

Student Support Services Policy

Purpose

Nexa Training must determine the support needs of individual learners and provide access to the educational and support services necessary for the individual learner to meet the requirements of the training products we offer, as is specified in training packages or accredited courses. We are committed to providing equal opportunity and promoting inclusive practices by providing inclusive education services and learning environments that are free from discrimination, harassment and victimisation.

Scope

This policy applies to all of Nexa Training's students and employees irrespective of their employment tenure or role, and to all aspects of the business.

The Operations Manager will conduct an annual review of the external student support services outlined in this policy to ensure they are current and relevant. The operations manager will make an entry into the Student Support Services Referral Register if a student has been referred to an external agency for support.

Policy

Nexa Training has sound management practices to ensure effective student services.

Nexa Training has operational standards to ensure timely issuance of delivery, assessments, results and qualifications. These will be appropriate to results achieved and issued in accordance with required national guidelines. All student records and documentation will be recorded, kept confidential and securely archived.

Students can access their files by request, in writing allowing 14 day's notice. All relevant Nexa Training documentation will carry a version number and date. Records of updated version numbers are kept on a version control register.

Nexa Training has information available for students to access regarding welfare and guidance services relevant to the courses of delivery. Where necessary, arrangements will be made for students requiring Literacy and/or numeracy support.

Any fees incurred are the responsibility of the student.

Nexa Training's student information will ensure that all fees and charges are known to students prior to enrolment. Students are advised of course requirements prior to enrolment. These can be found on the website or in the course guide.

Nexa Training's quality focus includes – access and equity, recognition of prior learning, fair and equitable refund policy, complaint policy and procedures and appeal policy and procedures.

To maximise the chance of a student successfully completing their training, Nexa Training will:

- identify any support individual learners need prior to their enrolment or commencement (whichever is the earliest)
- provide access to the required support throughout their training.

For any matter outside of Nexa Training's expertise or control, Nexa Training will make every attempt to refer the student to the relevant agency or expert.

We will ensure that all learner's training and assessment support needs will be systematically addressed. One trainer will be assigned to each student. This trainer will maintain regular contact with their student and be available to offer support, encouragement and feedback to the student on their learning.

Trainers work in consultation with each individual student to establish the best method of support. This may include face-to-face visits, phone support, email support or workshops or a combination of all four.

Reasonable adjustments will be made to ensure that every student is provided with equal opportunities to successfully complete assessment tasks and achieve competency.

Annual Review

To ensure that Nexa Training's student support services remain current and relevant, an annual review of the external student support service details (located in the table below) will be conducted by the Operations Manager.

This review activity is set in the Nexa Training calendar.

Kinds of Support

Nexa Training offers different kinds of support services depending on what the individual may require. Support services may include but are not limited to:

- Mental
- Emotional
- Physical
- Financial
- Technological
- Academic / One on one support from a trainer / Language, Literacy and Numeracy (LLN)
- Equipment and resources
- Learning materials in alternative formats, for example, large print
- Legal

Mental, Emotional, Physical or Financial Support

Where a student requires mental, emotional, physical or financial support, Nexa Training may provide support services through direct provision or referral, information/advice about accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, religious and spiritual matters and stress-management.

Financial Support

Financial support may be provided by way of providing a student the option of a payment plan or invoice extension. In some circumstances the CEO may decide to waive the course fee for a student who is experiencing financial hardship. This decision is completely at the discretion of the CEO

Technological Support

If a student requires technological support, Nexa Training offers students use of its laptop devices located in its Training Centre. Additional assistance is provided over the phone as required.

Legal Support

If a student is having any legal related issues at work or with their employer, Nexa Training will refer these matters on to a relevant agency.

Requesting Support

Students should speak to their trainer first, who will address or escalate the matter as required and appropriate based on the circumstances.

If a student feels they are not able to speak to their trainer or, for any reason, just wants to speak to someone alternative

to their trainer, the student can contact us through the 'Contact Form' on Nexa Training's Resources webpage. In the *What can we help you with?* dropdown, the student can select 'Student Support Services' and a staff member will contact the student directly.

Student Support Services Register

Nexa Training has established a Student Support Services Referral Register under the RTO Management panel of its LMS.

It is the responsibility of the Operations Manager to make an entry into this register if a student is referred to an external support service.

This register will be reviewed annually.

Educational Standards

We ensure that adequate learning resources are available and that the environment supports productive learning. Training will always be carried out to the highest recognised and accredited industry standards and comply with the requests of the Australian Quality Training Framework.

