

Student Support Policy

Policy

House of Learning T/A Colab (RTO 21583) provides access to non-academic support services for enrolled students. Colab student support services comply with the requirements of Clause 1.7 of the *Standards for Registered Training Organisations (RTOs) 2015*.

Purpose

The purpose of this policy is to ensure that Colab students have access to a sufficient range of non-academic support services to meet their needs.

Scope

This policy applies exclusively to non-academic student support services provided by House of Learning on behalf of Colab (RTO 21583) in accordance with the established partnership agreement. Academic support services are described in the Learning Policy and Associated Procedures.

Responsible Officer(s)

The Head of Student Support is responsible for ensuring that all non-academic support services comply with this policy and associated procedures.

Review and Improvement

This policy and associated procedures are subject to regular review and improvement through Continuous Improvement processes as described in the Continuous Improvement Policy and Procedures.

Student Support Procedures

• *Support Principles*

Colab defines 'Student Support' as the range of non-academic support services that are available to students.

Colab Student Support services are:

- Accessible,
 - Responsive,
 - Available as on demand and opt in processes,
 - Provided at no additional cost to students,
 - Aligned with access and equity principles,
 - Non-discriminatory.
- ### **• *Student Privacy***

When engaging with students, the Student Support Team will check and verify at least three of the following:

- Address,
- Date of birth,
- Phone number,
- Email address,
- Enrolment/student number

3. *Support available to students.*

Colab provides the following Student Support services:

- Administrative Support
- Learning Support,
- Student Issues,
- Workplace Support.

Administrative Support

Is available to students requiring support for a range of administrative issues including:

- Learning Platform technical issues,
- Change to personal details,
- Payment details,
- Third Party Authority,
- Accessing Reasonable Adjustment,
- Course extensions,
- Course deferral,
- Special circumstances,
- Course cancellation,
- Course improvements,
- Certificate re-issue.

Process:

- A student lodges a support request via either the learning platform or the Call Centre (Mon-Fri) and identifies the support service required,
- Support requests may also require the student to complete and submit a form (for example the Third Party Authority),
- The Student Support Team will receive, acknowledge and log the support case in the student management system within 2 days,
- In actioning the support case, the Student Support Team may:
 - o Seek additional details from the student,
 - o Refer the case to other business units for action,
 - o Complete the support request within the limits of their role.
- Students are advised in writing the outcome of their support request within 5 working days.

Student Issues

Students are provided with an informal avenue to have minor concerns/issues addressed and resolved quickly without the need to engage with the formal complaint process. The Student Issues Procedure commences when a student encounters an issue relating to a course or their experience and contacts Student Support for assistance.

Note: Students may choose to engage with the formal Complaint process at any time.

Process:

- A student lodges an issue case via either the learning platform or the Call Centre (Mon-Fri),
- The Student Support Team will receive, acknowledge and log the issue as a case in the student management system within 5 days,
- Should the issue be about the Student Support Team, the Head of Student Support (or delegate) will deal with the issue,
- The Student Support Team will investigate the issue and may:
 - Discuss and/or seek further details from the student,
 - Consult with relevant Colab staff.
- The Student Support Team will propose a resolution to the student either verbally or in writing within 5-10 days,
- Upon agreement, the Student Support Team will act on the proposed resolution and finalise the issue,
- Student Issues and outcomes are recorded in the student management system,
- The Head of Student Support will report on issues and outcomes to the Leadership Team on a monthly basis.

In the event a student is dissatisfied with the resolution of their issue or believes the outcome of their issue is inconsistent with Colab Policies and Procedures, they will be provided with a complaint form to detail their complaint in writing in accordance with the compliant policy and procedures.

Academic Support

Is available to students at anytime during their enrolment period. The services included as part of Academic Support include:

- Learning platform message centre,
- Live Q&A (webinars) schedules and recorded weekly

Process:

Several of the Academic Support services are self-selected within the learning platform. These include:

- Learning platform induction (in the form of a recorded webinar),
- Getting started/orientation for the course (included in the course module)

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If a student requires additional Academic Support outside of the communication strategies provided above, a student can request the following by sending a request to Student Support:

- Development of agreed study plans and goals,
- Implementation of reasonable adjustment in line with the Reasonable Adjustment Procedures,
- Engagement with LLN evaluation and support programs.

Student Support Guidelines

Additional Details for Administrative Support Matters.

