STUDENT SERVICES POLICY AND PROCEDURE:
STUDENT SUPPORT

PURPOSE:
This procedure is in place to ensure that sufficient support is in place for students educationally, administratively, and in relation to any specific learning needs or circumstances the student may have. Refer also to the Special Needs Policy and Procedure.

STUDENT SUPPORT AVAILABLE:

Student Services

Student services are available to all students of Evolve College in three main areas:
- Educational support
- Administrative support
- Learner support

Educational Support Services

The Student Education Services Team is responsible for the following:

a) Student theory assessment marking and feedback:
   a. Marking student assessments and providing feedback
   b. Answering student queries in relation to assessments and feedback
   c. Performing reasonable adjustment in liaison with Special Needs Officer and student

b) Student practical assessment marking and feedback:
   a. Conducting practical assessments and providing support to students as needed
   b. Completing relevant checklists
   c. Performing reasonable adjustment in liaison with Special Needs Officer and student

c) Student unit/subject assessment sign-off:
   a. Awarding judgement of competent or not yet competent to students and providing support to students as needed
   b. Conducting re-sits of assessments if/when needed

d) Student Learning and Assessment materials:
   a. Monitoring learning and assessment materials and making any adjustments needed for compliance/regulatory reasons and/or in response to student feedback
   b. Using version control of documents to ensure that revisions are tracked
   c. Keeping a register of changes made so that improvements are noted

e) Student mentoring:
   a. Providing mentoring or additional tuition or educational support to students as needed

f) Student enquiries and support:
   a. Answering questions from students, whether by telephone or email, about particular points of curriculum, whether that be learning materials or assessments
b. Supporting students through any aspects of the curriculum, including assessments they find difficult

c. Recommending alteration to materials or processes in response to feedback received or any common difficulties students are experiencing, which alteration is approved by the Learning Development Manager under direction of the Executive Manager Education and Training and Executive Manager Operations.

**Procedure to access educational support**

Students may request any educational support by telephone to the Evolve College office on 1300 880 885 (Mon – Fri, 9:00am – 5:00pm, AEST/ADST) or by email to evolve@evolve.college.

Educational support queries shall be addressed as follows:

a) All education/curriculum queries are addressed by the Education Services Team as needed. The Education Services Team shall respond to education/curriculum queries within 3 business days.

b) Where the Education Services Team is unable to resolve a query from a student on an assessment, curriculum learning materials or course, they shall refer the matter to the Learning Development Manager, who shall contact the student within 2-5 business days.

c) Where the Learning Development Manager is unable to resolve the student's query, the matter shall be escalated to the Executive Manager Education and Training, who shall address the student's query within 5 business days.

**Student Administrative Support Services**

The Student Administrative Support Team is responsible for the following:

**New Enquirer Queries:**

a) Ensuring that all telephone queries are dealt with in a courteous and timely manner

b) Answering all emails sent to the evolve@evolve.college email inbox within 3 working days

c) Addressing new enquiries about Evolve College, general course information and enrolment queries

d) Sending Info Packs to all new enquirers and answering any queries they may have

e) Responding to General Enquiries sent via the website Contact – General Enquiry form, responding to General Enquiries within 3 working days

**Enrolments:**

a) Processing enrolments received via the website, phone or hard copy enrolment form

b) Conducting pre-enrolment checks including administering the questionnaire/survey canvassing Language, Literacy and Numeracy (LLN), confirmation of Australian permanent residency or citizenship, and identification of any learner special needs

c) Referring cases requiring special support to the Special Needs Officer as needed

**Student Admin Support:**

a) Timetable development, changes and publishing

b) Processing and management of timetable changes

c) Processing course duration or course change requests including deferrals, extensions, and any queries regarding
d) Supporting students regarding completion timeframes, course progress

e) Managing provision of class information to Trainers and liaising with Trainers regarding student needs and venue information

f) Assisting students with information regarding trainers or training centres

g) Providing student status letters on request

h) Providing student confirmation of study letters for Centrelink purposes on request

i) Student access to the Evolve Virtual Clinic

Student Communications:

a) Sending of student mail outs

b) Sending of student reminders

Marketing:

a) Sending of marketing campaigns

b) Sending of Evolve e-News

Qualification issue:

a) Administrative checks in relation to the issue of qualifications, according to the Qualifications Issuance Policy and Procedure

b) Ordering and dispatching of qualification certificates and Records of Results (academic transcripts) in accordance with Qualifications Issuance Policy and Procedure

c) Production of graduate letters for private health fund provider numbers

d) Liaising with students for confirmation of and/or additional information pertaining to qualification issue and course completion

Student IT support:

a) Student access to educational videos

b) Evolve College Virtual Clinic issues/troubleshooting and student support

c) Student hub and portal tech. support

Procedure to access administrative support

Students may request any administrative support by telephone to the Evolve College office on 1300 880 885 (Mon – Fri, 9:00am – 5:00pm, AEST/ADST) or by email to evolve@evolve.college.

Administrative support queries shall be addressed as follows:

a) All administrative support queries are addressed by the Student Services, Administrative Team. The Administrative Team shall respond to education/curriculum queries within 3 business days.

b) Where the Administrative Team is unable to resolve a query from a student in relation to an administrative matter, they shall refer the matter to the Executive Manager Operations, who shall address the student’s query within 2-5 business days.

c) Where the Executive Manager Operations is unable to resolve the student’s query, the matter shall be escalated to the Executive Manager Governance and General Counsel, who shall address the student’s query within 5 business days.

Special Needs Services

The Special Needs Support Officer is responsible for:
a) Identifying students with special needs from the questionnaire/survey completed on enrolment and the AVETMISS data form completed by all students on first login, and recording them on the Special Needs Register
b) Communicating with students with special needs and putting in place relevant support mechanisms to cater for students’ special needs, in liaison with the trainer and with the student and/or their family as needed
c) Tracking students with special needs on the Special Needs Register as they progress throughout their course
d) Providing support to students with special needs in accordance with the Special Needs Policy and Procedure
e) Working with the student, trainer, other members of the Administration team as needed to ensure that all students with special needs have their educational and support needs adequately met throughout their course.

Procedure to access special needs support

Students may request any special needs support by telephone to the Evolve College office on 1300 880 885 (Mon – Fri, 9:00am – 5:00pm, AEST/ADST) or by email to evolve@evolve.college.

Special needs support queries shall be addressed in accordance with the Special Needs Policy and Procedure:

a) All requests for special needs support shall be responded to by the Special Needs Officer within 3 business days.

b) Where the Special Needs Officer is unable to resolve a query from a student in relation to special needs, they shall refer the matter to the Executive Manager Operations, who shall address the student’s query within 2-5 business days.

c) Where the Executive Manager Operations is unable to resolve the student’s query, the matter shall be escalated to the Executive Manager Governance and General Counsel, who shall address the student’s query within 5 business days.