

## **Student Support Policy**

### **Purpose**

This policy is intended to provide staff and students with information regarding the facilities and resources that are available to students to support them with the academic and English language demands of their courses. The policy also outlines the expectations and responsibilities of staff to identify students with learning support needs and to direct them to or provide them with appropriate resources. Students deemed academically 'at risk' are defined and the support strategies in place for these students described.

### **Commencement of Policy**

This procedure will commence from the date of approval. It replaces all other Student Support Policy Procedures of Gtec Training and Development Pty Ltd.

### **Application of Policy**

These Procedures apply to all staff and clients of Gtec Training and Development Pty Ltd.

### **Overview**

Gtec seeks to provide a quality student learning experience, appropriate to the age, stage, background and circumstances of a diverse student population, regardless of their place or mode of study.

Gtec Seeks to:

- Ensure that Gtec is free from discrimination of all kinds, and that it is a place of acceptance and understanding, especially in a global context
- Ensure that all courses promote the recognition, understanding and development of ethical, moral and professional behaviour.
- Encourage the development of a democratic, equitable and civilised society

- Arm the community with social, cultural and international knowledge, skills and attitudes to improve the quality of life of all citizens

## Implementation

Gtec will endeavour to support all students in their learning, regardless of their place or mode of study, and to provide additional support to students who have been identified as at risk under the processes in the Students at Risk Policy and Procedure. These services are provided at no additional cost to students.

Gtec will:

- Ensure that communication with students is timely, clear, respectful and effective
- Encourage students to access support and give timely, accurate advice on access to personal support services.
- Ensure that staff are trained in identifying and providing support for students, and for referring students to external services, as required.

Gtec will seek to identify students who need personal support in a respectful, equitable and timely manner. Students are encouraged to advise staff if they need personal support. Staff are also encouraged to be alert to student behaviours that may indicate that support is required. Personal support may be needed for:

- Medical conditions or disability
- Mental health conditions
- Emotional instability resulting from trauma such as victimisation
- Access to welfare support services

## Student Support Services

Gtec provides the following support services to assist students with their learning:

- Academic support
- ICT support
- English language support