

Melbourne Rudolf Steiner Seminar Ltd

A.C.N. 081 055 110 RTO 3948 CRICOS Provider 01812M VET Student Loan Provider: 7052

Advanced Diploma of Rudolf Steiner Education

Course code: 10825NAT, CRICOS course code 086202A



Student Support Services Policy

Policy

This policy and procedure adheres to the *Standards for Registered Training Organisations 2015* and *Standard 6 – Overseas Student Support Services* of the *National Code of Practice for Providers of Education & Training to Overseas Students 2018*.

This policy provides guidance to ensure that all students are given support—both academic and personal-- while studying at the Melbourne Rudolf Steiner Seminar (the Seminar). The following procedures ensure that students are made aware of the support available. The Seminar conducts an orientation program for all new students and the details of this orientation program is included in the procedures outlined below. The Seminar is registered to enrol up to 40 international students.

Procedure

Nominated Wellbeing Officer

Whilst all staff employed by the Seminar has the responsibility to provide support to all students, the Seminar nominates the Wellbeing Officer, who collaborates with the year level coordinators, to provide specialist student support, who will be available to all students on an appointment basis, through the standard Seminar hours of business. In addition, the Seminar appoints the *International Student Coordinator* who will schedule regular international student support meetings twice a year and is available to international students by appointment.

Student support is provided at a timetabled review session and through individual interviews held twice per year by the year level coordinators.

Students can access the Coordinator, the Wellbeing Officer and the International Student Coordinator directly and an appointment will be organised as soon as practical.

As part of this responsibility the Wellbeing Officer is to ensure up-to-date information is available for the following services and the contacts listed are current. This information is given to students through their orientation program outlined below.

Student Support Services

The Seminar will provide students with contact details of, and/or direct referrals to, relevant professionals for any matters that require further attention. The Seminar does not charge a fee for such referrals, however fees may be charged by those service providers to whom the student was referred.

In exceptional circumstances, at the discretion of the Seminar, students may be offered up to 4 counselling sessions provided by the Seminar at no cost to the student.

The Wellbeing Officer refers students with academic issues to the appropriate support person within the Seminar. Please see the *Seminar Student Handbook*.

Academic issues

1. Task specific:

Students may make an appointment with the Trainer of the unit to clarify and receive support in regards to the assessment task if they have difficulty on issues including:

- Understanding the content in relation to the task
- Understanding the question
- Knowing *how* to complete the task
- With language generally – in which case they may provide the assessment in another medium (including verbally if this is relevant to the task). In this case the Trainer *must* specify to how the task will be assessed to ensure that the Elements and Performance Criteria are met and such that the student does not receive any advantage or disadvantage from the alternative arrangement.
- Completing the task on time – in this case the student can access the *Special Consideration* procedure

2. General:

A student is able to access the Course Coordinator/Wellbeing Officer by appointment to discuss any academic, attendance, or other issue relating to studying at the Seminar at any time.

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 course. Students are able to gain advice and support in ensuring they maintain appropriate academic levels, attendance levels, and general support to ensure they achieve satisfactory results in their studies. See the Seminar's *Special Consideration Policy*.

Language, Literacy and Numeracy Requirement, Training and Support:

The Seminar enrolls students on the basis of their demonstrated capacity to succeed. International and domestic students therefore have specific entry requirements. Please see the Seminar's *Local Student Enrolment Policy* or the Seminar's *International Enrolment Policy*. The Seminar is committed to ensuring that all enrolled students get a fair chance and will endeavour to provide the support they may need to succeed in an environment of equal opportunity.

The Seminar assesses a prospective student's capacity to succeed either through their previous qualifications or through an online LLN Skills assessment prior to commencing the course. On the basis of these assessments, students who need to increase their skills agree to undertake relevant study to the required level. This acknowledgement forms part of the enrolment agreement. The seminar provides levels of support.