Change to personal details.

Change of Name.

When a student wishes to change or correct their name they are required to provide evidence of the change or correction using the following legal documents:

- Birth certificate,
- Driver's licence,
- Marriage certificate,
- Change of name certificate,
- Passport.

On receipt and verification of the authenticity of the documentation provided, the Student Support Team will make the relevant changes to the student's records.

Change of address and contact details.

The Student Support Team will verify the details with the student and amend as required.

Change of e-mail address.

The Student Support Team will verify the new email address with the student. Where verified the Student Support Team will update the email address.

Third Party Authority.

Under the Australian Privacy Act 1998, Colab requires written consent from the student with regard to Third Party Authority. This authority will be dependent on the level of access authorised on the Third Party Authority Form. The third party will be able to access the student's records dependent on the level of access authorised.

Upon receipt of a Third-Party Authority the Student Support Team will upload a copy to the student management system. Unless authorised the Colab is unable to discuss the student's records with anyone other than the student.

Course extensions.

The maximum duration of the course is specified on the Colab website and Confirmation of Enrolment. If a student does not complete the course within the maximum duration time, the enrolment expires without refund.

If a student wishes to extend the course beyond the enrolment expiry date, the student must:

- Be up to date with course fees payments,
- Contact the Student Support Services prior to their enrolment expiry date,
- Pay any applicable fee as outlined in the Schedule of Administrative Fees.

Upon receiving a student's request for extension, the Student Support Team will check that an extension can be granted. Extensions may not be granted if:

- Payment of course fees is in arrears,
- There are material changes to the Training Package,
- The current course is in a teach-out period,
- The maximum extension period will be exceeded,
- The course or unit of study has expired.

Where conditions have been met, an extension of up to 3 months may be granted subject to availability of course. A student may apply for two extensions of up to 3 months to a maximum of six months during their enrolment period.

Colab retains the right to refuse an extension.

A confirmation email advising the outcome of the extension request is forwarded to the student.

Course deferral/Special circumstances.

If a student encounters difficulty or changed circumstances that directly impacts their ability to study, they may request a deferral of study by contacting the Student Support Services. Documentation to support the request might include a medical certificate or any other form of supportive documentation.

A Course Deferral of up to six (6) months will be granted in circumstances where:

- The student or a member of their immediate family has been hospitalised or become seriously ill for an extended period of time (a minimum of 4 weeks) and such events are supported by a medical certificate; or
- The student, spouse or de-facto has given birth; or
- Colab is of the opinion that the student would be unreasonably disadvantaged (e.g. if a student has met with a serious accident, event or misadventure that will impact adversely on their ability to continue the course for a significant period of time)

If a Course Deferral is approved, Colab may:

- Extend the maximum duration of course within the teach out period,
- Pause student access to the learning platform for the period of the deferral,
- Agree with the student on an alternative payment plan (which may include deferral of payments for up to 6 months), or
- Provide additional academic and learning support services.

An approved deferral request does not constitute/entitle the student to a refund of course and the student remains liable for all payments due under the Student Agreement.

A confirmation email will be forwarded to the student advising the deferral request outcome.

Course cancellation.

If a student wishes to terminate their studies before completion of course, the student is required to notify Colab by emailing their request to the Student Support Team at studentservices@colab.edu.au

A refund of course fees paid, less any applicable administrative fees (as described in the Schedule of Administrative Fees) will only be issued if Colab receives the Cancellation Request within the Cooling Off Period which is defined as **seven (7) calendar days** from the day that the student's enrolment conditions have been met.

A 50% reduction in course fee liability, is applicable if Colab receives the Cancellation Request before the student reaches the halfway point of their enrolment period (excluding any extensions applied).

The Student Agreement and Cancellation and Refund Policy and Procedures outline the terms and conditions governing the cancellation of a course and whether any refund is payable.

Certificate re-issue.

Graduated students who may have a reason to request a re-issue of their awarded certificate and academic transcript will need to provide Colab with a Statutory Declaration and pay the required certificate re-issue fee (refer to the Schedule of Administrative Fees). The student is required to contact the Student Support Services to request a certificate re-issue and organise payment.

Should a student declare that their certificate was not received there is no fee payable in this case. If the received certificate or academic transcript has incorrect spelling of the student's name, Colab will request the student returns the certificate and academic transcript before a corrected certificate can be re-issued. There is no fee payable in this case.