

Student Support Services Team

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Introduction

Purpose

The purpose of this Procedure is to establish the guidelines for the Student Support Services Team to provide all current and future students of Federation Training with the support they may require to successfully complete the course of study they are enrolled in. To allocate student support resources as needed in response to Student at Risk Portal requests or via student self-referrals.

Scope

This Procedure covers all current and future students of Federation Training, and is intended to facilitate equitable distribution of advice, support and resources across all Federation Training campuses, within funding parameters and within the boundaries of the resources available

Rationale

Principles/Statement

All students shall have access to support in accordance with the guidelines and procedures contained in this document.

The Student Support Services Team works in partnership with all teaching teams to provide learning and general wellbeing support for learners enrolled at Federation Training or considering Federation Training as an education provider. The Student Support Services Team will endeavour to maximise the student’s learning and potential for success by utilising relevant support via internal Institute practices and available resources and/or by working cooperatively and in consultation with partners and external agencies and organisations.

The Student Support Services Team Provides support to all students of Federation Training. Support programs include Literacy & Numeracy, In Class Support, Study Skills, Assignments, Links to Support Networks and Health & Wellbeing

Student Support Services Team Structure & Roles

Department – Transition & Learning Support

- **Head of Department Transition and Learning Support**
- **Learning Support Coordinator** Covers all Federation Training Campuses and oversees the Student Support Services Team.
- **Student Services Advisors x 3** Based in Bairnsdale, Traralgon and Warragul.
- **Learning Support Assistants** Various allocations to each base to cover all campuses as required.

Campus Coverage

East Gippsland	Bairnsdale: Main Street and Trade Centre Lakes Entrance: SEAMEC and Forestec Sale : Flexible Learning Centre, GTEC & Fulham
Central Gippsland	Traralgon, Morwell and Yallourn
West Gippsland	Leongatha, Warragul, Chadstone

Support Services available to students

There are two main areas that Student Support Services are able to assist students with:

Study Support – Provided by the Learning Support Assistant

Study Support is available in the following areas; literacy and numeracy, in class support, study skills, assignments.

Wellbeing Support – Provided by the Student Services Advisor

Links to Support Networks and Health and Wellbeing.

Referral information and assistance can be provided to relevant local agencies and networks. Assistance in making appointments and attending appointments can be made. Issues and challenges such as student wellbeing, health; mental, physical and emotional, housing, financial challenges and Centrelink are all within the scope of the Student Support Services Team.

The Student Services Advisor in the area that the student resides/or is studying will determine in consultation with teachers and the student if the student requires assistance in one or both areas and in which location.

Accessing Student Support Services

A potential or current student may access the Student Support Services Team in a number of ways:

- a) Student self-referral via walk-in, discussions with Student Services Advisors or Learning Support Assistants, making a request via Student Reception, Request via Student Point or contact Student Support Services via the generic team email address studentsupportservices@federationtraining.edu.au
- b) Teacher referral via Staff Point Portal request via the Student at Risk Referral button with student's permission/awareness that the request has been put through. Teacher has demonstrated several attempts to provide support or make contact with student eg. in regards to non or poor attendance, non-submission of work, no logon to Moodle.

Student Support Services Team Procedure

Step	Action	Responsible
1	Student at Risk referral is entered and received into Portal via Staff Point or Student Point. The request comes in classified as 'Pending'	
2	Student Services Advisor assigns the request and selects appropriate category of one of disability, digital literacy, general counselling, LLN or other.	Student Services Advisor
3	Student Services Advisor comprehends request, further information from referral source may need to be sought to clarify the referral i.e. teacher, phone call to student. The request is now classified 'Active'	Student Services Advisor
4	Student Services Advisor decides if it is a Wellbeing or LLN issue. If it is an LLN issue, student will be assigned to a Learning Support Assistant who will make contact with student to set up support. All actions/contact to be entered into notes on Student's Portal entry. If it requires Wellbeing support the Student Services Advisor is responsible for supporting and assisting the student with resources and/or referral to local network and agencies. All actions/contact to be entered into notes on Student's Portal entry.	Student Services Advisor
5	Student will receive support in either or both areas until they are reengaged and are progressing with their education in a positive and successful way. Having received the required and relevant support within the scope of the Student Support Services team to successfully continue or complete their study with Federation Training. If the student no longer requires support the request is now classified as 'Resolved'.	Student Support Services
6	Portal requests that are resolved can be reinstated to the work log as 'Active' if the required support is related to the original support request.	Student Support Services
7	If the student presents with a different support requirement, this should be added to the portal as a new request so that accurate support data can be generated.	Student Support Services

Reference and Supporting Information

Definitions

Term	Definition
LLN	Language, literacy and numeracy

Supporting Documents

External Legislative Context

Equal Opportunity Act 2010

Forms and Templates

Student Portal Referral Request – via Staff Point or Student Point main page
<http://staffpoint.federationtraining.edu.au/Pages/Home.aspx>

Responsibility

Head of Department Transition & Learning Support

Please Note: For further information or assistance regarding policies and procedures contact:
qa@federationtraining.edu.au | URL: www.federationtraining.edu.au

Item	Summary of Update	Version Control	Review Date
1	Original Policy Document	1.0	
2	<ul style="list-style-type: none"> Updated Procedure to reflect new staffing structure and position descriptions 	1.1	15/01/2018
3	<ul style="list-style-type: none"> Renamed Student Support Services Team, minor updates to procedure. 	2.0	16/04/2018