

STUDENT LEARNING ASSISTANCE POLICY AND PROCEDURES 2023

1 Name of policy

This is the Student Learning Assistance Policy and Procedures 2023.

2 Commencement

This policy commences the day after the day on which it is registered.

3 Policy is binding

Except to the extent that a contrary intention is expressed, this policy binds Navitas Australia Pty Limited (formerly named Study Group Australia Pty Limited) (CRICOS Provider Code: 01682E) trading as Taylors College Sydney (the College), staff, students and affiliates.

4 Overview

This policy and its procedures outline how students enrolled in an AEP course have their various learning needs identified and met by the College in a supportive teaching and learning environment. It aims to ensure all students have the necessary support, skills and knowledge required to complete their course successfully. The Student Disability Policy and Procedures provides further information on support available to people with additional learning support needs due to disability.

5 Application

This policy and its procedures apply to students enrolled in an English Language Intensive Courses for Overseas Students (ELICOS) course delivered by Navitas Australia Pty Limited (CRICOS Provider Code: 01682E) trading as Taylors College Sydney (the College), and to staff and affiliates of the College.

6 Definitions

Academic English Preparation Program (AEP)	means the non-award ELICOS program offered by the by Navitas Australia trading as Taylors College Sydney.
Affiliates	means consultants and contractors to the College, members of the College Committees; and any other persons appointed or engaged by the College.
At risk	means a student that has failed to meet the minimum passing score of 60% in all 4 core skills (Reading, writing, listening and speaking).
The College	The College means Taylors College Sydney, including its staff, affiliates and contractors.

College Director	means the most senior staff member for the College or delegate.
Director of Learning	means the College equivalent of a Deputy Principal responsible for academic, teaching and learning administration and leadership.
Course	means a sequence of academic subjects to achieve stated learning outcomes. An ELICOS course must have a minimum of 20 hours face-to-face scheduled course contact per week.
CRICOS	means Commonwealth Register of Institutions and Courses for Overseas Students.
Delegate	means a person who has been authorised to perform a specific responsibility.
Department of Home Affairs (DHA)	means the Australian Government department responsible for issuance of student visa and provision of student visa services (www.homeaffairs.gov.au).
International student/overseas student	means a person (whether physically located within or outside Australia) who holds or needs a visa with rights to study in Australia, and who has the right to enrol at the College.
Language, Literacy and Numeracy (LLN) Study Plan	means the language, literacy and numeracy requirements to be met by students. means the formal approved plan/agreement for assisting students deemed 'at risk' of not meeting minimum academic standards. It provides additional course progress support and may include English language support, study skills support, welfare support, reduction in course load, increased contact with academic advisors, transition support, or change of course.
National Code	means the National Code of Practice for Providers of Education and Training to Overseas Students 2018 made under subsection 33(1) of the Education Services for Overseas Students (ESOS) Act 2000 (Cth) , which outlines nationally consistent standards for the conduct of registered providers and the registration of their programs.
Student	means a person who is currently an enrolled student in a Taylors College course (this does not include former students).
Student Support Team	means the team who identify and provide ongoing support with overall responsibility for student support needs, and usually the first point of contact for various student needs such as administration, academic and attendance requirements, welfare, student support and translation assistance.
Learning Management System (LMS)	means the system used to record and monitor student learning, support measures and academic progress.
Student Management System (SMS)	means the system used to record student personal information and grades.

7 General principles

- (1) The College aims to provide an accessible and inclusive learning environment that provides adequate learning support for all students, based on identifying individual learning and academic support needs.
- (2) Student attendance at the mandatory orientation program provides an important opportunity for students to receive information about their learning support options.
- (3) The College offers learning support options on an ongoing basis, providing students with a wide range of learning support resources and systems, library and information technology options, and ongoing contact with both academic/teaching and Student Services Support staff.
- (4) Students are appropriately supported and monitored to assist their attainment of minimum academic standards.
- (5) Teacher-to-student ratios do not exceed 1:18 per class

8 Records Management

- (1) Records in association with this policy will be kept in accordance with the Records Management Policy and Procedures. Confidential documents related to the implementation of the policy will be maintained according to relevant privacy requirements.
- (2) Records of students referred for additional academic or English language support are maintained in the SMS.

