



Student Support Policy & Procedure

Policy

Preamble

Camden Haven Community College is committed to enhancing lifelong learning and offers a diverse range of quality vocational and general education learning opportunities for adult members of the community. Many of our students experience significant barriers to training and employment and are amongst the most vulnerable and disadvantaged in our community. Through training, education, advice and provision of services we aim to provide learning and development outcomes to increase opportunities and strive to create a positive learning environment where all students feel welcome and respected. College staff are aware of the challenges of study and are available to support and assist students. College staff will respond to and attempt to alleviate any signs of student distress. Support services are in place to position our students for success.

Principles

- All CHCC staff are empowered to assist students.
- We will structure training to meet the needs of individual students.
- Students are advised of the College support services prior to commencement of studies through access to the student handbook, access to policies and the induction/orientation process.
- Students are advised of external support services through the student handbook.

Student Welfare and Guidance Services

- Assistance with literacy, numeracy and general education skills -
- Referral to agencies which offer vocational counselling and advice.
- Advice on possible services for personal and vocational support.
- Arrangements for additional tuition and/or support where possible.
- Disability access and support wherever possible.
- Access to financial support to enable study.
- Outreach Support Officer.

Outreach Support Officer (OSO)

The OSO engages with people across our communities to identify their learning, employability, skill development and training needs. Within the College, the OSO works with the trainers and the Training Manager to support students with a variety of needs. They are part of our wrap around service for students. The OSO can help you navigate challenges and complete your studies.

Some of the OSO services include:

- Referral to Community organisations
- Mentoring
- Link with community health & counselling services

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Language, Literacy and Numeracy (LLN)

Ensuring students have an understanding of their LLN skills is a cornerstone of student support and positive student outcomes. All vocational students participating in qualifications up to and including a certificate III will undertake the LLN quiz. This is an important part of determining how to best support students (see LLN Quiz policy & procedure).

Procedure for accessing student support

Accessing support is easy. If you need help within the College talk to your trainer in the first instance. The trainer will then decide if:

- This is a normal request for academic assistance.
- There is a significant learning issue that will need further support.
- This is a non-urgent non-academic issue that can be supported by the College.
- This is a crisis non-academic issue that needs immediate support.

Alternatively, you can also seek assistance from College office staff. They may be able to help or will refer you to the Training Manager or Outreach Support Officer as appropriate.

Possible responses to student requests for assistance

Student makes a regular request for academic assistance:

- Trainer will assist the student as a normal part of their role.

There is a significant learning issue that will need further support:

- Gather details of the issue and liaise with the Training Manager to develop a support plan.

There is a non-urgent non-academic issue that can be supported by the College:

- Provide details of the OSO and advise they can access this service during breaks or after the class. Advise the Training Manager that the student has been referred.
- OSO to advise the Training Manager that the issue is resolved or if further intervention is required. Trainers to be advised of any potential impact to learning.

This is a crisis non-academic issue that needs immediate support:

- Contact the OSO or Training Manager as appropriate. Office staff can assist as required but also need to advise the Training Manager.
- OSO to advise the Training Manager of outcome and longer-term plans.
- Training Manager to advise Manager of any serious issues.

Reference

Camden Haven Community College Student Handbook

Benevolent Relief Policy

Disability Policy

Access and Equity Policy

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