

1. Purpose

This policy relates to students enrolled by the divisions of Niche Education Group Pty Ltd (Niche) and by its Training Partner Organisations (TPOs), including:

- Australasian Academy of Cosmetic Dermal Science (AACDS),
- Australian College of Beauty Therapy (ACBT),
- Australian College of Specialist Make-Up (ACSM),
- Australasian College of Massage & Myotherapy (ACMM), and
- all current TPOs who advertise, market deliver and assess on behalf of Niche Education in relation to Niche's Scope of Registration.

The purpose of this policy and procedure is to ensure that Niche Education Group Pty Ltd (Niche) takes a consistent approach to ensuring that the support needs of each individual learner are determined prior to enrolment, and access to the required support is provided to individual learners throughout their training, regardless of whether the learner is enrolled to train with one of the divisions of Niche, or with one of its Training Partner Organisations (TPOs). All Student Support Services provided by Niche and its TPOs are delivered in accordance with all regulatory and contractual obligations, specifically the Standards for Registered Organisations (RTOs) 2015.

2. Definitions

For the purposes of this document the following applies:

Training Partner Organisations - any organisation that provides services on behalf of Niche Education Group Pty Limited, including training, assessment, related educational and support services, and/or any activities related to the recruitment of prospective domestic Students. As the lead Registered Training Organisation (RTO) under such arrangements, Niche Education Group Pty Limited (Niche) is responsible for ensuring all such services provided are in accordance with statutory obligations.

RTO - Registered Training Organisation

Niche - Niche Education Group Pty Ltd, ABN 29 166 420 369

Student - refers to a person enrolled or seeking to enrol in any course or unit of study at Niche or at one of its TPOs. A student or a potential student can be either a domestic or overseas student. For the purpose of VET Fee Help / VET Student Loans, the term 'student/s' refers to all persons enrolled or seeking to enrol in a unit of study that meets the course requirements under subclause 45(1) of Schedule 1A of the Act who are, or would be entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act or who have gained enrolment into a Niche course whether delivered directly or through a Training Partner Organisation.

Pre-enrolment Interview – Refers to the formal interview of each student prior to enrolment. The pre-enrolment interview is used to determine each student's competency levels at the time of enrolment and is used to assist the divisions of Niche and its TPOs with tailoring your each student's training plan. The pre-enrolment interview also helps the divisions of Niche and its TPOs to identify skills recognition and credit transfers when students are applying to enrol into a vocational education course.

Language, Literacy & Numeracy - refers to five core skills; learning, reading, writing, oral communication and numeracy. These five core skills have been identified by the Australian Core Skills Framework (ACSF) as the essential skills for individuals to hold to participate effectively in society including the workplace and education sector.

Reasonable Adjustment - Reasonable adjustment in VET is the term applied to modifying the learning environment or making changes to the training delivered to assist a learner with a disability.

Reasonable adjustment is unique and is assessed on a case-by-case basis and may include:

- changing classrooms to be closer to amenities
- installing a particular type of software on a computer for a person with vision impairment
- note-taking support,
- course material in alternate formats—electronic, large print, braille
- use of laptop for assessments
- extra time or extensions for assessments
- alternate assessment tasks
- ergonomic chair/desk
- use of assistive technology
- an Auslan interpreter, or
- other adjustments

VET - Vocational Education and Training

The Act refers to the *Higher Education Support Act 2003*

3. Responsibility

The Chief Executive Officer (CEO) is responsible for implementation of this policy and procedure and ensuring all staff of Niche and its TPOs are fully trained and aware of their obligations in relation to providing Student Support Services, are made aware of the availability of this policy and the services mentioned therein.

4. Policy

It is the policy of Niche to ensure that it helps and supports all learners to identify and achieve their desired outcomes in accordance with requirements outlined in the Standards for RTOs 2015, regardless of whether the training and assessment is delivered by a division of Niche, or by one of its TPOs.

Niche requires its TPOs to identify the support needs of all learners, and to provide the same level of support to all learners.

Niche has determined in its strategic statement that until further notice that it will not enter any agreements with new TPOs.

