# CHARLTON BROWN

## Student Support Policy and Procedures

### PURPOSE AND SCOPE

CHARLTON BROWN® ensures that every student is provided a supportive learning environment that is responsive to individual student needs. Academic and non-academic learner support strategies will be made available to ensure that every domestic and international student is supported to successfully complete their chosen program.

This policy is intended to provide staff and students with information regarding the facilities, resources and support strategies that are available to students who may be experiencing learning difficulties. The policy also outlines the responsibilities of staff to identify learner support needs and to provide them with guidance, appropriate resources and support strategies as required.

### STUDENT SUPPORT PROCEDURE

1. **Pre-Admission**

   1.1 All prospective students must complete an assessment of their language, literacy and numeracy (LLN) skills using the approved CHARLTON BROWN® LLN tool.

   1.2 The results of LLN tests are assessed and recorded by the Student Support Services and Admin Manager and students with learning support needs are identified.

   1.3 Student Support Services and Admin Manager may opt to conduct further interviews and require additional evidence from the prospective student to validate the results of the LLN test.

   1.4 The Student Support Services and Admin Manager informs the relevant trainer/assessor of the student who will require learner support and discuss applicable support strategies prior to commencement of the training program.

   1.5 Trainer will provide appropriate learning support as required.

2. **Orientation**

   2.1 All on campus students are required to attend the Orientation Program prior to commencement of training. The Orientation Program encompasses a range of topics which include:

   - CHARLTON BROWN® profile
   - Facilities and resources available
   - Introduction to competency-based training including work placement
   - Code of Conduct

- Students rights and responsibilities

- College responsibilities and expectations

- Student support services

- Living and studying in Australia

- Employment support services through the Agency

- Safety Tour of campus

2.2 Student attendance at Orientation is recorded by a member of the Enrolments Team.

## 3. Identification of student support needs

3.1 Student support needs may arise from issues associated with LLN, study techniques, time management and organizational skills, requirements of the course, living conditions or personal concerns.

3.2 Student support needs may be identified in different ways i.e. through LLN results, student interviews, monitoring of attendance, student engagement and progression or receipt of support request directly from the student.

3.3 Support needs may also be expressed directly by the student to the relevant trainer or staff verbally or in writing.

3.4 Trainers and members of student services staff closely monitor student activities and academic progression. Any issues identified are brought to the attention of the Student Support Services and Admin Manager or other relevant manager who will identify the support required.

## 4. Student support during training

4.1 Trainers/Assessors will take a learner-centred approach to training, using a range of teaching strategies to meet student learning needs and provide learning experiences that:

- consider different learning styles

- recognise learner difficulties

- ensure inclusive learning

4.2 During training, trainers will monitor progress and participation to determine if additional learning support is required.

4.3 Additional coaching and mentoring sessions may be provided to students requiring learning support.

5. **Pre-assessment**

   5.1 Prior to each assessment, trainers will review the specific support requirements of students with learning support needs.

   5.2 Where reasonable adjustment is determined as necessary for a student with learning support needs, the trainer will document the reasonable adjustment on the comment section of the assessment workbook.

   5.3 Reasonable adjustment may include the following strategies:

   - rewriting the material in plain English

   - reading written material to student

   - using signs, pictures and graphics

   - customizing resources and assessment activities

   - changes to course design, e.g. substituting an assessment task

   - providing learner support

   - additional time to complete the assessment

6. **English language programs**

   6.1 Every on campus CHARLTON BROWN® student may avail of the in-house English language programs to improve their skills in general English applications whilst they are undertaking their course.

   6.2 Students may also choose to enrol in the 10363NAT Certificate II in Spoken and Written English which offers modules in a more structured learning environment.

   6.3 CHARLTON BROWN® has existing partnerships with colleges that offer intensive English programs for students wanting to achieve higher English language proficiency.

7. **Academic Staff Consultation and Counselling**

   7.1 Students may request for individual consultations with a trainer or assessor to clarify points of confusion, discuss requirements of the course or unit in more detail and obtain feedback on their assessments.

   7.2 Academic counselling is available to students who are not meeting the minimum academic requirements of their course. Student Support Services and Admin Manager will arrange for academic counselling for students needing support.

   7.3 Intervention strategies may be considered by the counsellor and the student to improve the student's academic standing. This may include but not limited to:

   - attending tutorial or study groups

   - receiving mentoring

- attending counselling

- receiving assistance with personal issues which are influencing progress

- reduction in course load

- extension of course or unit duration

8.  Health and safety

"*Serious about Safety*" is a unique program created with industry experts that focuses on seven potential health and safety risk areas. The program offers students with essential skills and knowledge that are important for their personal health and safety as well as the safety of their future clients and workplaces. This program is complimentary and exclusive to CHARLTON BROWN® students.

9.  International student support

Members of the International Student Management Team can assist with general student enquiries, accommodation advice, student visa information, pre-departure and orientation information and what is happening in the campus.

10. Accommodation

CHARLTON BROWN® can provide assistance in finding suitable home stay accommodation especially for international students studying on campus. The International Student Management Team will recommend accommodation arrangements that will suit student needs.

11. Campus Life

The International Student Management Team supports the development of a rich and vibrant student community at CHARLTON BROWN®. Special events, student support networks, mentoring programs and social activities are organised to help students integrate successfully into their new environment.

12. Career development and employment service

Career advisors and members of the CHARLTON BROWN® Agency team are available to assist students with making career decisions, identifying personal career goals, developing employability skills, searching for employment and preparing employment applications.

A variety of group workshops and web resources are also available to assist students to develop skills and knowledge enabling them to make informed career decisions and manage a successful transition from their study into employment or into other learning pathways.

13. Records

13.1    Student LLN results have to be kept in student file for a period of 7 years

13.2    All other related records have to be uploaded or entered in the electronic student file.

## REVIEW

The General Manager-Operations and Delivery and Student Services and Administration Manger have overall responsibility for implementing and monitoring this policy, which will be reviewed every two years. However, if at any time the legislative, policy or funding environment is altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.