

1. Context

FCIA Training Academy, as a Registered Training Organisation, must comply with the NVR *Standards for Registered Training Organisations 2015 v2.2 October 2019 Standard 1 Clause 1.7, Standard 5, Clause 5.4*

2. Scope

This policy applies to all FCIA Training Academy stakeholders.

3. Definitions

FCIATA	FCIA Training Academy
NVR	National VET Regulator
SRTO	Standards for Registered Training Organisations 2015 V2.2 Oct 2019
LLN	Language, Literacy and Numeracy

4. Statement of Policy

4.1 Support

- 4.1.1 All students enrolled through FCIATA will be allocated a trainer/assessor who will support them through their training.
- 4.1.2 FCIATA will conduct a Language Literacy Numeracy (LLN) test prior to enrolment for each student.
- 4.1.3 Where there is a need for extra LLN support, FCIATA prepare an individual learning plan and assist the student with extra support sessions.
- 4.1.4 FCIATA can offer support to students in:
- Study support and guidance
 - Flexible scheduling and delivery of training and assessment
 - Assistance with online learning platform
 - Contextualised learning and assessment
 - Possible alternative learning formats such as larger printed materials, voice overs etc
- 4.1.5 In the event that the required support extends beyond FCIATA's capabilities, FCIATA will source or refer further information to student. These services can include:
- Further LLN support
 - Disability support
 - Counselling services (in consultation with student, employer if required)
 - Indigenous support

Student Support Services Policy

- 4.1.6 Any extra support that involves an external agency will require payment to that agency by the student or employer (as arranged by them).
- 4.1.7 FCIATA will ensure all support is kept confidential except where there is a concern for a person's safety.
- 4.1.8 Where the services initially provided to the student have changed, the FCIATA will ensure all students and employers are notified in writing and via the phone. The changes will be clearly outlined.

Document Information

Document Number	STUDSUPTPOL	
Document Name	Student Support Services Policy	
Version number	1	
Issue Date	3August 2020	
Review Date	3 August 2021	
Created by	General Manager	3 August 2020
Updated by		
Authorised by	General Manager	3 August 2020