9 Orientation and transition to studies

- (1) Prior to accepting an offer of admission and during orientation, students are given comprehensive and appropriate course and related information.
- (2) All students are required to attend an orientation program prior to commencement of classes.
- (3) The Student Support Team is responsible for checking student attendance at orientation and for providing a substituted orientation for students approved to arrive late. The orientation and follow up procedures are designed to ensure that all students are appropriately prepared for their course.
- (4) The orientation program covers a range of educational, course planning, independent living and social information sessions to support students. This will include information about key policies at the College.
- (5) Orientation sessions are accompanied by resources posted on the College website and the student LMS.
- (6) The academic sessions include, but are not limited to:
 - (a) LMS and IT systems information
 - (b) course planning
 - (c) how to access individual course advice
 - (d) academic expectations
 - (e) definition and examples of academic misconduct, and the consequences
 - (f) learning support
 - (g) general student support services.

10 Identification of individual student needs

- (1) Learning support is ongoing and available to assist students with the transition to and progression of their studies. The support programs utilise a wide range of resources available on the LMS and in the library. Individual assistance is available from both teaching and specialist support staff.
- (2) Before a course starts, students are provided with information regarding assessment methods and outcomes.
- (3) Students are consistently and appropriately monitored by teaching staff and the student support team to ensure their unique or specific needs are identified and met. Attendance rolls are taken at each class and assignment submissions are monitored.
- (4) The learning support needs of students may arise from issues such as:
 - (a) English language capabilities
 - (b) literacy
 - (c) numeracy
 - (d) study techniques
 - (e) time management and/or organisational skills
 - (f) working with others
 - (g) information technology
 - (h) the requirements of a course.
- (5) Learner support needs may be identified by one or more of the following:
 - (a) poor attendance or poor assessment outcomes
 - (b) failure to submit assessments
 - (c) initial discussions with academic staff during orientation
 - (d) self-referral by a student
 - (e) a lecturer/tutor identifies that a learner is experiencing difficulty, such as by observation in class or upon review of assessment items submitted
 - (f) when a learner seeks assistance from the College
 - (g) a student subject evaluation survey
 - (h) during an interview with a student
 - (i) as part of an intervention strategy agreed between the learner and the student support team.

11 English language and academic support

- (1) At the start of each course, students are assessed or evaluated for their Language, Literacy and Numeracy (LLN) abilities in relation to the course to be undertaken, and where required, additional support is provided.
- (2) Each student's academic progress and attendance is closely monitored. Early assessments and reviews provide feedback to students on academic progress and attendance. If a student is identified as being at risk of unsatisfactory course completion, an intervention strategy is implemented.
- (3) English language and academic support, advice and resources provided to students include, but are not limited to:
 - (a) essay writing;

- (b) report writing;
- (c) referencing;
- (d) avoiding academic misconduct;
- (e) making oral presentations, and
- (f) exam techniques and tips.

12 Library information

- (1) Library information sessions are held during orientation. Additional workshops are scheduled throughout the year to assist students to most effectively utilise the range of library resources, including the available electronic databases. These workshops are designed to improve the information literacy skills of students. Library staff are available throughout library opening hours to give individual assistance and advice to students.

13 Information technology

- (1) Information technology staff are available at each campus to help students with the technology available to them, and with connectivity and technical issues related to accessing their course.

14 Student support team

- (1) The student support team provides regular workshops to assist students to improve their performance. Workshops may cover topics such as:
 - (a) time management;
 - (b) exam preparation;
 - (c) essay and report writing;
 - (d) referencing;
 - (e) avoiding plagiarism;
 - (f) library research, and
 - (g) stress management.
- (2) The student support team is also available for individual counselling of students by referral from staff or self-referral by students. Appointments can be made in person, by email or at the campus reception desk.
- (3) The student support team provides a range of academic and course management advice, from course planning and subject enrolments, to dealing with appeals and progression issues.

