

## Student Support Services Referral Process

### 1. Policy

This policy/procedure supports the requirements to provide student support services to all students. This policy ensures that all students are given support while studying with Le Culinaire Hospitality Institute. This support includes both academic support and personal support and the following procedures ensure that students are made aware of the support available.

### 2. Purpose

Purpose of the Student Support and Welfare Policy is to foster an environment which is conducive to effective learning and in which each student feels safe and supported and contributes in a positive manner to Le Culinaire Hospitality Institute. This policy compliments college's other relevant policies and procedures and emphasises college's commitment to supporting student learning and well-being and promoting a positive learning environment for all involved. This policy provides a student support mechanism 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 study.

### 3. Procedure

Le Culinaire Hospitality Institute 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 to Le Culinaire Hospitality Institute.

Le Culinaire Hospitality Institute shall ensure that appropriate student support services are available to assist students in completing their studies and reaching their academic goals.

### 4. Student entry to a support class

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. Le Culinaire Hospitality Institute 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, course progress intervention and academic support if deemed at risk of not completing the course on time, 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 Services Officer or any staff member in their immediate contact. Students will also be,

provided with a Student Request form (located on the [website](#) Student Life), and additional information on the relevant policies and procedures to deal with and report any issues of concern or welfare.

#### **a) Students with LLN Needs**

LLN needs may be identified through pre-enrolment and pre-training assessments, during student orientation, and/or trainer/assessors' recommendations.

Le Culinaire Hospitality Institute will analyse these needs and provide a strategy for assistance. These needs will be addressed through classroom learning and assessment activities over the duration of the program.

Le Culinaire Hospitality Institute's Language, Literacy, and Numeracy (LLN) Policy further supports these needs.

For all learners, LLN are key underpinning skills that will support their vocational learning, the development of their employability skills and their workplace communication skills whatever level of course or training they are doing. Le Culinaire Hospitality Institute will embed LLN principles within its delivery and learning and assessment tasks.

Le Culinaire Hospitality Institute uses Australian Core Skills Framework (ACSF) as a reference to assess current LLN skill levels.

Le Culinaire Hospitality Institute may refer students to appropriate levels of English language programs within the RTO or external providers depending on the specific needs/requirements of the student.

#### **b) Students with Disability**

Le Culinaire Hospitality Institute 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 the Academic Manager and bring supporting documents for consideration of disability (e.g., a letter from your treating professional).

#### **c) Student Support Officer**

Le Culinaire Hospitality Institute has appointed a Part Time, on-campus and Live Zoom, Student Support classes to provide student support services including (but not limited to) MIC will appoint a full-time, on-campus Student Support Officer to provide student support services including (but not limited to) accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programmes promoting social interaction, religious and spiritual matters, and stress-management. Student Support Officer will also coordinate learning and academic support services in consultation with the Academic Manager.

#### **d) Process for Support Class**

If a student is deemed NYC for a unit of competency, the Trainer/Assessor, will notify NYC Outcome, to the Academic Manager in a timely matter.

The trainer sends the Academic Manager and Student Services the Excel outcome and Moodle Activity completion report.

Academic Manager/Student Services enters results into AXC and files the outcome sheets into the Share drive.

Academic Manager/Student Services places NYC students into support class list. (Using colour coding system)

The Academic team will send to students through AXC the Reassessment notification template stating:

- Unit code and name
- Fees with a due date must be paid prior to entering the support class. (if fees are to be paid)
- Details of accounts payment
- Details of support class contact

#### **e) Process for payment.**

- The accounts dept is notified by Student Service to create invoice and send it to student, for re-assessment fees.
- The accounts dept will need to follow up payment.
- Once payment is made, the accounts dept will change the Support Class list (excel) according to the colour code requirements.
- The accounts dept will notify The Support Officer, Academic Manager and Student Services once the student has paid.

Information to Students Information on student support services, and procedures for accessing these services, including contact details of the Student Support Officer will be made available to all the students through;

- Student Handbook
- RTO Website
- Student Orientation

### **5. Review and Continuous Improvement**

To ensure that the Le Culinaire Hospitality Institute has support services for students that are appropriate in scope and quality for the capacity of the Le Culinaire Hospitality Institute and mode of delivery of its programs, Le Culinaire Hospitality Institute shall implement a regimen of regular review and feedback from various stakeholders to monitor the efficacy of the availability and accessibility of the support services and action enhancements and improvements where necessary.

**6. Further Information Legislative references**

- National Vocational Education and Training Regulator Act 2011 (Cth)
- Education Services for Overseas Students (ESOS) Act 2000
- Commonwealth Human Rights and Equal Opportunity Commission Act 1986
- Commonwealth Disability Discrimination Act 1992
- Commonwealth Disability Standards for Education 2005
- Equal Opportunity Act 1995

**Version Control**

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