POLICY

### PURPOSE AND SCOPE

**1.1** The purpose of this Policy is to ensure that all students of Sailingworld have access to individual academic or non-academic support services to ensure student success.

**1.2** This Policy applies to students enrolled at Sailingworld, and all staff in Sailingworld academic, student services and administrative roles.

### POLICY STATEMENT

**1.3** Sailingworld is committed to providing students with support to ensure positive student outcomes. For this purpose, Sailingworld determines the support needs of individual students and provides them access to the educational and support services necessary for individual students to meet the requirements of the qualification or unit.

**1.4** Sailingworld caters for a diverse range of students and aims to identify and respond to the learning needs of students.

### PRINCIPLES

**1.5** Access and equity mean ensuring that people with differing needs and abilities have the same opportunities to successfully gain skills, knowledge and experience through training, irrespective of their age, disability, ethnicity, gender, religion, sexuality, family responsibilities, or location.

- To facilitate access and equity, Sailingworld is committed to providing and promoting non-discriminatory, inclusive practices and processes to provide equal opportunities for all students to achieve learning outcomes.
- Sailingworld uses the same recruitment and enrolment processes for all applicants which are designed to be free from discrimination and offer opportunities to identify individual learning needs and corresponding support.
- Students who advise of their disability and/or learning difficulty after enrolment are issued a Student Support Plan and entered on Student Support Register detailing any areas of reasonable adjustment that have been agreed to for the student by the Sailingworld CEO.

**1.6** Reasonable adjustment is provided for students with special learning needs (such as a disability or learning difficulty) according to the nature of the learning need. Students may negotiate to customise assessment tasks to meet their individual needs in relation to workplace setting, interests, learning style, literacy, disability or cultural background.

- Reasonable adjustments, including learning support, alternative assessment methods, extra time to complete a qualification, unit, or assessment, learning support for basic literacy or numeracy difficulties and use of adaptive technology are made to ensure that the participant is not presented with inappropriate barriers to demonstrating achievement in the program of study. The original integrity of the assessment is maintained.

**1.7** Where a student needs academic support or where a student is identified to be at risk of not completing the qualification or unit within the expected duration, the Sailingworld CEO organises a meeting with the student to devise an individual Student Support Plan.

- All students are able to gain advice and support at any time from the Sailingworld CEO in order to maintain satisfactory academic levels at all times. Students requiring additional academic support are referred to support services as appropriate.



- Students have access to support to gain advice and guidance on personal issues. Where Sailingworld feels further external support should be provided, a referral to an appropriate support service will be made.
- All students are required to attend an orientation program at the beginning of their studies. This orientation program includes information on available support and reasonable adjustment for students with a disability or additional learning needs.

**1.8** The Sailingworld CEO arranges academic counselling for all students who choose to re-enrol in a qualification or unit after being deemed Not Yet Competent in a previous enrolment. Students are advised of available support, and conditions may be placed on their re-enrolment in a qualification or unit.

- The Sailingworld CEO records details of any actions to assist the student in a revised Student Support Plan.

## ROLES AND RESPONSIBILITIES

**1.9** The Sailingworld CEO is responsible for the application of this Policy and may delegate all or part of their powers to a staff member of Sailingworld.

**1.10** The Sailingworld CEO is responsible for:

1. Ensuring appropriate support is provided to all students.
2. Ensuring accurate and confidential records are kept on student disability or learning difficulty and reasonable adjustment.
3. Developing (orientation materials) which detail support available for students and ensuring all students have access to this information through orientation activities and the Student Handbook.
4. Gathering and evaluating progress information on students with learning support and student support plans.





## STUDENT SUPPORT PROCEDURE

### PURPOSE AND SCOPE

**2.1** The Sailingworld Student Support Procedure sets out the procedures for Sailingworld to ensure access and equity for students and maximise student outcomes by providing support services before enrolment and throughout our courses.

**2.2** Sailingworld is committed to providing students the proper level of ongoing support and any additional advice or assistance required to meet specific student needs.

**2.3** The Procedure applies to all prospective and current students at Sailingworld, and all administrative and academic staff who facilitate teaching, assessment and administrative aspects of the student support.

### IDENTIFICATION OF TARGET GROUP NEEDS

**2.4** Sailingworld identifies training, assessment and support services for the intended target group when developing all Training and Assessment Strategies (TAS) and course brochures. Target Group needs are determined by analysing data from VET and Industry sources, consultation and feedback. The areas below are considered in the TAS.

**2.5** Participant and environment:

- Entry requirements
- Education/study pathways
- Target audience

**2.6** Assessment resources, methods and timing:

- Applicants' current competencies and experience (CT AND RPL)

**2.7** Support and Reasonable Adjustment:

- Language, Literacy and Numeracy (LLN)
- Disabilities or temporary injury or illness
- Reasonable adjustment

### IDENTIFICATION OF STUDENT NEEDS

**2.8** Sailingworld trainers and administrative staff encourage students to express their views about their learning needs at all stages of their learning experience, from the initial contact and enrolment through to completion of their training.

