



## SYDNEY FILM SCHOOL

Name	Support Services		
What is the purpose of this policy?	To ensure that students studying at Sydney Film School ( <b>SFS</b> ) receive support services that meet their needs.		
Version	#3	Next review	July 2017
What law applies?	The RTO Standards 2015: Clause 1.7.		
Who is affected by this policy?	Who has rights?	Who has responsibilities?	
	Students	Student Support Officer (this role is held by the Diploma Course Coordinator)	

### Policy

SFS determines the support needs of students and provides students with the necessary educational and support services necessary for the student to complete the requirements of the course.

SFS will consider if any students have needs related to:

- relevant prior training and/or employment;
- educational background;
- learning styles;
- physical or intellectual ability;
- language, literacy and numeracy levels;
- residential location;
- cultural or ethnic background;
- socio-economic factors; and
- family issues.

### Procedure

#### Identifying student needs

During the application process and throughout their enrolment, SFS offers students the opportunity to raise any needs they may have, which may affect their learning or assessment.

SFS may obtain information about student's needs from:

- enrolment information;
- selection interview;
- trainer and staff observations;
- Unit of Study Review meetings.

Students can also contact the Student Support Officer at any stage throughout the course.

### **Dealing with Student Needs**

Once a student has been identified by SFS as requiring additional support, the Student Support Officer (SSO) will arrange a meeting with the student to discuss their needs and develop a strategy to assist the student. The outcome of these meetings will be recorded in the Student Needs Register.

The SSO will also arrange, if applicable, a consultation session with relevant staff members to inform them of the strategy.

### **Support Services Offered**

As part of the support strategy, SFS will refer the student to a relevant support service.

#### *Internal Support Services*

- Academic Counselling session – refer to SFS' *Monitoring Course Progress Policy and Procedure*
- Language, Literacy and Numeracy support session – refer to SFS' *Language, Literacy and Numeracy Policy and Procedure*
- Well Being Counselling session – run by the Student Support Officer and relevant staff e.g. Director of Education, relevant trainer. These sessions are aimed at dealing with student's adjustment to the course, conflict resolution, managing disappointment, time management, adjusting to a new culture etc.

#### *External Support Services*

As part of the support strategy, the SSO may refer the student to a support website or contact. The SSO will then arrange a follow up meeting to review the student's progress with the external support websites or contacts.

In some circumstances, the SSO will refer the student to an external support service provider e.g. a counsellor.

SFS will monitor events occurring in the countries from which its current international students have travelled to promptly respond in the event of a critical incident in those countries.

In SFS will treat information and documents concerning the student services outlined above in accordance with its *Privacy and Personal Information Policy and Procedure*.

### **Version Control**

<b>Approved by</b>	<b>Version #</b>	<b>Date</b>
Policy and Procedure Committee	1	26 March 2015
Education Operations Interface	2	1 July 2015

Policy and Procedure Committee	3	30 July 2016
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