

1. Purpose: -

The purpose of the Student Support Services Policy is to ensure that JPIC assists each student to achieve their learning goals and make satisfactory progress towards meeting the learning outcomes of the course in which they are enrolled by offering a range of support services where relevant.

1. Any student may access any student support service offered by JPIC if they have recognised that they would benefit from some form of assistance. Students should speak to the Student Support Officer or Administration Manager who will be able to provide the assistance required or will refer them to the appropriate service.
2. JPIC has early intervention monitoring and processes in place to identify students that would potentially benefit from additional support services based on either academic performance or behaviour. These students will be offered support and referrals where necessary.

Note: Students will not be forced to attend a particular service and no appointment will be made without the student's agreement and consent.

2. Responsibility: -

The CEO of JPIC and all staff are responsible for the implementation of this policy.

3. Definitions

Access and Equity: providing equal opportunity, equal treatment and equal redress for all individuals with whom JPIC interacts. Specifically the provision of educational services and/or any selection process is based on the candidate's suitability for the course and/or funding arrangement(s)

Early intervention strategies: effective and appropriate support services e.g. counselling, academic skills for students identified as being at risk of not achieving satisfactory course progress.

Observed behaviour(s): Student behaviour which causes concern and indicates that the student may benefit from additional support i.e. academic skills or counselling etc.

Reasonable adjustment: Adjustments that can be made to the way in which evidence of student performance can be collected to ensure that learners receive training, assessment and support services that meet their individual needs irrespective of ability/disability.

Social Justice: implies fairness and mutual obligation in society: that we are responsible for one another, and that we should ensure that all have equal chances to succeed in life.

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4. Procedure

Identifying students

1. Students may be identified as requiring special assistance through the initial course application process and will be referred to the Student Support Officer and Administration Manager to discuss any reasonable adjustment required.
2. Students may refer themselves to their Trainer should they recognise the need for additional support or reasonable adjustment. In this instance students must be referred to the Student Support Officer or Administration Manager.
3. JPIC has a rigorous Course Progress Policy and Procedure in place to identify students at risk of not achieving satisfactory course progress, and of implementing early intervention strategies to assist them.
4. Trainers and other staff may also advise the Student Support Officer or Administration Manager of possible at risk students as a result of behaviour, poor class attendance or participation.
5. Students may be identified at the time of undertaking the Language, Literacy & Numeracy (LLN) test prior to enrolment.

5. Advising students about Support Services

Orientation

All new students attend an Orientation Program on arrival at JPIC. The Orientation Program advises students of their rights, responsibilities, study information and also of the support services available to them at JPIC which include:

- Academic Skills assistance
- Assistance with personal matters
- External services including Counselling
- Disability liaison
- Careers and Employment

This information is also included in their Student Handbook and on the JPIC website www.jpic.act.edu.au

6. Privacy

All means used to identify students who may have specific support needs must comply with JPIC's Privacy Policy. Students must be informed of how any personal information collected will be used, to whom it may be disclosed and, where possible, personal information should be collected directly from the relevant student. Refer to the Privacy Policy for more information.

7. Related Documents

Course Progress Policy (P09)

Student Code of Conduct

8. Version History:

Number	Date	Reason	Prepared by	Approved By
1.0	June 2010	New Policy	Nina Pearce	Johnson Pearce
2.0	July 2012	Reviewed and updated	Nina Pearce	Johnson Pearce
3.0	January 2015	Reviewed and updated for audit	Nina Pearce	Johnson Pearce

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