



STUDENT SUPPORT POLICY

AUSTRALIAN PARAMEDICAL COLLEGE RTO 32513

Introduction

Industry Pathways Pty Ltd (ABN 65 153 814 192) operating as Australian Paramedical College (APC) is committed to supporting students who require additional personal or academic learning support and aims to ensure appropriate interventions are implemented to enable successful completion. Students identified as requiring further support and learning will be given the appropriate assistance and guidance regarding outcomes and suitability.

Student support

Pre-enrolment:

- Students identifying additional support needs during the enrolment process will be advised by staff of the support measures available inclusive of referral to support agencies where required.
- APC may request the student to undertake a course level LLN assessment. Results from the assessment will assist with determining areas where additional support may be required.
 - Students identified as having significant student support needs may be referred to support agencies and/or will be advised of alternate pathways for studies to support their learning.

Pre-enrolment:

Following enrolment, trainer/assessor, technical and general support will be available for enrolled students as detailed below:

Trainer/Assessor Team support:

- Content and clinical support
- Phone and email contact
- Assessment tips
- Live lectures, Q&A's
- Pre-recorded lectures and support videos
- Resource referral
- Industry knowledge
- Reasonable adjustment

Student Success Team support:

- Support for course engagement and progression
- Phone and email contact
- Time management and study techniques, methods and tips
- Stress management techniques
- Self-care tips
- Portal/IT assistance
- Financial advice and guidance
- Motivation

Assessment Outcomes:

In the case that a student exceeds the maximum number of attempts for an assessment, APC assessors will discuss with the student where overall Not Yet Satisfactory (NYS) outcomes were assessed for specific unit(s) of competency, informing the student that additional learning and support intervention will be required.

Following initial consultation with the student to discuss specifically where NYS outcomes were achieved, APC assessors will identify additional support requirements and determine an appropriate outcome.

The student may be recommended to complete an alternate learning pathway at a different Australian Qualification Framework (AQF) level.

Outcomes may include one of the following:

Option 1:

The student will be advised that additional support such as trainer calls, emails and online tutoring sessions will be available, alongside any other required support or information on request.

The assessor is required to inform the Student Success Team of this outcome to assist with the any required further learning assistance.

Option 2:

The student will be advised that they must re-enrol into the relevant unit of competency(s) or practical assessment (s). This may incur additional course fees where applicable.

Option 3:

Students may be advised to enrol into a lower AQF level qualification with APC, that is more suitable to their current knowledge and skill level. After successful completion of the lower AQF level qualification, students will be given the opportunity to re-enrol into the higher AQF level qualification and apply newly learned skills and knowledge to this content.

The assessor is required to inform the Student Success Team of the decided outcome, to assist with the transitioning of enrolment into the new qualification and any required further learning assistance. All theoretical assessments completed within the higher level AQF enrolment will be recognised towards the lower level AQF where applicable.

Clinical Workshops:

Students who are unsuccessful in their clinical workshop outcomes must re-attend a clinical workshop at a later date to ensure practical components of their enrolled course can be assessed appropriately. It is an APC requirement that students who are requiring another attempt must attend the clinical workshop in full as more training and assessment is required.

If support needs cannot be met by APC or are outside of current Scope of Registration, the student will be advised by staff of the alternate measures available through referral to third party support agencies.

If a student does not wish to continue their enrolment due to NYS outcomes, a Statement of Attainment will be issued to the student for all eligible units of competency. All unit of competency assessed as competent will be issued on a Statement of Attainment to the student.

External 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.

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
V2.0_21	Review and restructure	30 Sep 2021