This may include providing support through:

- (a) Nexa Training's LL&N Indicator tool which is to be offered FREE to all students
- (b) Providing text for video learning resources through the LMS
- (c) Providing guidance to students about our automated website translation services in the web browser
- (d) Using Nexa Training's 'Struggle Meter' to identify students who may be having difficulty with their on-line assessments
- (e) Responding in a timely manner to telephone requests for assistance from students

Disability and Special Needs Support

Nexa Training is committed to supporting persons with disabilities. For example, learners use choose the 'Closed captions' option for video resources that will display the script of the resource for them.

Our website has been also designed to cater for persons with literacy problems. These persons can use a text-to-speech plugin (such as ispeech) on the Nexa Training course pages to have the course content read out loud.

For persons who have a disability that cannot be catered for by our system, we will undertake to find another provider that can accommodate their specific needs.

If a person with a disability meets essential entry requirements, Nexa Training shall make changes or reasonable adjustments necessary for that person to perform essential course-work. Reasonable adjustment is provided to those with a disability or special need according to individual circumstances. This means providing the appropriate services and/or facilities for student learning and assessment.

External Student Support Services

External Student Support Services Providers			
Provider	Services Provided	Contact	Phone
Atwork Australia	Disability Employment Services	contact@atworkaustralia.com.au	1300 080 856
Language Literacy and Numeracy Provider	LL&N Training Workplace Literacy	https://www.readingwritinghotline.edu.au	1300 655 506
ETC Nundah	Career Transition Assistance	nundah@etcltd.com.au	1800 007 400
Max Employment	Skills for Education and Employment program Adult Migrant English Program (AMEP)	info@maxsolutions.com.au	1800 021 560
TAFE QLD	Foundation Skills Skills for Education and Employment program Adult Migrant English Program (AMEP)	see.tells@tafeqld.edu.au	(07) 3244 0999

Personal Support Services Providers

Where personal circumstances may affect your learning experience, Nexa Training will endeavour to support you wherever possible, including referring you to the following organisations:

Support organisations	Contact Number
Salvation Army Care Line	3831 9016
Lifeline	131 114
Men's Line Australia	1300 789 978
Kids Helpline	1800 55 1800
Pregnancy Helpline	1300 139 313
Interpreting Service	131 450
Youth Emergency Service (Accommodation)	3357 7655
Centrelink	131 021
Mission Australia Helpline	1300 886 999
Fair Work Ombudsman	13 13 94
Respect@Work - (sexual harassment support)	1300 369 711
Working Women Queensland	1800 621 458
TIACS (This is a conversation starter)	0488 846 988
Mates in Construction	1300 642 111
Mental Health Services	1300 642 255
Alcohol and Drug Support	1800 177 833
1800RESPECT - (domestic and sexual violence support)	1800 737 732
Relationships Australia	1300 364 277
Harness - (personal, relationship, family wellbeing support)	0493 259 917

Interpreters

Nexa Training recognises the diversity of its students. Should the services of an interpreter be needed, Nexa will endeavour to locate an accredited interpreter to assist a student. If interpreter services are not covered by government funding, the costs of an interpreter will be borne by the student. However, there are also a number of online services that might be used to assist students who may be having understanding English.

Adjusted Assessments

Reasonably Adjusting Training and assessment for access and equity reasons may be, but not be limited to:

- Oral questioning – Scribing
- Demonstration-only assessments
- Physical compromises (as permitted by the training package or the Australian Resuscitation Council)
- Simulated workplace environments

Relevant Legislation

- Australian Qualification Training Framework
- National Vocational Education and Training Regulator Act 2015
- Standards for NVR Registered Training Organisations Vocational Education and Training Act (2015)
- Vocational Education, Training and Employment Act 2000

Managing Complaints and Appeals

Nexa Training has a complaints and appeals policy that provided a simple and timely way in which students can notify us of a complaint, or an appeal against an assessment determination.

These processes are readily accessible under the 'Resources' tab of Nexa Training's website.

Any complaints or appeals must be dealt with fairly, efficiently and in a timely manner. Nexa Training's complaints & Appeals system allows for the complainant to identify the reason for their complaint be it our RTO, trainers or staff, or another learner.

Changes to Agreed Services

Where there are any changes to agreed services, Nexa Training will advise any impacted learners as soon as practicable. This could be in relation to any new or changed third party arrangements or a change in ownership arrangements.

Application

- (a) The various support services provided to learners by Nexa Training
- (b) The easy availability of the complaint's & appeals processes
- (c) The efficient and timely handling of complaints and appeals
- (d) How changes to agreed services are managed