

Student Support

1. Purpose

This policy is to confirm and inform stakeholders of the Australian Online Music Institute's (AOMI) commitment to assisting all students in order to achieve successful completion of their professional development goals via provision of quality training and support services.

2. Policy

It is the policy of AOMI to provide, as appropriate, internal or external support for all students. No charge is made by AOMI to the student for referral to appropriate external support services and every effort will be made to access free or low cost services. The student should be aware that costs directly associated with the delivery of support service will be payable by the student. Students requiring assistance or support should, in the first instance, contact the Student Support Officer.

Internal Support Services Available:

1. **Clients who speak English as a Second Language**
 AOMI trainers are experienced in working with people from culturally diverse backgrounds for whom English is not their first language. The trainers have developed a range of practical devices to assist in overcoming language barriers;
2. **Literacy and Numeracy**
 AOMI trainers are experienced in working with people who require some assistance with literacy and numeracy. Assessments can be tailored to learner types, as required;
3. **Computer Literacy**
 Students needing to enhance their computing skills will be provided with assistance in accessing appropriate computing training. Referral will be at no cost to the student and all costs associated with the training program will be the responsibility of the student;

Revision	By Whom	Date
Reviewed, plus minor rewording.	G Bottrill	9 Aug 17
Reviewed with changes	A Palmer	31 Jul 19
Reviewed, minor changes	A Palmer	20 Sep 20

4. **Personal Counselling**

AOMI trainers and staff are NOT qualified counsellors and therefore are unable to provide personal counselling. Please see below for information regarding referral to an appropriate counselling service;

5. **Academic Mentoring**

AOMI trainers and staff will provide additional academic assistance if a student requires it. This assistance is generally provided out of class hours for groups or in particular circumstances one on one appointments can be arranged.

6. **Recognition of Prior Learning (RPL) & Credit Transfer (CT)**

RPL & CT are available to all students and AOMI trainers and staff will provide students assistance to prepare for RPL or Credit Transfer.

7. **Study Skills & Assignment Preparation**

AOMI trainers and staff will provide students with assistance to develop their self-directed study skills and assignments.

8. **Employment Pathway Guidance**

AOMI trainers and staff will provide students with career pathway information.

9. **Library Services**

Assistance will be provided to students to register for and use the services of an appropriately located library facility if required.

Assistance will be provided in identifying and accessing appropriate web-based information sources.

External Support Services

No charge is made by AOMI to the student for referral to appropriate external support services and every effort will be made to access free or low-cost services. The student should be aware that costs directly associated with the support service will be payable by the student.

- **Academic Counselling**

AOMI will provide additional academic mentoring support for those students who require particular levels of assistance

Students who require higher levels of support will be referred to an external

specialist i.e. language, literacy and numeracy, mathematics, etc. This support is arranged on an as needs basis.

- **Personal Counselling**

AOMI will provide students with and assist them to access reasonable counselling options.

Generally, students less than 18 years of age are referred to DCS for personal counselling.

- **Financial Counselling**

AOMI will provide students with and assist them to access reasonable counselling options.

Students less than 18 years of age, without family support, should be referred to DCS.

- **Legal Services**

AOMI will provide assistance in the identification of appropriate legal services should a student require them for any purpose. Wherever possible and appropriate referral will be made to any available local free legal services.

- **Addiction Support Services**

Where a student has been identified as or has identified themselves as requiring assistance in regards to an addiction the Student Support Officer will assist them to access an appropriate service

3. Responsibility

Student Services Officer

It is the responsibility of the Student Support Officer to ensure that:

- appropriate support services are available for students;
- students are clearly informed as to the services that are included in fees and those that the students would be required to pay for;
- approve all external support services prior to arrangements being finalised;
- Trainer/Assessors are fully informed in regards to student support services;
- Trainers/Assessors are appropriately trained to conduct support services;
- Trainers/Assessors and other staff are aware that they are not to provide counselling services and the consequences of doing so.

Trainers & Assessors

It is the responsibility of Trainers/Assessors to identify learning or language difficulties and to advise the Student Support Officer to facilitate support and intervention at the earliest possible time.

AOMI Trainer/Assessors are not qualified counsellors and therefore there is not an expectation that they have the capacity to identify personal or financial issues. However, the relationship between a Trainer/Assessor and student should be one of openness and trust and if a student confides such issues to their Trainer/Assessor the Trainer/Assessor is responsible for encouraging and assisting them to access appropriate assistance through the Student Support Officer.

Counselling is a qualified and licensed professional and Trainer/Assessors providing personal counselling to students face disciplinary action.

Child Protection

Under the Child Protection Act 1993 it is the legal duty of care of all employees working with minors to notify appropriate authorities of suspected Child abuse. This is called Child Safe Environments and all people working/volunteering with young people below the age of 18 years must undertake and keep updated this training. It is the staff member's responsibility to comply with this requirement. No internal records or conversations regarding such issues are permitted.

It is the responsibility of the student to identify learning and language or other supports they may require and advise MTA as soon as possible and to accept assistance offered.

4. Access

All AOMI students have access to the Student Support Officer and all support mechanisms and networks

This Policy will be reviewed every two years.



William Palmer
CEO
30th September 2020