



Student Support Policy

International Paramedic College is aware of the need to identify the individual support needs of learners and to provide access to educational and wellbeing support services to enable them to meet the requirements of the training product in which they are enrolled.

Procedure

We will provide wellbeing support in the form of services and resources to assist with learners' physical, mental, and emotional wellbeing. This may be provided through one-on-one support by a designated staff member or through referral to appropriate external services where the individual's needs are out with our professional abilities and expertise.

- Students will be provided with information regarding the course content and any entry requirements prior to enrolment via our student handbook and on our website.
- Individual support needs will be identified prior to enrolment or commencement in the course through completion of the enrolment form.
- Support may include the following:
 - language, Literacy and Numeracy (LLN) support
 - assistive technology
 - additional tutorials
 - other mechanisms, such as assistance in using technology for online delivery components.
- Where a student identifies a support need an interview will be arranged. Those who have identified language, literacy, or numeracy (LLN) issues will be required to undergo a LLN assessment and maybe required to access suitable training to develop these skills prior to enrolling in the course.
- Trainers and Assessors will be informed of the support needs of any individual students and a Student Support Plan will be developed to ensure that the support is available for the duration of the training program.
- Any additional cost for support will be made clear to the student prior to enrolment.
- Prior to each assessment task the assessor will review the student's ability to complete the task and apply reasonable adjustments where required. Any reasonable adjustment made to assessments will be noted on the assessment record and the Student Support Plan.
- In a situation where it is out with our capacity to provide the necessary support, we will refer the student to relevant support organisations.

Evidence

The following will be retained as evidence of compliance with Standard 1, Clauses 1.3(b) and 1.7:

- Enrolment Forms
- Completed Student Needs Support Plans



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- Pre-enrolment Information
 - Assessment records showing reasonable adjustments made

Related Policies

- Marketing policy
- Consumer Protection Policy

Forms and Records

- Student Needs Support Plan

References

[ASQA Users Guide to Standard 1, Clause 1.1-1.4 and 2.2](#)