SUITABILITY AND SUPPORT POLICY

PURPOSE

The purpose of this document is to outline the steps ACCCO takes in ensuring students have the information they need to make an informed decision, and that the course enrolment for a student is suitable to their needs. It also describes how ACCCO will initially identify students who might require additional support for their studies, and how ACCCO provides ongoing support to students to complete their studies.

SCOPE

This policy applies to all ACCCO domestic and international students.

DEFINITIONS

Informed Decision	A decision that is based on the total knowledge of a situation.
Disadvantaged Learner	A 2009 NVEAC study defined disadvantaged learners as one of the following: • Indigenous learners • Learners with a disability • Learners from culturally and linguistically diverse backgrounds • Unemployed learners • Learners with low levels of previous education
Additional Support	Support provided by a trainer that exceeds the regular amount of support provided throughout a qualification program.
Reasonable Adjustment	Refers to a measure or action taken by an education provider to enable learners with disability to participate in education and training on the same basis as learners without disability while balancing the interests of all parties.
Progression	The process of moving towards the completion of a course or qualification by completing learning and assessment activities at a rate that matches the applicable study load, either full time or part time.
Engagement	The degree of attention, interest or passion in the learning and assessment of a course or qualification as demonstrated by level of contact with trainers and assessors.
Active Enrolment	An active enrolment is where a student is showing progression and engagement in their course or qualification and meeting all funding specific study requirements.
Study Load	Study load is the number of hours a student spends on their study each week. A full time study load would be the number of hours required each week to complete **your** course in the nominal duration. A part time study load is typically half of a full time study load.

POLICY STATEMENT

It is important that students have all relevant information about a course to ensure that they can make an informed decision and choose a course and enrolment that is suitable to their needs.

It is just as critical that students are supported from the beginning to the end of their studies. This policy ensures that students are not disadvantaged in their choice of enrolment and that their student journey is successful.

SUITABILITY

ACCCO shall provide students with all information required to make an informed decision. ACCCO uses several mechanisms to ensure students have access to all required information, and that students have accessed the information.

WEBSITE

ACCCO maintains current information about all its courses, delivery modes, fees, and student outcomes on its website. Information is updated regularly using the process in ACCCO's Marketing Policy.

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STUDENT HANDBOOK

Access to ACCCO's student handbook is provided to students prior to enrolment via the ACCCO website, and when the students are sent a letter of offer. Students can request a copy of the student handbook at any time.

LLN ASSESSMENT

All students on application to enrol are required to complete an LLN assessment. This assessment helps to determine if a student has the language and literacy skills to be successful in their chosen course, as well as identify support that may be required.

SUITABILITY AND SUPPORT ASSESSMENT

ACCCO requires students to complete a suitability and support assessment on applying to enrol to ensure:

- their chosen course of study aligns with their desired employment/career aspirations.
- students have considered all requirements and commitments of a course before selecting it.
- students consider and identify support they may need throughout their course.

LETTER OF OFFER

All students who have applied to enrol, where ACCCO is prepared to offer a course enrolment to, are provided with a letter of offer. The letter of offer provides information to students about their course enrolment, and links to detailed information. Students are required to read the information prior to accepting the offer.

DISCUSSION WITH ENROLMENTS OFFICER

Where the enrolments officer processing a student enrolment application identifies any irregularities in an enrolment the enrolment officer will contact the student via email and/or phone to discuss the enrolment, provide additional information to the student and ensure the student is choosing the course that is right for them.

SUPPORT

ACCCO acknowledges that some students may identify as a disadvantaged learner and require support in addition to the regular support provided throughout an ACCCO course by ACCCO trainers.

The LLN Assessment and the Suitability and Support Assessment that a student is required to complete are used to determine any additional support that is required for a student.

It may be that a reasonable adjustment needs to be made in the delivery of the training or assessment, and this can be identified using the LLN and suitability and support assessment.