To meet these requirements Niche will ensure that it conducts a comprehensive pre-enrolment interview for all students enrolled both through Niche and through its TPOs, prior to enrolment to ensure suitability of individual students for particular training programs. This pre-enrolment interview will include a comprehensive Language Literacy and Numeracy Assessment, which will be used to determine any individual support, or reasonable adjustment that may be required throughout the duration of the training program. Where the need for additional support is identified, Niche will work with individual students to ensure that support which may include the following, is provided:

- Language, Literacy and Numeracy (LLN) support
- Reasonable Adjustment
- Referral to external specialist organisations and/or agencies
- other mechanisms, such as assistance in using technology for online delivery components.

If the required support involves an external organisation or agency and/or attracts an additional cost, this will be the responsibility of the learner. Niche ensures that this is made clear in student pre-enrolment information.

All delivery, assessment and instruction are carried out in English unless otherwise stated.

Niche fosters a diverse, flexible and inclusive training environment. We encourage Indigenous Australians, people with disabilities, women and men along with culturally and age diverse applicants to apply.

5. Procedures

Pre Training Review

Niche requires all students to complete a pre-enrolment interview prior to enrolment, which will be used to determine individual students' suitability to enrol into a training program. This is regardless of whether the student is enrolling directly through a brand of Niche, or through one of its TPOs.

The pre-enrolment interview also contains a Language, Literacy and Numeracy Assessment, which is detailed below.

Language, Literacy & Numeracy

All students are required to participate in a pre-enrolment interview, where the representative of Niche, or its relevant TPO will observe the students use of Language, Literacy and Numeracy.

The TAS and Admissions Requirements section from the course overview published on the website(s) of the divisions and LPOs of Niche clearly outline the specific entry requirements for each course (*including any required assessment of applicants LLN*).

If any applying students self-declare a learning difficulty or disability they are required to undertake an LLN Assessment via the online ACER LLN Assessment Portal (regardless of which course they are seeking to enrol into, and regardless of any previous study that the applicant may have undertaken).

The LLN assessment will be used to determine any support that may be required for each individual student throughout the training program.

Language, Literacy and Numeracy Referral Service:

If a student is determined to have having difficulty with language, literacy and numeracy skills (either identified through the LLN Assessment by self or lecturer), the Student Support Officer and the relevant lecturer will provide whatever assistance is appropriate reasonable and equitable. This service is at no charge to the student.

If further assistance is required, a student may be referred to a specialist from the following providers:

- TAFE International WA: 08-9320 3746
(English for International students)
- Dyslexia Speld WA Inc. 08-9474 3494
- Reading and Writing Hotline 1300 655 506

English Language Intensive Courses for Overseas Students (ELICOS)

Aspect College 1325 Hay Street, West Perth, WA, 6005 Ph: 08-9322 4136 Email: australia@aspectworld.com.au	Perth International College of English Level 2, 100 Murray Street, Perth City, WA, 6000 Ph: 08-9221 2295 Email: info@pice.com.au
Cambridge International College 297 Hay Street, East Perth, WA, 6004 Ph: 08-9221 9990 Email: cicp@cambridge.com.au	Phoenix Academy 223 Vincent Street, West Perth, WA, 6005 Ph: 08-9235 6000 Email: info@phoenix.wa.edu.au Web: www.phoenix.wa.edu.au
Centre for English Language Teaching The University of Western Australia 35 Stirling Highway, Crawley, WA, 6009 Ph: 08-6488 3539	Language Links 90 Beaufort Street, Perth, WA, 6000 Ph: 08-9328 1266 Email: enquiries@languagelinks.wa.edu.au

Email: celtinfo@celt.uwa.edu.au	Web: www.languagelinks.wa.edu.au
ECU International English Centre Churchland Campus, Pearson Street, Churchlands, WA, 6018 Ph: 08-9442 1402 Email: iec@ecu.edu.au	St Marks International College 375 Stirling Street, Perth, WA, 6000 Ph: 08-9227 9888 Web: www.stmarksp Perth.com.au

Please note that the above services are not within the scope of Niche and may incur a fee from the provider

Reasonable Adjustment

Where student support needs are identified as part of the pre-enrolment interview and/or LLN assessment, or at some other point during the students progress through the course, Niche and/or its TPOs may decide to make “reasonable adjustment” concerning the assessment process for individual students, ensuring that the quality and compliance of assessment are not compromised. Alternatively Niche, or its TPOs offer one-on-one support for the interpretation of course material. This will depend on the level of support required and the outcomes of the pre-enrolment interview.

