

# Student Support Procedure

## STEP 1

No.	Who	Actions
1.1	Student	a) Students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial meeting and enrolment stage to the end of their course
1.2	Head/Teacher/SSO OR other teacher OR Student	a) A Teacher OR Student identifies that they are not making suitable academic progress OR their attendance is of concern OR they have other issues that are affecting their ability to satisfactorily meet course requirements
1.3	Teacher and Head Teacher/SSO	a) Initiate a Student at Risk Form b) Provide to Head Teacher/SSO for action
1.4	Head Teacher/SSO and Student	a) Arrange initial meeting with the student b) Discuss the reasons for concern and make appropriate recommendation/s.

## STEP 2 – POSSIBILITY OF BEING DEEMED NON-GENUINE STUDENT (VSL STUDENTS)

2.1	Head Teacher/SSO & Registrar & Student	a) Advise student that if academic progress is not made and/or the attendance is unacceptable, they are at risk of being deemed to be a Non-Genuine Student' and will therefore be unable to incur any further Fee-Help Debt. b) Email student and confirm meeting conversation – CC Registrar and Admin
2.2	Registrar & Student	a) Email student and confirm possible cancellation of VSL scheme arrangement b) Arrange meeting with student to discuss options

## STEP 3 – PERSONAL COUNSELLING

3.1	Head Teacher/SSO & Student	a) Refer student to outside support services depending on their support needs. I.e. counselling services, LLN Agencies, youth leaders, etc. b) Direct student to Moodle/Student Portal - where outside support services are listed.
3.2	Head Teacher/SSO & Student	Student who has been referred to external support agency: a) Follow-up with student to ensure that student's needs are being met by outside service provider b) If yes, no further action is required by Bedford College c) If no, discuss other possible options

## STEP 4 – ACADEMIC COUNSELLING (Including LLN Support)

4.1	Head Teacher/SSO and Student	a) Discuss reasons for non-achievement of course progress b) Advise options: <ul style="list-style-type: none"> <li>• Work with teachers - attend 3-4pm Study Classes</li> <li>• Undertake regular revision in Moodle</li> <li>• Undertake LLN Support – either in-house or external</li> </ul>
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		<ul style="list-style-type: none"> <li>Meet regularly with Head Teacher/SSO to discuss progress <i>(and if required)</i></li> </ul>
4.2	Head Teacher/SSO and Student	<ol style="list-style-type: none"> <li>Create an Individual Learning Plan (ILP) and deliberate with the student</li> <li>Provide student with copy of ILP and ask student to sign their agreement to comply</li> <li>Arrange regular meetings (at least fortnightly)</li> <li>Monitor student's progress as per the ILP</li> <li>Email student and verify meeting discussion</li> <li>Document ALL meetings in RTO Manager. CC Admin Dept.</li> </ol>
<b>STEP 5 – ADDITIONAL OPPORTUNITY TO COMPLY</b>		
5.1	Registrar, Head Teacher/SSO & Student	<ol style="list-style-type: none"> <li>Provide student with opportunity to explain and offer additional opportunity to comply</li> <li>Provide student with revised ILP (note new dates)</li> </ol>
<b>STEP 6 – CONTINUING ENROLMENT</b>		
6.1	Head Teacher/SSO & Registrar	<p>If student achieves compliance with new ILP – allow enrolment and VSL status to continue as normal.</p> <ol style="list-style-type: none"> <li>Advise Registrar by email</li> <li>CC student and Admin</li> </ol>
6.2	Finance Manager	<p>If student <u>fails to comply</u> and does not improve progress or attendance –</p> <ol style="list-style-type: none"> <li>Advise student BY EMAIL that they have been deemed to be a non-genuine student</li> <li>Advise of intention to cancel VSL application</li> </ol> <p><b>NOTE:</b></p> <ul style="list-style-type: none"> <li><i>Student may continue their enrolment by arrangement with the Finance Manager to pay own fees</i></li> <li><i>Advise student of alternative payment options</i></li> <li><i>Discuss proposed payment options with Principal and advise student of outcome</i></li> <li><i>Confirm continuing enrolment agreement (if required)</i></li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>Enrolment can be terminated</li> </ul> <ol style="list-style-type: none"> <li>Advise VSL (Department Education) – re non-genuine student decision</li> <li>Document in RTO Manager</li> </ol>
<b>STEP 7 –</b>		
7.1	Finance Manager, & Student	<ol style="list-style-type: none"> <li>Finance Manager - to provide student with new invoice showing changes to the payment plan</li> <li>Student to respond to FMs email</li> </ol>
7.2	Admin Department	<ol style="list-style-type: none"> <li>Change student's Enrolment Status to remove VSL in RTO Manager</li> </ol>