Students can self-identify on the suitability and support assessment the additional support they require.

Throughout a student's journey, their personal situation can change and the level of support they require may change.

TRAINING AND SUPPORT PLAN

Where additional support or reasonable adjustments are required for a student, this shall be recorded on a training and support plan. The plan shall detail the additional support or training adjustments that a trainer will need to provide to a student.

A copy of the training and support plan is given to a student's trainer on enrolment.

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NB: If the student is a trainee or apprentice a copy of the training and support plan shall also be given to the student's employer.

NB: Where the student is a school student the creation of the training and support plan shall be handed over to the trainer to complete. The trainer shall create the training and support plan in conjunction with the relevant VET coordinator of the school.

Trainers shall discuss the plan with students regularly to ensure it is meeting their needs.

PROGRESSION

When students are progressing in their studies regularly, they get momentum and have a higher chance of completing their course. ACCCO does the following to maximise student progression:

- Trainers have an initial discussion with students about:
  - Progression and what it looks like for the student's chosen course.
  - Study load and the requirements of the study load the student has chosen at enrolment.
- Trainers have regular discussions with students (and employers where required) about:
  - The student's current progression and how that matches to their chosen study load.
  - Target knowledge and performance goals and timeframes for students.
- Students who are engaged in study can change the level of support they receive, and the type of support they receive.
- Students who are not engaged in their study are referred to ACCCO's Student Support.

ONGOING SUPPORT

After a discussion with their nominated trainer, students who are suitably engaged in study may request a change in their study support, either the amount of support or the type of support. This change shall be documented on a training and support plan.

A copy of the training and support plan is given to a student.

NB: If the student is a trainee or apprentice a copy of the training and support plan shall also be given to the student's employer and ACCCO's apprenticeship.

Trainers discuss the plan with students regularly to ensure it is meeting their needs.

INACTIVE ENROLMENT

Trainers shall endeavour to keep all students engaged and progressing in their course or qualification.

Where a student is demonstrating a lack of progression or engagement, or where they are not meeting the state training authority (STA) course progression requirements for the funding they are receiving, this could result in their enrolment being determined to be inactive.

FUNDING REQUIREMENTS

An enrolment will be determined to be inactive when the State training authority (STA) course progression requirements are not being met.

LACK OF PROGRESSION

An enrolment will be determined to be inactive due to lack of progression where a student has not submitted a satisfactory assessment in over 60 days.

Trainers must ensure that adequate support is provided, as described in the relevant training and assessment strategy and any training and support plans applicable to the student, so that the student has every chance to maintain an active enrolment.

Trainers must ensure they discuss progression with the student and advise the student of their lack of progression a minimum of three times across the 60 day period. Each lack of progression discussion should be followed up with an email, and then documented in Wisenet.

e.g.

6/4/2021 – At scheduled appointment, there has been no learning or assessment completed since the last contact. Trainer informs the student of the required level of progression for the student based off their course and their choice of study load and study mode. The trainer and the student set some goals. The trainer emails the student after the appointment documenting the discussion they had and goals they agreed on. The trainer documents this email in Wisenet.

4/5/2021 – At the following scheduled appointment, there has been no learning or assessment completed since the last contact. The trainer runs through the same conversation as last time, including the consequences of lack of progression. The trainer emails the student after the appointment documenting the discussion they had and goals they agreed on. The trainer documents this email in Wisenet.

8/6/2021 – At the following scheduled appointment, the same story. The trainer has the same discussion as before and informs the student they are being transferred to student support.

9/6/2021 – Trainer transfers the student the student support.

NB: If the student is a trainee or apprentice then details of each discussion with the student must be given to the student's employer and ACCCO's apprenticeship and traineeship coordinator. The traineeship coordinator will discuss with the relevant training coordinator and determine if the information needs to be passed on to the relevant STA or the VET coordinator for school based trainees.

