



STUDENT SUPPORT Policy

1. Policy

This policy supports the requirements to provide student support services to all students. This policy also ensures that Xpert Solutions has sufficient support staff with all adequate facilities and resources.

This policy ensures that all students are given support at Xpert Solutions. This support includes both academic support, language support and personal support and the following procedures ensure that students are made aware of the support available.

Student support systems are designed to:

- support learner progression and completion
- identify and respond to learner support needs
- support diverse learner cohorts
- provide safe, accessible and inclusive learning environments
- support student wellbeing and welfare
- support continuous improvement and self-assurance.

There is no cost to access student support services provided within Xpert Solutions. There are also no costs for a referral to an external support service however accessing services outside Xpert Solutions may incur costs and student will be notified of this prior to engaging external support services.

Xpert Solutions is committed to ensure that all students receive support (wherever required) to adjust to life and study in Australia. The learning and support needs of all students is assessed upon entry into their course. Information to make this assessment is gathered through the information provided by the student on the application and/or enrolment forms, through LLND, discussion with the student during their induction/orientation to the course about how to access the support services. All support services information will be regularly reviewed to ensure it is current and accurate. Adequate academic and student support staff to student ratio would be maintained.

Xpert Solutions ensures sufficient academic, training and student support staff are available to meet the needs of enrolled students and learner cohorts. Staffing arrangements are reviewed regularly based on:

- student numbers
- learner support needs
- delivery mode
- training product requirements
- identified risks
- student progression outcomes.

To achieve this, Xpert Solutions would contract VET trainers and assessors for the minimum duration of 20 hours every week (full time trainer/assessor) for delivery and assessing and additional 8 hours of academic support or pro-rata (whenever and wherever applicable).



Based on the Course Entry requirement, Xpert Solution only accept students meet the English proficiency requirements. However, via LLND assessment and identified student needs additional language teachers (ELICOS) will be sourced to ensure students can get sufficient (long term) Language support prior studying the course, Xpert Solution may refer students to eligible ELICOS provider in Tasmania and defer students study commencement.

Student Orientation

At the beginning of a course of study the students are to be given a short orientation and which includes the following:

- Brief on support services to assist overseas students to help them adjust to study and life in Australia.
- English Language and study assistance programs
- Legal, emergency and health services
- Facilities and resources at Xpert Solutions
- Students are informed about all relevant policies and procedures including course progress, refund and complaints and appeal (please refer to the complaints and appeal policy and procedure).
- A tour of the Institute identifying classrooms, student areas, student administration area, and any other relevant areas within the Institute such as toilets, fire exits, and restricted areas.
- All students are to receive a copy of the 'Student Orientation Handbook' and each section explained to students.
- Services available to students with general or personal issues which are adversely affecting their education in Australia
- Services student can access for information on their employment rights and condition, and how to resolve workplace issues, such as through Fair Work Ombudsman.
- The detailed information on how to seek assistance for an report an incident that significantly impact on student's wellbeing, including critical incidents can be obtained from 'critical incident policy and procedure'

Language Literacy and Numeracy (LLND) Assessment and Support

Xpert Solutions ensures that the language, literacy and numeracy skills of each student are assessed prior to training commencement as required.

Xpert Solutions determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

Xpert Solutions offers support to:

- Students to enable them to achieve expected learning outcomes regardless of the student's place of study or the mode of study of the course, at no additional cost to the student.
- Facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts, including having and implementing documented processes for supporting and maintaining contact with overseas



students undertaking online or distance units of study.

Digital /Online Learning Support

Xpert Solutions implements processes to support students undertaking online, blended or distance learning, including:

- regular trainer/student contact
- LMS support
- digital literacy support
- monitoring participation and engagement
- academic integrity guidance
- online learner wellbeing support.

Additional Student Support

Xpert Solutions will give relevant information or provide referrals as appropriate to overseas students who request assistance in relation to the services and programs, at no additional cost to the overseas student.

Xpert Solutions will offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student.

Xpert Solutions will facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts, including having and implementing documented processes for supporting and maintaining contact with overseas students undertaking online or distance units of study.

Xpert Solutions will designate a member or members of its staff to be the official point of contact for overseas students. The student contact officer or officers must have access to up-to-date details of the registered provider's support services.

Xpert Solutions will have sufficient student support personnel to meet the needs of the overseas students enrolled with the registered provider.

Xpert Solutions will ensure its staff members who interact directly with overseas students are aware of the registered provider's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.

Xpert Solutions has implemented and maintains a Critical Incident Policy & Procedure to assist students who that could be affected in their ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm.

Xpert Solutions maintain a written record of any critical incident and remedial action taken by Xpert Solutions for at least two (2) years after the overseas student ceases to be an accepted student.

Xpert Solutions will:

- take all reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their personal security and safety
- provide information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents
- provide overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia.



Ongoing Learner Monitoring and Intervention

Xpert Solutions monitors student participation, progression and support needs throughout the duration of the course.

Student support needs may be identified through:

- LLND assessment outcomes
- attendance monitoring
- academic progress monitoring
- trainer observations
- student feedback
- assessment outcomes
- complaints or welfare concerns.

Where risks to progression, participation or completion are identified, intervention strategies may be implemented.

Intervention strategies may include:

- additional academic support
- LLND support
- adjusted training schedules
- referral to counselling or welfare services
- additional trainer consultation
- study skills support
- digital learning support
- creation of an Individual Support Plan.

Intervention actions must be documented, monitored and reviewed for effectiveness.

Counselling Staff

- Xpert Solutions employ or contracts a person or persons with formal qualifications in counselling and/or relevant experience who is able to advise and provide counselling to students in an intercultural context about academic/ future progress advice and welfare matters.
- Xpert Solutions ensure that the counselling services are available and accessible by students at suitable times.
- Student support staff must maintain confidentiality of student information in accordance with privacy requirements.
- Students requiring specialist medical, legal or psychological services will be referred to appropriate external providers where required.

Nominated Student Support Officer

Whilst all staff employed by Xpert Solutions has the responsibility to provide support to all students, Xpert Solutions nominates a 'Student Support Officer' who shall be available to all students, on an appointment basis, through the standard Institute hours of business.

Students can access the Student Support Officer directly or via student administrations and an appointment will be organised as soon as practical. All Student Support Officers have access to up-to-date details of the Student Support Services. Currently the role and responsibility this 'Student Support officer' contact detail as below:



- Phone: +61 3 7067 5810
- Email: admin@xpert.edu.au
- Business hours: 9am -5pm Monday to Friday
- Office address: Level 3, 377 Little Lonsdale Street, Melbourne VIC 3000

Xpert Solutions ensures that all Student Support Officers who interact directly with overseas students are aware of obligations under ESOS framework and potential implications for overseas students arising from the exercise of these obligations.

Continuous Improvement and Self-Assurance

Xpert Solutions monitors the effectiveness of student support services through:

- student feedback
- trainer feedback
- complaints and appeals
- learner progression data
- attendance monitoring
- intervention outcomes
- support service usage
- critical incident reviews.

Outcomes of reviews are analysed and used to improve support systems, services and resources.

The management team are responsible for:

- monitoring implementation of this policy
- ensuring sufficient student support resources
- monitoring student progression and support risks
- reviewing intervention outcomes
- implementing continuous improvement actions where required.