15 Academic staff consultation

- (1) Individual student consultations with the subject teacher or other appropriate academics are an integral part of each student's learning experience. The College's weekly teaching pattern provides face to face classes. Further tutorials are scheduled to allow students the opportunity to clarify points of confusion, discuss aspects of the subject in more detail and obtain feedback on their assignments, both in draft form and on completed work.
- (2) The scheduled times of classes are published on the LMS and provided individually to students by email. If a teacher considers that additional times for consultation are required at particular times of the 10-week term, these may be arranged.

- (3) An individual web-based support site enhances each particular subject through the LMS. The subject web page provides students with access to subject resources and includes a 'chat room', 'forum' and group email that facilitate interactivity between students and teachers.
- (4) All students enrolled in a subject have access to the specific subject web page. Following orientation, College staff check to ensure that all students have accessed the LMS and subject web pages.
- (5) All students and teachers have unique College email addresses, with email being the primary communication for academic and administrative information and enquiries. After enrolment students are directed to communicate with the College using their college email address.

16 Students at risk

- (1) Students are required to attain minimum academic standards. Staff enter student assessment marks into the SMS over each 5-week term and monitor students' academic performance against the minimum academic standards.
- (2) At the end of each 5-week term, any student that has failed to meet the minimum passing score of 60% in all 4 core skills (reading, writing, listening and speaking) are deemed at risk of not attaining the grades needed for entry to their Foundation and/or Degree course.
- (3) Students under 18 years of age who are at risk of not meeting the minimum academic standards will be asked to meet with college academic staff to develop a study plan that includes required interventions and learning support. The student's parent(s)/legal guardian(s) will be invited to attend the meeting and sign the study plan. The student will always be required to sign the study plan to confirm their agreement.
- (4) The student support team and student at risk determine what additional support will be provided. Additional support may include, but is not limited to, the student:
 - (a) attending academic skills programs;
 - (b) attending tutorial or study groups;
 - (c) receiving individual case management;
 - (d) attending further counselling;
 - (e) receiving assistance for personal issues which are affecting progress, or
 - (f) a combination of the above.
- (5) Details of any student deemed at risk, the learning support required and arrangements agreed to are recorded in the SMS.

17 Rescissions and replacements

This document replaces the following, which are rescinded as from the date of commencement of this document:

Nil

NOTES

Student Learning Assistance Policy and Procedures 2023

Date adopted: 06 September 2023

Date registered: 06 September 2023

Date commenced: 18 September 2023

Administrator: Principal Executive Officer

Review date: At least once every 5 years from the date of commencement.

Rescinded documents: Not applicable

Related documents:

- (1) Competition and Consumer Act 2010 (Cth)
- (2) Corporations Act 2001 (Cth)
- (3) Education Services for Overseas Students (ESOS) Act 2000 (Cth)
- (4) Education Services for Overseas Students Regulations 2019 (Cth)
- (5) ELICOS Standards 2018
- (6) National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code)
- (7) Privacy Act 1988 (Cth)
- (8) Academic Integrity Policy and Procedures
- (9) Attendance Policy and Procedures
- (10) Critical Incidents Involving Students Policy and Procedures
- (11) Monitoring Course Progress Policy and Procedures
- (12) Records Management Policy and Procedures
- (13) Safety and Wellbeing of Under 18 Students Policy and Procedures
- (14) Sexual Misconduct Policy and Procedures
- (15) Student Code of Conduct
- (16) Student Complaints and Appeals Policy and Procedure
- (17) Student Disability Policy and Procedures
- (18) Student Misconduct Policy and Procedures
- (19) Student Privacy Policy
- (20) Student Progression, Exclusion and Completion Policy and Procedure
- (21) Student Support Procedures