NB: If the student is a class student there is no requirement to transfer the student to Student Support. They remain in class; however, the trainer should continue to have conversations with the student about their lack of progression.

LACK OF ENGAGEMENT

An enrolment will be determined to be inactive due to lack of engagement where the student has not responded to communication from their trainer for over 60 days.

Trainers must ensure they attempt contact with a student a minimum of three times across the 60 day period. Each attempt at contact must include a phone call and a SMS and an email. All attempts at communication shall be documented in Wisenet by the trainer.

NB: If the student is a trainee or apprentice then the trainer must also contact the student's employer by phone and email before determining that there has been a lack of contact. Where there is a lack of contact ACCCO's apprenticeship and traineeship coordinator must be notified. The traineeship coordinator will discuss with the relevant training coordinator and determine if the information needs to be passed on to the relevant STA or the VET coordinator for school based trainees.

e.g.

6/4/2021 – Student does not show up to scheduled appointment. Trainer will attempt contact by phone and SMS and email. No contact made.

4/5/2021 – Trainer attempts contact by phone and SMS and email. No contact made.

8/6/2021 – Trainer attempts contact by phone and SMS and email. No contact made.

14/6/2021 – Trainer determines the enrolment is inactive.

TRANSFER TO STUDENT SUPPORT

Enrolments determined to be inactive shall be transferred to Student Support using the following steps:

- Upload all paperwork for the student to the wisent enrolment logbook (training plans, submitted assessments, incomplete assessments, etc).

- Complete a Student Transfer Form

- Emailing a copy of the Student Transfer Form to Student Support and their training coordinator.

NB: If the student is a trainee or apprentice then the trainer shall seek advice from ACCCO's apprenticeship and traineeship coordinator prior to determining that an enrolment is inactive or transferring a student to Student Support.

STUDENT SUPPORT

Student Support will notify transferred students that:

- their enrolment has been deemed inactive

- the reason for this determination

- their course shall be cancelled in 30 days' time if their enrolment stays inactive

- the student has the 30 days to lodge a grievance as per ACCCO's Complaints and Appeals policy.

Student Support will attempt to re-engage and progress students in their course or qualification using an array of support mechanisms, including, but not limited to:

- Identifying barriers to engagement and progression

- Assisting with practical placement

- Providing study support

- Setting goals and timelines

- Implementing a training and support plan

All attempts to get in contact with students and to progress them in their course shall be documented in Wisenet.

WITHDRAWAL

Where Student Support is unsuccessful in their attempts to re-engage and progress a student, and the student's enrolment has been inactive for over 30 days (in addition to the inactive 60 day period before being transferred to student support), the enrolment shall be cancelled, and the student will be withdrawn from the course.

Where the student's enrolment is such that STA requirements stipulate a withdrawal is necessary, the enrolment shall be cancelled, and the student will be withdrawn from the course.

Student Support will ensure all attempts at progression and re-engagement are documented and will then submit cancellation paperwork for processing.

Where a student has lodged a grievance against the decision to cancel the student's course, Student Support shall wait until the grievance has been investigated and an outcome reached before submitting cancellation paperwork to have the course cancelled.

NB: If the student is a trainee or apprentice then the trainer shall seek advice from ACCCO's apprenticeship and traineeship coordinator prior to cancelling the student's enrolment.

ACTIVE ENROLMENT

Students may at any time, up to withdrawal from the course, satisfactorily engage or progress with their studies to maintain an active enrolment.

Student Support will determine an enrolment is active where the student is regularly making scheduled contact appointments and is submitting satisfactory assessments.

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Where Student Support has determined an enrolment is active, they will transfer the student to a trainer using the following steps:

- Upload all paperwork for the student to the wisent enrolment logbook (training plans, submitted assessments, incomplete assessments, etc).

- Complete a Student Transfer Form

- Emailing a copy of the Student Transfer Form to the trainer and the trainer's training coordinator.