**2.9** Sailingworld staff are responsible for identifying students' needs throughout the enrolment process, coursework and any interaction that a staff member may have with a student. It is the responsibility of the Course Trainer to monitor student progress and notify the CEO of any needs that are identified.

**2.10** Student needs may be identified as, but not limited to, the following:

- Language, Literacy and Numeracy;
- Flexibility of training;
- Adjustment to training;
- Access to materials and equipment;
- Knowledge and understanding of subject;
- Validation of current competencies
- Disabilities, illness or injury;



- Hardship and health issues;
- Fee payment concerns.

**2.11** Additional support services that can be provided to the student by Sailingworld include:

<b>Academic support</b>	<b>Non-academic support</b>
Assistance when applying for RPL or Credit Transfer	Digital literacy skills
Learning and assessment support	Fee payment options and access to payment plans
Briefings on the assessment process	Counselling services
Whether or not any reasonable adjustments need to be applied to suit the student context	Disability assistive technology
Referral to language, literacy and numeracy (LLN) assistance	Disability services
	Grievance/conflict resolution
	Student welfare and support
	Stress management
	Referral to hardship, support and health services

## **COURSE SUPPORT STRATEGIES**

**2.12** Specific strategies to support students in their study include:

- providing video, written learning material and practical exercises to reinforce the learning;
- encouraging students to work at their own pace;
- ensuring individual support and advice to students provided by Course Coordinators and Trainers;
- applying the principles of reasonable adjustment to training and assessment;
- providing LLN and technical support to assist with industry specific terminology and technology;
- providing support for identified learning or other issues;
- referral to external support specialists as necessary.

**2.13** Sailingworld supports students to make appropriate choices and maintain commitment and motivation and identify and seek support needed to achieve individual goals by:

- providing clear and accurate information prior to and during enrolment, and throughout the course; via our website, on the LMS, staff interactions, calls, emails, advertising and the Student Handbook;
- fostering an environment that encourages open two-way communications;
- ensuring that the student recruitment and enrolment process is bias-free and non-discriminatory;
- identifying specific student needs through student evaluation and assessment during the application and enrolment processes;
- identifying specific student needs through ongoing staff interactions and feedback;



- responding to identified issues in an appropriate and timely fashion.

**2.14** Skills guides and other resources which support skill development (e.g. orientation to study, study skills, referencing conventions, etc.) are available throughout students' study with Sailingworld.

**2.15** Sailingworld staff, including CEO and Trainers respond to student queries within two working days. Students are provided with all relevant contact details and communication guidance during Orientation.

**2.16** Study skills strategies are incorporated in units within the TAE40116 qualification (TAELLN411 Address adult language, literacy and numeracy skills).

## **STUDENT SUPPORT PLAN**

**2.17** Where a student is assessed as needing support, the Lead Trainer ensures a Student Support Plan is developed outlining the appropriate support mechanisms based on pre-approved strategies. The completed Student Support Plan is sent through to the Trainer and saved into the student file on the student management system. The Student Support Plan is recorded on the Student Support Register.

**2.18** Support strategies of an administrative nature will be actioned by Sailingworld CEO. Once actioned these will be recorded in the student's file.

**2.19** Support strategies relevant to the facilitation of training and assessment of the student will be actioned by the Trainer (e.g. coaching and/or extra time given to the student to complete assessments). The Trainer will confirm implementation of the appropriate strategy to the Sailingworld CEO via email. The email will be saved in the student's file.

**2.20** Sailingworld CEO is responsible for checking the student's progress on a fortnightly basis for short courses, and a monthly basis for full qualifications. This is done by reviewing the student's attendance at training sessions, phoning the student where there has been minimal participation, and/or reviewing the student's assessment submission progress. All communication with the student is noted in their file on the student management system, including a summary/ uploaded e-copy of the content discussed.

**2.21** The Trainer will also know the student progress via the Student Management System.

**2.22** A new Student Support Plan may be required where there are significant changes for the student. Where there is minimal progress, the Sailingworld CEO will report to the Trainer for further follow up and action.

**2.23** If the student progression is non-existent, the matter is to be referred to the Sailingworld CEO.

## **STUDENT COUNSELLING**

**2.24** Sailingworld will provide access to a range of support mechanisms to students who are experiencing personal, health or social issues impacting on their ability to achieve their student goals.

**2.25** Where student issues are beyond the expertise of the support services provided by Sailingworld, they will be referred to external agencies for specialised support and counselling.

## **DECISIONS, NOTIFICATION AND RECORD KEEPING**

**2.26** Student support strategies are recorded on the Student Support Plan and saved in the student's file on the student management system.



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**2.27** All student monitoring of progress is recorded in the student's file on the student management system.

**2.28** Sailingworld staff and Trainers will record any conversation undertaken with a student, including discussions about providing extra support, reasonable adjustments or referral to the Student Support Services.

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