The Advanced Diploma in Rudolf Steiner Education units include language, literacy and/or numeracy tasks. Our trainers provide materials, resources and assessment tasks at a level of complexity required in the workplace for that competency only. Trainers also provide opportunities for repeated and supported practice. If an applicant requires additional educational support, the Seminar will ascertain what reasonable adjustments can be made and will assess current resources available for any special support which may be required.

Trainers, course coordinators and office staff have many years' experience in the education field and can assist participants with matters relating to their course. They also have available information on appropriate other personnel who may be approached for support and assistance. The Melbourne Rudolf Steiner Seminar has staff members qualified to assess language, literacy and numeracy levels. Please see the Seminar's *Access and Equity Policy*.

Group tutorials and extra training

Study Skills: A general session on study skills, including how to read assessment sheets and essay writing is held where required after hours at the beginning of the course.

Numeracy Skills: Adequate numeracy skills are essential for a career pathway in teaching, and in particular for certain units of study of the Advanced Diploma in Rudolf Steiner Education. Towards the beginning of the year there will be a diagnostic assessment to ascertain the student's mathematical abilities. For students who need support and gap training, there will be sessions offered over two terms at no extra cost. This is now built into the foundation terms of the course with a subsequent test.

Literacy/Language Skills: Sound literacy and language skills are essential to become a teacher and in order to pass this course. Literacy and language skills, including grammar and spelling, are presented in the English units. In addition, the Seminar may offer specific literacy/language tutorials as required, at a minimum cost, after hours. For international students these tutorials are free of charge.

Individual Tutoring

Where a student is having difficulties in relation to a particular subject, the trainer will offer reasonable support and may offer individual tutoring and/or discussion to help the student's progress and understanding.

Individual Needs

The Seminar can recommend tutors and programs to help a student with Language, Literacy and Numeracy.

Every effort will be made by the Seminar to meet the requirements of students with special needs. Wherever possible the Seminar will offer learning material in alternative formats (for example in large print).

There is provision for students to request an individual pathway for completion of the course. This request may be caused by illness, which has prevented the student from completing a unit, or by specific life circumstances. In such cases the Seminar offers flexible solutions. See the Seminar's *Special Consideration Policy*.

Medical Support

Administration has an up-to-date list of medical professionals within reasonable distance of the Seminar, and any student with medical concerns can inform the Wellbeing Officer/ International Student Coordinator who can assist them in finding an appropriate medical professional if needed. See the *Seminar's Student Handbook*.

The emergency phone number for an ambulance in Australia is '000'. (This number should only be dialled in an emergency if you require ambulance, police, or fire attendance.)

Information on medical support is available in the Seminar Handbook.

Personal / Social issues

There are many issues that may affect a student's social or personal life and students have access to the Course Coordinator/ Wellbeing Officer/International Student Coordinator to gain support and guidance on personal issues and accommodation issues. Where the Wellbeing Officer feels further support is needed, they will refer them to an appropriate support service.

Accommodation

While the Seminar does not offer accommodation services or take any responsibility for accommodation arrangements, the Seminar is able to refer students to appropriate accommodation services and are available to discuss any issues or concerns a student may have with their accommodation arrangements.

All international students are encouraged to have accommodation organised prior to arrival in Australia and the International Student Coordinator can refer students to appropriate accommodation services.

Social Programs

Apart from the Student Orientation Program the Seminar will occasionally organise social events that allow all students enrolled at the Seminar to mingle and socialise. These events may include shared dinners, special talks by visiting speakers, and cultural sharing. Students have also organised and are free to organise their own group gatherings and outings.

Student Orientation Program

All students are required to attend an orientation program at the beginning of their studies with the Seminar. This orientation program is managed by the coordinators and includes the following:

- A tour of the Seminar identifying classrooms, student areas, administration area, and any other relevant areas within the Seminar such as toilets, fire exits, and restricted areas.
- All students have access to the *Seminar Student Handbook* and to the *International Student Information Handbook*.
- Students have the assessment requirements for receiving a Certificate clearly explained including an explanation of "Competency".