

# Student Support Policy & Procedure

## Purpose

The purpose of this policy and procedure is to describe how Real Estate Training Solutions (RETS) assesses the support needs of students and provides access to support services to address identified needs.

## Policy

- RETS recognises that the vocational education and training it provides should be responsive to the individual needs of clients who may experience barriers to access or achievement including:
  - Age
  - Gender
  - cultural or ethnic background
  - disability
  - sexuality
  - language skills, literacy or numeracy level
  - unemployment
  - imprisonment
  - remote location
- RETS also recognises the NSW Quality Framework's emphasis on:
  - measuring the quality of training through the outcomes for students and employers, including student satisfaction
  - Providing high level individualised support for students, particularly disadvantaged students.
- RETS will provide all prospective students with every reasonable opportunity to enrol and undertake training in an environment free from discrimination and harassment.
- RETS will not discriminate between prospective students when accepting enrolment for qualifications on its scope of delivery.
- RETS will treat all students fairly and equitably in accordance with all relevant legislation including the Ant-Discrimination Act 1977.
- RETS provides information to students about available support services in the form of the Student Handbook available on the RETS website which is required to be reviewed by prospective student prior to enrolment.

## Determining student support needs:

- RETS assesses each individual student's support needs prior to enrolment or the commencement of training and assessment, whichever comes first.

- RETS considers each student's existing skills and competencies when providing advice about the training product most suitable to an individual student.
- When advising a prospective student about the most suitable training product, RETS must consider the prospective student's requests, abilities and possible pathways to achieving the student's educational goals.

## Provision of Student Support Services

- RETS will make every reasonable effort to support the additional needs of students who experience disadvantage. These students may include:
  - people with a disability
  - Aboriginal or Torres Strait Islander people
  - long term unemployed.
- RETS complies with its obligations under the Disability Standards for Education 2005, to ensure that students with disability can access and participate in the VET qualifications on RETS scope on the same basis as students without disability.

## Nature of student support services:

- RETS has in place educational and support services to meet the needs of its students.
- Services available to students include:

### *Educational services:*

- Progress monitoring – regular contact with students to assess current progress and/ or need for assistance
- Learning content assistance – students may contact their trainer/ assessor by phone or email with queries about learning content
- Assessment guidance – students may contact their trainer/ assessor regarding unit assessments or to seek clarification following feedback about completed assessments
- LLN Support - RETS staff include personnel with qualifications in LLN
- Flexible delivery: RETS distance delivery mode allows students - who are largely employees working in the industry – to study at their own pace without the need for extensive face to face delivery. Distance/ on-line mode of delivery also allows access to a broader range of clients

### *Other services:*

- IT support services – assistance with access and use of the RETS LMS
- Career assistance – RETS management have wide experience in the industry and can provide students with career advice and study pathways to allow for career progression.
- Information services, for example:
  - RETS policies and processes

- Referrals to external agencies
- Industry information, for example, real estate/ strata management licencing requirements
- Financial services – assistance with course fee payment including payment plans.

## Keeping Learners Informed

Where there are any changes to a student's agreed services, RETS informs the student as soon as practicable in a variety of ways; via email; through the Learning Management System or if necessary via phone. This would include any new third party arrangements or a change in ownership or changes to any existing third party arrangements.

## Procedure

Contact RETS for details on internal procedures.