The level of support to be provided to individual students and/or any reasonable adjustment to be made to the assessment will be documented and information passed on to the individual student’s trainer assessor to ensure that appropriate support is provided throughout the delivery and assessment period.

A copy of the documented evidence will be kept in the student file.

Students will be provided with reasonable adjustments wherever possible and where reasonable adjustments will not cause unjustifiable hardship to Niche or its TPOs.

If the learner has difficulty with	Recommended adjustments to be made
Concentration	Rest breaks Additional time Variety of assessment methods Separate venue for assessment if learner becomes too distracted by movement and other learners
Hearing verbal information	Facing the learner and speaking clearly Producing all relevant information in writing Assistive technology (<i>cost to be borne by student</i>) Sign language interpreter (<i>cost to be borne by student</i>)
Spelling and/ or Grammar	A scribe Additional time A computer with spelling and grammar checks or any literacy software Alternative assessment methods
Numbers of numerical concepts	Additional time A calculator Assistive technology
Reading standard sized print	Assistive technology Oral assessment or recorded questions/ answers

	<p>A reader Enlarge font printouts Special lighting</p>
Anxiety or exam related stress	<p>Additional time Separate venue for assessment Online assessment Presentations recorded instead of presenting in front of a class</p>
Writing quickly	<p>Rest Breaks Additional time A scribe Provide student with notes</p>
Oral communication	<p>Additional time An interpreter (<i>cost to be borne by student</i>)</p>
Mobility	<p>Suitable furniture (<i>cost to be borne by student if customer furniture is required</i>) Adequate space for equipment and support personnel</p>

An adjustment is reasonable if it meets the needs of the student with a disability or special circumstances without impacting on other students or staff at Niche, or its TPOs. To determine if an adjustment is reasonable, the following must be considered:

- the student's disability and / or any barriers or challenges that affect that student
- the views of the student (or the student's advocate) about the potential adjustments required
- whether the adjustment will impact on the academic standards or requirements of the training package
- what advantages or disadvantages the adjustments may create for the people affected by it
- the costs and benefits of making the adjustment.

The following standard arrangements may be recommended after considering the student's special needs:

All reasonable adjustments made to a particular student's assessment will be documented in the reasonable adjustment form, and evidence kept in the student file.

Candidates with A Disability Or Special Needs

A person with a disability or special needs has the right to study at Niche in the same way as any other student.

Niche is committed to meeting its obligations under the *Standards for Registered Training Organisations (RTOs) 2015*, *The Disability Discrimination Act (DDA) 1992* and the *Disability Standards for Education 2005* when providing services to students who may have a disability. We are committed to offering people with a disability the same educational opportunities as everyone else.

Study Skills

If a student is having difficulty with study skills (either identified by self or lecturer), private one-on-one tutoring with the relevant lecturer or assessor can be made available. A student must contact the Student Support Officer to arrange a suitable time for the support. This service is at no charge to the student.

If a learning difficulty becomes apparent and further in-depth assistance is required, the student may be referred to a specialist tutor. This service is not within the scope of Niche and may incur a fee from the provider.

Students are encouraged to talk to their trainer & assessor or Student support staff at any point in time if they feel Niche or its TPOs could support them better in any way throughout their studies. Further support that may be arranged may include:

- Mentoring
- Disability Support
- Tutoring
- Telephone/email learners support
- Personal Counselling
- Study Skills Program

Students can gain additional support from the following organisations:

- **Language, Literacy & Numeracy Support**
 - Centrelink Literacy & Numeracy Support - 132 850
 - Reading Writing Hotline – 1300655506 <http://www.readingwritinghotline.edu.au/>
- **Drug & Alcohol Services**
 - Alcoholics Anonymous – 1800 888 236
- **Language Interpretation**
 - Telephone Interpreter Services - 13 14 50
- **Family Assistance**
 - Department of Human Services 1300 650 172 (This includes: Health, Housing, Child Protection and Disability)

Counseling Support

If a student experiences difficulty completing studies due to personal issues, the Student Support Officer will provide whatever assistance is appropriate reasonable and equitable. This service is at no charge to the student.

