



# Student Support Policy

Australian Paramedical College



## Introduction

Industry Pathways Pty Ltd (ABN 65 153 814 192) operating as Australian Paramedical College (APC) CEO and staff are committed to supporting students who require additional personal or academic learning support and aim to ensure appropriate interventions are implemented to enable such students to realise their full academic potential.

The Australian Paramedical College will assist students with Language Literacy and Numeracy (LLN) needs and/or supporting learning differences with advice and support intervention options to assist in a student's ongoing learning and progress through the course.

## General Student Support

### Enrolment:

- Students identifying Student Support needs during the enrolment process will be advised by staff of the support measures available through referral to support agencies where required. (Please refer to the support agencies listed below)
- Australian Paramedical College staff, following initial consultation with the student and where identifying student support needs, may request the student undertake a Course level LLN assessment. Results from the assessment will be determined by a trainer/assessor in consideration of the course requirements and the required foundation skills.
- The LLN Specialist alongside the Training & Assessment Manager will review the LLN assessment outcomes to identify results and determine the level of support required for students.
- Students identified as having significant student support needs may be referred to support agencies and/or will be advised of optional pathways for studies to support their learning intent.
- Where LLN gaps are identified the trainer/assessor will assess core skill requirements and course outcomes to develop appropriate strategies to support the student in the course learning and assessment requirements where possible.
- The trainer/assessor must be advised where student support is identified on enquiry or enrolment to enable reasonable application of strategies to assist the student in with their suitability and/or course progression.

### Post Enrolment:

- Following enrolment, trainer/assessor support will be available by appointment through student success to engage with enrolled students.
- Student Success provided by the Australian Paramedical College shall include but is not limited to:
  - LLN assessment to identify issues and/or gaps to address for student progression and success
  - Utilising the Australian Core Skills Framework (ACSF) for learning and assessment needs for learners at varying performance levels.

- Relevant learning and assessment mentoring and coaching by educators where appropriate
- Provision of LLN and additional study or learning resources and tools
- Referral to external agencies or RTO's to support the student needs outside the scope of the Australian Paramedical College

## Pre-Assessment:

- The Australian Paramedical College trainers/assessors will review the learning support requirements of all students, inclusive of those identified or presenting with Student Support needs prior to each assessment event.
- Where reasonable adjustment is determined as necessary for a learner, trainer/assessors must consult with the Course Coordinator and/or Quality Practice Coordinator to determine the suitability of the reasonable adjustment to an assessment tool prior to the assessment event.
- The Course Coordinator and/or Quality Practice Coordinator will review the reasonable adjustment tool in consultation with the trainer/Assessor and relevant assessment activities will be confirmed.
- Reasonable adjustment applied to any assessment **must** be recorded and maintained in the student's records of enrolment.

## Organisational Student Support

### Student Support and Guidance:

Australian Paramedical College can provide support to students enrolled. A student may be referred through an internal staff member or a student may self-refer or request this service as advised via the Student Handbook.

Services provided through the Australian Paramedical are inclusive of, but are not limited to the following:

- Student engagement and retention: Engaging with students to help them reach targets and to help them with the emotional components of their studies
- Language skills: Supporting the use of language skills in the health and paramedical learning and communication context.
- Learning behaviour: supporting learners to respond effectively at 'crucial crisis times' and working with the emotional intelligence of each student to bring about their communication style and fitting it to their own life
- Guidance: addressing health and wellbeing and psychological stress that may arise while engaging in learning and/or outside the learning environment and identifying supporting strategies to overcome these challenges.
- Referral: to supporting agencies where deemed necessary

The Student Success Team can connect students to a number of internal and external services

or staff members. Students may benefit from the following additional support services.

- Support for course engagement and progression
- Time management techniques
- Stress management techniques
- Study techniques, methods and tips
- Self-care tips
- Financial advice and guidance
- Supporting motivation for progression
- Course content information

### **Student Support Review:**

Australian Paramedical College will monitor its Student Support measures through, but not limited to, the following:

- Clinical Workshop Feedback
- Course Feedback Survey
- Internal Staff Feedback
- Social Media Feedback
- Feedback and Complaints
- Continuous Improvement Systems
- Audit activities
- Legislative requirements

### **Learning Support Agencies:**

#### [Ideas that Work:](#)

Ideas that work for LLN is an online library of free language, literacy and numeracy (LLN) training and professional development videos. Ideas that Work was funded under the Workplace English Language and Literacy (WELL) Program by the Australian Government Department of Education and Training.

#### [Learning Difficulties Australia](#)

Learning Difficulties Australia is an association of teachers and other professionals dedicated to assisting students with learning difficulties through effective teaching practices based on scientific research, both in the classroom and through individualised instruction.

#### [Australian Council for Adult Literacy](#)

The Australian Council for Adult Literacy promotes adult literacy and numeracy policy and practice.

#### [Aussie Educator](#)

English as a Second Language (ESL) References and resources (private funded website)

### **Additional Support Agencies:**

To support student's health and wellbeing, students may be referred to external support

agencies where required or requested. This may include but is not limited to:

[Beyond Blue](#): provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

[Black Dog Institute](#): has a unique model of operation integrating mental health research, clinical care and education to create effective outcomes in the community.

[Lifeline: 13 11 14](#) Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24-hour crisis support and suicide prevention service.

## Authority

**Peter Evans**

Chief Executive Officer



23 April 2019

Version	Purpose/amendments	Issued
V1.1_17	Initial implementation	12 Dec 2017
V1.2_18	Annual review	09 Apr 2018
V1.3_19	Annual review and minor amendments e.g. Formatting and rewording	23 Apr 2019
V1.4_19	Minor amendment	17 Oct 2019