Student Services Policy and Procedure

**Purpose**

ARC Training has created this policy and procedure to provide support services to students of ARC Training.

**Scope**

This policy applies to all students who enrol with ARC Training.

**Definitions**

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| RTO | Registered Training Organisation |

**Aim**

This policy and procedure is designed to provide students with support and guidance through their enrolled qualification with ARC Training. Student Services include but are not limited to; attendance monitoring and support, assessment monitoring and support, vocational placement monitoring and support (where necessary) and collection of student feedback.

Policy

ARC Training engages with students post enrolment to ensure they have the support systems to complete their training and assessment.

The Student Services team supports students with all aspects of their training and assessment and maintains open lines of communication with students.

Procedure

**Pre-Training Engagement**

Once students’ enrolment forms have been processed, Student Services then send out a text message to each individual student. These messages contain all course information including date, time, trainer details and location.

**Course Duration Engagement**

Throughout the students training Student Services remain contact consistently with Two Week Catch Ups, Mid-Point Catch Ups, as well as Absences Check Ups, Class Cancellation Notifications, and Holiday/Break Notifications.

**Two Week Catch Ups** – Calling students within the first two weeks of their training to offer any support as they delve into their training. Every conversation is noted on aXcelerate for future references.

**Mid-Point Catch Ups** – Calling students during the middle of their training period, this is crucial as it is the peak of their study and the students will usually need the most support within this time. Student Services will ask about work placement and ensure any queries are answered and any issues are resolved.

**Absences Check Ups** – It is a priority for Student Services to monitor attendance for the duration of the course. This is done each day by using tracking sheets on which we mark a student being absent or present. For the students who are absent, Student Services call them immediately and investigate their absence and support them and organise extra time with their trainer to catch up on any work missed. This is all documented on the tracking sheet and aXcelerate.

**Class Cancellation Notification** – If a class is to be cancelled due to a public holiday, a trainer being unavailable or any other circumstance that causes a last minute class cancellation, Student Services both call *and* text students to make them aware of the situation.

**Holiday Break Notification** – Students have a Holiday period scheduled in around Christmas time/end of year. Student Services notify students of these dates and send them a re-commencement message on point of return.

**Post-Graduation Engagement**

Once students have graduated, Student Services send them a congratulatory text wishing them well and thanking them for all of their hard work.

After 2-4 weeks, the students are called for a catch up to ensure all certificates have arrived and also check up on how students are going and what their plan is for future employment or training.

After 6 weeks, Student Services call again to discuss where the student is currently at in regards to employment and if they would be interested in any future training to further their skills and qualifications.

**Training and Employment Survey**

After 8 weeks, Student Services call students to collect the Training and Employment Survey. This data is entered into an excel sheet and reported to the Administration Manager and Training Delivery each month for review and continuous improvement opportunities.

The Administration Manager or the elected Training Administrator will report the Training and Employment Survey data to Department of Education and Training in QLD each quarter, for QLD cancelled and completed students, as required by the State.

Requirements of Standards for National VET Regulator (NVR) RTOs 2012/ Standards for Registered Training Organisations (RTOs) 2015

ARC Training understands that all procedures must comply with the Standards for National VET Regulator (NVR) RTOs 2012/ Standards for Registered Training Organisations (RTOs) 2015, the Work Health and Safety Act 2011 and all other applicable legislation or Government funding requirements.