Internal and external counseling services are available to students so they may receive advice in the following areas:

- personal, emotional and cultural issues.
- study skills
- education information
- applications for further study
- information on student visas, student health cover and international student's (studying directly with Niche) obligations should refer to The Department of Immigration and Broader Control and The Education Services for Overseas Students (ESOS)
- issues relating to accommodation options, such as homestay

Niche Student Support Officer is responsible for all support services including counseling to overseas students.

Niche Student Support Officers are:

Linda Sim

Ph: 08-9328 6760

Ph: 0428 944 431

Katrina McIntyre

Ph: 08-9228 4611

Jacqueline Kelly

Ph: 08-9328 6760

External counseling services are listed below.

Relationships Australia Ph: 08-9489 6363 or 1300 364 277 email: info@wa.relationships.com.au	Baptistcare Pathways Counseling and Family Service Ph: 1300 660 640
Life-line 24 hour Crisis Telephone Counseling Ph: 131 114	Institute of Accredited Clinical Psychologists Ph: 1300 788 348
Pregnancy Counselling Australia Ph: 1300 139 313	Legal Aid WA Ph: 1300 650 579

6. International Students

Accommodation in Australia

Australia has a wide variety of student accommodation to suit different budgets and needs. International Students can choose to live with an Australian family or in shared rental accommodation with other students or friends.

Niche Education Group Pty Ltd (Niche) provides help to international students in finding accommodation, understanding leases and tenancy agreements.

Temporary accommodation can be arranged prior to the student's arrival, giving the student time to investigate the various styles of accommodation available.

Finding the right place to live involves consulting Niche, gaining advice from friends, and checking local newspapers advertisements and student support agencies such as Perth Education City <http://studypertth.com.au/live-perth/accommodation>

Accommodation choices include:

Homestays: International Students live with an Australian family gaining valuable English language conversation skills and experiencing the unique and friendly Australian culture and lifestyle.

Rental houses and rooms: International Students seeking independence may prefer rental accommodation and can choose to share with friends or other students to share living expenses.

Other: Hostels, Guesthouses and Hotels offer alternative accommodation for international students.

Flexible Pathways

The Australian Qualifications Framework (AQF) is a national system of learning pathways linking universities, vocational education and training. The AQF structure allows students to move easily from one level of study to the next and from one institution to another subject to visa restrictions. Further study and/or career option advice is contained in your specific course information or is available from Student Support Officers at Niche .

Additional Information

The Council of International Students in Western Australia offers free support and advice for overseas students studying and living in Western Australia.

Email: info@ciswa.com
Website: www.ciswa.com
Postal Address: P O Box 190, Maylands WA, 6931
Phone: 08-9325 4156
Fax: 08-9325 4693

The "Insider guides" is a free useful downloadable booklet for students offering extensive information for International Students in regard to living and studying in Perth. <http://www.insiderguides.com.au/perth/#>

7. Statutory and Regulatory Compliance

The following Standards, Legislative Requirements and Contractual Obligations are relevant to this policy and procedure:

- National Vocational Education and Training Regulator Act 2011.
- Standards for RTOs 2015
 - Clause 1.7
- High Education Support Act (HESA) 2003 (Cth)
- Higher Education Support Amendment (VET FEE-HELP Reform) Act 2015;
- VET Fee Help Guidelines 2015
- VET Student Loans Act and legislative instrument (2016)
- Privacy Act (1988)
 - Australian Privacy Principles (APP) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (C'Wlth),
- Australian Consumer Law (ACL)
- National Code under the Education Services for Overseas Students Act 2000 (Commonwealth);
- National Code 2007 Disability Discrimination Act 1992, Available at URL:
<https://www.comlaw.gov.au/Details/C2015C00252>
- Disability Standards for Education 2005 (Plus Guidance Notes), Available at URL:
<https://education.gov.au/disability-standards-education>

8. Related Policies and Procedures

- Application Form
- Pre-Enrolment Interview Checklist
- Student Enrolment Form
- Student Handbook
- Student Training Plan
- LLN Assessment
- Monitoring Student Progress and Intervention Process V3.0

9. Publication

This *Student Support Services Policy and Procedure* will be made available to Students through publication on the website www.nicheducation.com.au and will also be available in the student handbook and from the Niche reception.

Policy Version Details	
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Approved by:	Linda Sim
Position:	CEO