Student Support Policy

Policy
Swinburne Open Education (RTO 3059) provides access to non-academic support services for enrolled students. Swinburne Open Education student support services comply with the requirements of Clause 1.7 ofthe *Standards for Registered Training Organisations (RTOs) 2015*.

Purpose
The purpose of this policy is to ensure that Swinburne Open Education 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 Up Education Online on behalf of Swinburne Open Education (RTO 3059) 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 associate procedures are subject to regular review and improvement through Continuous Improvement processes as described in the Continuous Improvement Policy and Procedures.

Student Support Procedures

1. *Support Principles*

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

Swinburne Open Education 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.

2. *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.*

Swinburne Open Education provides the following Student Support services:

- Administrative Support

- Student Issues,

- Workplace Support.

Administrative Support

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

- Leaning 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 reissue.Process:

- A student lodges a support request via either the learning platform or the Call Centre (Mon-Fri) andidentifies the support service required,
- Support requests may also require the student to complete and submit a form (for example the ThirdParty Authority),
- The Student Support Team will receive, acknowledge and log the support case in the studentmanagement system within 2 days,
- In actioning the support case, the Student Support Team may:
  - Seek additional details from the student,
  - Refer the case to other business units for action,
  - Complete the support request within the limits of their role.
- Students are advised in writing the outcome of their support request within 15 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:

4. Complainant lodges Local Resolution in writing to Swinburne Open Education Student Services team.

5. Swinburne Open Education receive the Local Resolution Request Form, log the details in the system and:

- Allocates a Local Resolution case number,
- Allocates an Investigating Officer.

6. Swinburne Open Education acknowledges receipt of the complaint in writing to the complainant within 2 business days including:

- Providing the complainant with the Complaint case number, and
- Contact details for the Investigating Officer.

7. The Investigating Officer investigates the complaint including but not limited to via:

    a. Obtaining additional information from complainant if required
    b. Reviewing available information/evidence/records,

    c. Referencing relevant Swinburne Open Education policy and procedures,

    d. Consulting with Swinburne Open Education Business Units and staff as required.

2. The Investigating Officer determines the Local Resolution outcome.

3. The Investigating Officer provides the outcome to the complainant in writing including the reasons for the outcome and advises that the Formal Complaint process is available.

   Note: Swinburne Open Education aims to provide written complaint outcomes within 15 business days. Where an investigation exceeds 15 days, the Investigating Officer will provide the complainant with regular updates in writing until the outcome is determined.

4. The Investigating Officer logs the Local Resolution outcomes including:

   a. Any corrective actions in the Corrective Action Register,

   b. Any improvements in line with the Continuous Improvement process, and

   c. Provide feedback to relevant business units.

In the event a student is dissatisfied with the resolution of their issue or believes the outcome of their issue isinconsistent with Swinburne Open Education Policies and Procedures, they will be provided with an option to submit a Formal Complaint in writing in accordance with the Complaint Policy and Procedures.

Work Placement Support

Is available for courses that include Structured Workplace Learning and includes:

- Processing workplace approvals,

- Work Placement support

- Workplace Approval

Every workplace that is proposed to host a student for Structured Workplace Learning must be approved by Swinburne Open Education prior to the student commencing their Structured Workplace Learning. Students may seek to use their existing workplace where appropriate, or source a suitable workplace. A student may be required to use more than one workplace to successfully complete their Structured Workplace Learning requirements.

Where a course includes Structured Workplace Learning, a student is provided with the Structured Workplace Learning Support Guide. This guide provides information on sourcing a suitable workplace, the roles of the Workplace Supervisor and Assessor and any specific additional details. For further detail on Structured Workplace Learning and Assessment please refer to the Student Handbook.

Process:

- A student will complete and upload the Host Organisation Approval Form to the learning platform,

- The allocated Trainer and Assessor will open a case for the Host Organisation Review process to commence

- Within 14 days the Assessor will:

    o Evaluate the details and validate the workplace for suitability,

    o Conduct a Pre-Assessment Interview with the Workplace Supervisor,

    o Approve or reject the workplace and advise the Student Support team of the decision.

- (The allocated Assessor will reach out to the student to notify them if more time is required or alternative arrangements are required)

Work Placement Support

When students have been unable to secure a suitable workplace for work placement themselves, and requireadditional support locating a work placement, the Student Support Team assist sourcing a host organisation.

Process:

- A student requests Work Placement Support via either the learning platform or the Call Centre (Mon-Fri),

- The Student Support Team will receive, acknowledge and log the support case in the studentmanagement system within 2 days,

- The Student Support Team contacts the student to book a Work Placement Support appointment,

- The Student Support Team member facilitates the appointment, reviewing the student's records of previous attempts to source a suitable workplace and develop alternate strategies with the student,

- The outcomes of a Work Placement Support Appointment may include:
    o Developing a CV and interview techniques,

- Development of an action plan for the student to implement,
- The student contacting potential host workplaces,
- The Student Support Team contacting potential host workplaces on behalf of the student.

Swinburne Open Education cannot guarantee a work placement can be located. In the event a workplace is unable to be secured, Swinburne Open Education will discuss options and alternative strategies with the student. Students completing Structured Workplace Learning and Assessment must be prepared to travel. Work Placement Support staff may be able to place students in organisations that have pre-arranged agreements with Swinburne Open Education, students will require flexibility to fit their placement around the needs of the Host Organisation.

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 changeor 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 willmake 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, Swinburne Open Education 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 Swinburne Open Education 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 Swinburne Open Education 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 canbe 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 theirenrolment period.

Swinburne Open Education 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 therequest 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; orThe student, spouse or de-facto has given birth; or

- Swinburne Open Education 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, Swinburne Open Education 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 upto 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 Swinburne Open Education by emailing their request to the Student Support Team at studentservices@soe.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 Swinburne Open Education 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 Swinburne Open Education 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 Swinburne Open Education 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. Upon payment of the fee, the Swinburne Open Education will send a request to Swinburne University of Technology to re-issue the certificate.

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, Swinburne OpenEducation 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.