Student Support Services

Purpose

To maximise the chance of students successfully completing their training, Key 2 Learning College needs to determine the support needs of individual students and where possible provide them access to the educational and support services necessary for the individual to meet the requirements of the training product as specified in training packages or VET accredited courses.

Policy

To maximise the chance of students successfully completing their training, Key 2 Learning College will identify any support individual students need prior to their enrolment and provide access to that support throughout their training.

This may include providing:

- Language, Literacy and Numeracy (LLN) support;
- Assistive Technology
- Additional Tutorials, and / or
- Other mechanisms, such as assistance in using technology for online delivery components.
- Counselling and health care

Where this support attracts an additional cost to the student, Key 2 Learning College will make this clear in pre-enrolment information. If there are limitations to the support Key 2 Learning College is able to provide, these limitations need to be made clear in information provided to potential students.

Note: A formal assessment process is not required, however, Key 2 Learning College must be able to demonstrate how it identifies support needs (for example, by requiring students to complete a self-assessment as part of the enrolment process).

Procedure

> **Key 2 Learning College must, through the application for enrolment process identify, for each student, any additional support required.**
> **For example:**
> **Language literacy and Numeracy**
> **Aboriginal and Torres Strait Islander**
> **Disability**

> **Key 2 Learning College will only be able to identify this support if informed by the student.**

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Aboriginals and Torres Strait Islanders can access Congress of Aboriginal and Torres Strait Islander Nurses and Midwives (CATSINaM) for assistance in interpreting policies and procedures, social, cultural and personal support.
Email: https://www.catsinam.org.au
Phone: 02 626 5761
Winnunga Nimmityjah Aboriginal Health and Community Services-
https://www.winnunga.org.au/

Where Key 2 Learning College identifies required support, such as literacy or numeracy, English or other language barriers or physical capabilities, and can provide services the following support could be implemented:
- **One on one tutorials**
- **Additional coaching**
- **Mentoring**
- **Group workshops**
- **Specialist LLN Practitioner**

Where Key 2 Learning College identifies required support, such as literacy or numeracy, English or other language barriers or physical capabilities, and it cannot provide such support directly, it will refer the student to a third party.

Where Key 2 Learning College have a qualified Counsellor on staff, they will advise students of access to this staff member at the Orientation of the course. Students wishing to undertake internal counselling services offer by Key 2 Learning College will be eligible for up to 4 sessions (in total) at 45 mins per session. After this time, we would refer the student onto external professional Counselling services or close your case with us for Counselling services provided.

Where Key 2 Learning College is not capable of offering an environment suitable for the needs of a student with specific identified needs, it will inform them accordingly and may direct the student to a provider that can, and thus will not process their enrolment.

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Related Standard

Clause 1.7

The RTO determines the support needs of individual students and provides access to the educational and support services necessary for the individual student to meet the requirements of the training product as specified in training packages or VET accredited courses.

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