

Educational Support Policy

Policy number	RTOPO18	Version	1.1
Drafted by	Sally Wynd	Approved by M/C on	28/3/2018
Responsible person	Service Manager	Scheduled review date	28/3/2019

Purpose

This policy provides guidance to students and staff to ensure they have access to educational support services to assist them with their individual learning needs. It also supports the requirements of Standard 1 of the *Standards for Registered Training Organisations (RTOs) 2015* to ensure the necessary support services are available to the students to enable them to meet the requirements of the Training Package or Accredited Course delivered by the RTO.

Policy

Eagles RAPS Inc. understands that every student is unique and as such may require more or less individual support than other students. Accordingly, Eagles RAPS Inc. takes responsibility to provide, within reason a range of education support strategies and practices to the students.

Support is offered to the students through either services or resources and each is aimed at maximising the opportunity for the student to meet the requirements of the Training Package or Accredited Course being delivered.

Support Services

Support services include but are not limited to:

- One-on-one consultations with trainers and assessors;
- Group consultations with trainers and assessors;
- Tutor support;
- Student advisors;
- Assessment feedback;
- Question and answer times in class;
- Mentors/buddies;
- Study plans and timetables;
- Personal support and counselling;
- English proficiency assistance;
- Self-paced learning;
- Referrals to other services as required.

Support Resources

Support resources include but are not limited to:

- Computers and technology;
- Textbooks or learning resources required for each course delivered;
- Equipment for practical demonstrations and learning;
- Recommended websites and publications;

Related Documents

- English Proficiency Policy
- Student at Risk Policy

AUTHORISATION

SIGNED: Marten Wynd, President/Public Officer
DATE: 27 March 2018



Revision History

Revision	Date	Description of Modifications
1	7/7/2020	Minor typos only
2		
3		
4		
5		
6		
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8		
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10		