

STUDENT SUPPORT

- 1 The course counselling interview and intervention meetings will be initiated by the Domestic/VTG Manager and endorsed to the Course Coordinator or counsellors may be called on to assist with the process.
- 2 At the course counselling interview academic and non-academic issues are to be explored, solutions sought and the following intervention strategies will be put in place where appropriate but in particular:
 - (a) Counselling to address academic and non-academic issues
 - (b) Student participation timetable drawn up
 - (c) Student study timetable drawn up
 - (d) An intervention meeting
 - (e) An academic involvement report requested from each Unit Trainer.
 - (f) Resitting assessments
 - (g) Undertaking additional units in subsequent study periods to “catch up” with the training program schedule.
 - (h) Optional holiday programs to “catch up” or undertake additional units.
- 3 Details of the intervention strategy proposed by the Institute will be recorded (Form 070), transmitted to the student and a copy of the written document sent to students placed in their file.
- 4 Students will be required to commit to the intervention strategy proposed by the Institute.
- 5 Students failing to attend the course counselling interview without a reasonable excuse may be removed from the course.
- 6 At the intervention meeting the following will be reviewed
 - (a) Programs to address academic and non-academic issues
 - (b) Student participation timetable drawn up
 - (c) Student study time table drawn up
 - (d) intervention meeting
 - (e) An academic involvement report requested from each Unit Trainer.
- 7 During the intervention period, students who fail to achieve satisfactory academic involvement or fail to implement the study timetable may be terminated from their course.

STUDENT WELFARE

1 The Student Support Officer is charged with the responsibility for students' welfare and the effective implementation of the organisation's obligations. The Student Support Officer also helps the student maintain course performance. These support services are provided without cost to the students.

2 The Student Support Officer has the authority and responsibility to make decisions regarding any student welfare requirements in respect of any of:

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| • Absenteeism/
attendance | • Financial concerns | • Student health |
| • Assault | • Harassment | • Study difficulties |
| • Bullying | • Health | • Complaints and
appeals |
| • Family matters | • Racism | • Sexual
harassment |
| • Course progress | • Relationships | |
| • Other support as
required | • Facilities and
resource | |

3 The Student Support Officer also has the authority to refer the student to any councillor or other party regarding the following student support matters:

- Assessment failures
- English
- LLN
- Additional tutorials
- Flexible delivery
- Intellectual challenges
- Learning difficulties
- Performance and course progression
- Reasonable adjustment
- Study habits and problems
- Transitioning

4 The student shall be encouraged to meet with the Student Support Officer and to provide a written explanation of the nature of their problems. The Institute, through the Student Support Officer will be charged with providing a supportive, empathetic and proactive environment in which the student problems are identified by appropriate persons, equipped to work with the student to obtain a satisfactory outcome.

STUDENT SUPPORT AND WELFARE

- 5 All such support services will be supplied without charge to the student, except that health services shall be provided at Medicare rebate rates or if it is referred to an external Counsellor which student will pay in accordance with the Counsellor rate. Those who supply the support or welfare services will be engaged by the CEO as preferred providers under this scheme.
- 6 All written welfare and support service requests, the process records/file notes and the outcomes will be retained on the student file.
- 7 TIV takes reasonable steps to protect the records of the student. As such, TIV assures the security of such USI and all related documents under its control including information in the Student Management System.