



Policies and Procedures

STUDENT SUPPORT POLICY

POLICY STATEMENT

Bedford College seeks to provide quality education services in a warm and friendly environment with a focus on the Christian ethos. The aim is to assist students to become self-directed, life-long learners who can create a positive future for themselves and the wider community.

For this to occur, Bedford College must be a place where every student can learn and grow with confidence. Bedford staff understand that students develop best in a learning environment where learning occurs in the context of student welfare.

PURPOSE

This policy is in place for students requiring additional support, advice or assistance whilst a student at the College. Student counselling and support includes: vocational/academic counselling; language, literacy and numeracy support; Chaplaincy services; personal support and counselling referral services.

Academic Counselling

Academic counselling aims to improve and enhance training outcomes. While this can be achieved on a one-to-one basis with relevant trainers and assessors, Head Teachers/SSOs are required to work with the Registrar and Admin Department to monitor learner' attendance and progress and take immediate appropriate counselling action where the student's progress demonstrates poor performance.

Additional support and services include:

- One-on-one revision classes (available 1 hour each day from 3pm-4pm at each campuses)
- Optional Reflection/LLN classes (1 day x 1 hour each week at each campus)
- Individual Learning Plans (ILPs) can be developed by the Head Teacher/SSO to assist the student to follow a written structured plan in order to satisfactorily progress through their course
 - Weekly ILP Meetings are held between the Head Teacher/SSO and the student to ensure that the student remains on track)
- Moodle (Online classroom) revision exercises are available to all students
- Assistance when applying for RPL and RCC

Personal Counselling Services

For a variety of reasons, some students may experience unexpected personal problems when studying; and this can particularly effect students who are new to Sydney and living away from home, friends and family; or domestic students who are experiencing family or personal problems, this is where counselling may help.

Personal counselling services include but are not limited to:

- Grievance /conflict resolution
- Stress management
- Access and equity
- Bullying and harassment – including personal and cyber bullying
- Financial and welfare support

Students are encouraged to speak to their Head Teacher/SSO or the Principal in the first instance. The Head Teacher/SSO or the Principal will consider the problem and will:

- Counsel the student
- Provide support and suggestions if appropriate
- Make recommendations to address the problem and/or
 - Recommend external counselling services and/or
 - Seek further advice or support for the student
- Follow up on the student – i.e. regular meetings
- Document all details in RTO Manager

A list of external counselling support services is available to students on Bedford Online (Moodle). Many of these services are free of charge.

Language, Literacy and Numeracy (LLN) Support

LLN skills are generally included and identified in Training Packages and the student's satisfactory academic achievement is dependent upon an appropriate level of language, literacy and numeracy skills.

For this reason, each student undertakes an approved LLN test prior to course commencement. This test will assist Bedford College in deciding if the student has the academic ability to satisfactorily complete their chosen course. Or if the student may require additional LLN support. However, it is important that the College is advised by the student of any LLN or other learning issues at the time of enrolment.

The College is able to assist with additional LLN training during the 3.00pm to 4.00pm Supervised Study Periods.

This Policy should be read in conjunction with the College' policies and procedures below:

- Student Welfare and Support procedure
- Course Attendance and Progress procedure
- Anti-discrimination policy
- Access and Equity policy
- Complaints policy
- Student Behaviour policy

Note: International Students: Please refer to the 'Student Course Progress and Attendance Policy' in conjunction with this policy, particularly in relation to course attendance and intervention.