

1. POLICY.

International Training Salon Pty Ltd. trading as I.T.S Hairdressing Academy (ITS) is committed to providing appropriate support and welfare services to students to enable and provide them an environment, in which each student feels safe and supported, and contributes in a positive manner in their learning journey at ITS and feels safe and supported in his/her student journey at ITS.

- a) ITS will ensure that appropriate student support services are available to assist the students in completing their studies and reaching their academic goals.
- b) ITS will ensure to give safety on campus and while study.
- c) ITS has a critical incident management policy.
- d) ITS will ensure there are sufficient staff, in addition to academic staff, to support and advice students who request assistance.

2. PURPOSE

The purpose of this policy is to provide a student support mechanism/system that not only provides academic and learning support services but also an opportunity for students to access welfare-related support services to assist with issues that may arise during their student journey at ITS.

3. SCOPE

This policy/procedure applies to all students.

4. STUDENST SUPPORT

4.1 Orientation Program

Orientation programs help and familiarize students with the ITS's rules and facilities and introduce the social and cultural customs which students need to be aware of while they are in Australia.

ITS gives all students access to an age and culturally appropriate orientation program. This includes making the program available to late arrivals or students who begin at different entry points.

ITS orientation program provides information about:

1. Support services available ITS to assist students to help them.
2. Student Handbook;
3. Student Academic Calendar;
4. Course information;
5. English language and study assistance;
6. ITS's facilities and resources;
7. Complaints and Appeals Policy and Procedure;
8. The requirements for course progress;
9. The support services available to assist students with general or personal circumstances that are adversely affecting their education .
10. Information about the Work Based Training (WBT) component (if applicable).

4.2 Access to support services

ITS endeavours to offer reasonable support to students to enable them to achieve expected learning outcomes, irrespective of the student's place of study or the mode of study of the course at no additional cost.

At ITS the students have access to a range of services. Services include:

1. English and academic support services;
2. tutoring support;
3. counselling and mental health support;
4. career services;
5. financial support services; and
6. health and disability services.

4.3 Student Handbook

All current and prospective students will be provided with a Student Handbook containing all the essential information for students, ITS facilities and resources to help them with their studies.

4.4 Student Support Officers

ITS has at-least 2 on-campus Admin/Student Support Officers at any given time, who provide student support services for learning and academic support services in consultation with the Course co-ordinator and Administration Manager.

Academic and learning support needs will be referred to the Course co-ordinator and Administration Manager. The Student Support Officer will, however, ensure that the required academic support services have been provided to the students through scheduled learning support sessions and/or activities.

Counselling services and other external referrals will be arranged if deemed appropriate by the Student Support Officer. There is no fee attached to this welfare support and referral service. Any cost charged by the external services will be paid by the students.

All students are required to attend an orientation day at the beginning of their studies (Student Orientation Policy and Procedure). The Student Support Officer shall discuss the provision or support services and how best the students can avail these services during their learning journey at ITS.

4.5 Academic and Learning Support

Students may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their program or completing within the expected duration. ITS will, accordingly, provide an ongoing academic support to students in form of Language, Literacy and Numeracy (LLN) programs or referrals to these programs if needed, scheduled learning and study support sessions, and academic support for people with disability and learning difficulties.

Students can access college's student support services by approaching either the Student Support Officer or any staff member in their immediate contact.

All students will have access to college resources and an equal opportunity to access college programs, services and resources, including library, course and learning materials, access to academic and administrative staff members, avenues to lodge and resolve complaints, student welfare and student support services, and access to their administrative and academic records.

4.6 Students with Disability

ITS acknowledges the Disability Discrimination Act 1992 and the Disability Standards for Education 2005, and its obligation as an education and training provider to support the rights of students with disability to participate in educational courses and programs on the same basis as students without disability.

Students who wish to apply for adjustments to teaching or assessment methods on the basis of a disability should contact Course co-ordinator and bring supporting documents for consideration of disability (e.g. a letter from your treating professional).

Reasonable adjustments to training and assessment methods are made using the following principles (Ref: ACARA):

1. Students with disabilities are subject to the standard rules and policy on assessment and teaching methods, and assessment is only varied where a student can demonstrate with appropriate documentation that he/she is disadvantaged as a result of disability.
2. The nature of reasonable adjustments is such that they are designed to minimise the disadvantage experienced by students with disabilities, rather than provide students with a competitive advantage.
3. Any adjustments to assessment for a student with a disability are to be made in such a way as to ensure that the fundamental nature of the assessment remains the same i.e. students with disabilities are still required to demonstrate a pre-determined level of ability in relation to essential competency requirements.

4.7 Student Hardship

The requirements of study may present some students with hardship, due to economic, social, or other difficulties. Where genuine hardship exists, a student may seek permission to review their workload or other related matters.

To make a request, a student will be required to provide a letter to the Student Support Officer describing the reason for their hardship. It is essential to include evidence supporting a claim of hardship, for example:

1. Financial hardship: Financial documents, pay slips or bank statements which indicate financial status;
2. Medical grounds: Medical certificates stating nature of condition, duration;
3. Family Situation: Doctor or Counsellor's report or recommendation, external community/welfare agency recommendation

Student Support Officer shall review the request and where necessary arrange a face-to-face meeting to discuss the issues and provide the required support through internal or external referrals and advice.

4.8 Staff and support personnel

ITS has sufficient student support personnel to meet the needs of the enrolled students. In determining the sufficient level of staff, ITS has taken into consideration the number of students enrolled, the types of courses being offered and the likely needs of the students.

4.9 Critical Incident policy

ITS has a well-documented Critical Incidence Policy and Procedure.

5. RESPONSIBILITY

The CEO is responsible for effective implementation and management of this policy as well as provision of information on ways to resolve complaints of breaches of this policy.

The Student Support Officer is responsible for responding to and addressing the mental, physical, social and spiritual well-being needs of students; and making appropriate referrals to external agencies when required.

The Administration Manager is responsible for identifying and supporting academic needs.

RTO is responsible for planning, implementing, and monitoring learning and academic support services.

The CEO has the overall responsibility for management of these guidelines in consultation with the Senior Management Committee.

Staff members in their respective roles are responsible for using these guidelines to plan and enhance support services.