



3.4 Student Support Policy – Purpose

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3.5.1 Support Philosophy

TVSA Pilot Training is committed to ensuring that all students receive adequate learning support to ensure their full potential is reached.

Therefore, TVSA Pilot Training ensures that:

- The learning and support needs of all students is assessed upon entry into a program.
- All students are aware of how to access the services they require to successfully complete their training and assessment program
- Feedback is collected about TVSA Pilot Training's provision of support services and the feedback is systematically collated, analysed and used to improve training services.

3.5.2 Needs Identification

Students' needs are identified upon entry into their course of study.

Information to make this assessment is gathered through:

- Information provided by the student on the application and/or enrolment forms.
- Assessment of the formal language, literacy and numeracy skills test which is given to each student upon commencement of the course.
- Discussion with the student during their induction to the program

In addition to this, student gather feedback from students throughout the course as to any arising issues that may need to be factored in to their training. This information is gathered through:

- Informal and formal meetings
- An assessment of their course progression



3.5.3 Learning support

All students are provided with a range of learning support options and resources to help them achieve competency. This includes:

- One on one support from the Instructor including direct access to the Instructor onsite.
- Support provided by the trainer/assessor before, during and/or after formal training.
- Identification of any individual needs through a language, literacy and numeracy assessment that assists us to develop an individual support plan where required
- Supporting those with disabilities by making reasonable adjustments to suit needs if possible.
- Referral to relevant external support services as required.
- Access to our designated Student Support Officer by appointment about any personal or academic issues

All students are provided with tutorial support and assistance as and when requested (by completing the request for tuition form).

3.5.4 Additional Support Services

TVSA Pilot Training recognises that all people learn differently and acknowledge that some students may require additional support. Additional support will be provided for any students experiencing:

- Disability and access issues
- Language barriers
- Language, literacy and numeracy issues
- Employment issues
- Any other issues that may affect their ability to achieve their training goals.

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.

Where there is perceived difficulty in achieving learning goals, 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.

3.5.5 Related Policies

- Continuous Improvement and Quality Assurance Policy
- Access, Equity and Anti-Discrimination Policy



- Training and Assessment Policy

3.5.6 Related Procedures, Forms and Documents

- Training and Assessment Strategy
- Language, Literacy and Numeracy Test
- Request for Tuition Support

3.7 External Support Services

3.7.1 Reading and Writing Hotline

- Telephone: 1300 655 506
- Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

3.7.2 Centrelink

- Telephone: 131021
- Website: www.centrelink.gov.au

You may be eligible for funding assistance if you receive one of the following:

- Pensioner Supplement Allowance
- ABSTUDY *course dependent
- AUSTUDY
- Youth Allowance

3.7.3 Australian Apprenticeship Centres (AAC)

- Telephone: 1800 639 629
- Website: <http://www.australianapprenticeships.gov.au>

Australian Apprenticeship Centres handle all matters related to traineeships and apprenticeships. If you are a trainee or apprentice, some language, literacy and numeracy courses attract government subsidies. Talk to your AAC about this now.

3.7.4 The Victorian Equal Opportunity & Human Rights Commission

Telephone: (03) 9281 7100

Website: <http://www.equalopportunitycommission.vic.gov.au/home.asp>

- The Commission's can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.



3.7.5 Legal Aid Victoria

Telephone: 1800 677 402

Website: <http://www.legalaid.vic.gov.au>

- Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

3.7.6 Disability Rights Victoria

Telephone: 1800 462 480

- Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

3.7.7 Lifeline

Telephone: 13 11 14

- Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

3.7.8 Kids Help Line

Telephone: 1800 55 1800

Website: www.kidshelpline.com.au

- If you're under 18 years of age you may consider contacting who provide access to telephone, web and email counselling.

3.7.9 Fair Work Australia

Telephone: 1300 799 675

Website: www.fwa.gov.au/index.cfm

- Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.



3.7.10 Reach Out

Website: www.reachout.com.au

Telephone: 13 11 14

- Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

3.7.11 Headspace

Website: <https://headspace.org.au/>

Telephone: 1800 650 890

- Headspace is the National Youth Mental Health Foundation providing early intervention mental health services to 12-25 year olds, along with assistance in promoting young peoples' wellbeing. This covers four core areas: mental health, physical health, work and study support and alcohol and other drug services.
- Information and services for young people, their families and friends as well as health professionals can be accessed through their website, headspace centres, online counselling service eheadspace, the Digital Work and Study Service and postvention suicide support program headspace School Support.

3.7.12 Life Supports Counselling Referral Service

Website: <https://lifesupportscounselling.com.au>

Life Supports is a leading network of counsellors and psychologists. Life Supports provides specialist counselling services in the following areas:

- Adolescents
- Anger management
- Anxiety and depression
- Children
- Drug and alcohol
- Family
- General concerns
- Grief
- LGBT
- Marriage and relationships
- Parenting
- Sexual abuse recovery
- Sex and intimacy



3.7.13 MensLine

Website: <https://mensline.org.au/>

- MensLine Australia is a telephone and online counselling service for men with family and relationship concerns.

3.7.14 DirectLine

Website: <http://www.directline.org.au/>

Telephone: 1800 888 236

- DirectLine was established in 1986 to provide a 24-hour telephone counselling, information and referral service for anyone in Victoria wishing to discuss an alcohol or drug-related issue.

DirectLine offers:

- Information, counselling and referral around alcohol and drug issues
- An immediate and highly accessible alcohol and drug response service, especially to populations in remote areas
- Access to a 24/7 service
- Brief interventions within a harm minimisation framework to prevent or reduce problems associated with drug use
- An anonymous and confidential service

3.7.15 WIRE

Website: <https://www.wire.org.au/>

Telephone: 1300 134 130

- WIRE Women's Information is the only state-wide free, confidential information & referral service for Victorian women. WIRE offers women a safe place to share your experience, and to get practical and emotional support on any issue. No matter what the problem is, they are there to support you, and to provide information on services and practitioners that you can connect to. No appointments needed.
- WIRE aims to be inclusive of women from all backgrounds and experiences. They aim to create an environment which is free of exploitation and discrimination.
- They offer a range of gender-specific training programs, and also research and advocate for women's issues such as financial literacy and economic security, work-life balance and violence against women.



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