



MEDICAL  
ADMINISTRATION  
TRAINING

## MAT0008 Student Support Policy and Procedure

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## INTRODUCTION

As a Registered Training Organisation (RTO) Medical Administration Training (MAT) are dedicated to providing students the proper level of ongoing support and any additional advice or assistance required to meet specific student needs. This helps maintain student satisfaction and encourages successful progression and completion.

## POLICY PURPOSE

The purpose of this policy is to ensure that all students are given support while studying with Medical Administration Training. The support includes both academic support and personal support and this document sets out the procedures for the RTO to ensure access and equity for students and maximise student outcomes by providing support services before enrolment and throughout our courses. The following procedures ensure that students are made aware of their responsibilities and the support available.

## SCOPE

This policy applies to all staff comprising of the RTO Director, RTO Manager, Trainers/Assessors, and the Administration and Support team as well as all enrolled students of the RTO.

## RESPONSIBILITIES

The RTO Manager ensures all requirements of this Policy and Procedure are met.

## IDENTIFICATION OF STUDENT NEEDS

The RTO staff are responsible for identifying students' needs throughout the enrolment process, coursework and any interaction that a staff member may have with a student. It is the responsibility of the course trainer and support team to monitor student progress and notify the RTO Manager of any needs that are identified.

Learning support needs of students may arise from issues associated with, but not limited to, the following:

- English Language
- Literacy and Numeracy
- Access to materials and equipment
- Study techniques
- Time management
- Organisational skills
- Knowledge and understanding of subject
- Validation of current competencies
- Disabilities, illness or injury
- Hardship and health issues
- Fee payment concerns

## PRE-ENROLMENT

Students need to make an informed decision to study. MAT provide clear and accurate information to prospective students before enrolment via our website, course information guides, calls, emails, advertising, and the student handbook. This helps potential students to decide if the proposed online delivery mode, and VET course are right for them.

### Pre-enrolment support

Students requiring additional support to understand the pre-enrolment information requirements will be contacted via phone by our support staff. The support staff will assist the student in understanding the student information, the course information and fees and charges.

## POINT OF ENROLMENT

Once a student has expressed interest in enrolling with Medical Administration Training, they are to complete a course suitability questionnaire. This is to check the following:

- The student has been fully informed of and understood the qualification/course they are enrolling in. Including:
  - The fees and charges associated with the course
  - How long they have to complete the course
  - Entry requirements of the course
  - The resources required to complete the course
  - Assessment methods used in the course (including Credit Transfer and RPL)
  - The Language, Literacy, and Numeracy (LLN) requirements for the course
  - The digital skills required to complete the course
  - Education/study pathways

Information about the student is captured on the enrolment form via the AVETMISS questions on language and cultural diversity, as well as any impairment which may affect the student's progress. Any mandatory information must be completed for the enrolment to be processed.

- Students are given the chance to amend any stated support needs information prior to enrolment.
- All statistical information is recorded in the Student Management System, for reference by the Training and Support team.

## POST ENROLMENT AND ONGOING ASSESSMENT

Student support needs may be identified, but are not limited to:

- By poor attendance or poor assessment outcomes
- During discussions with academic or support staff
- When a student seeks assistance from the student support officer or trainer or any other staff
- During an interview with a student

## COURSE SUPPORT STRATEGIES

Specific strategies to support students in their study include:

- Provision of training schedule – which includes a list of the subjects to be completed and assessment due dates
- Assistance when applying for RPL and Credit Transfer
- Fee payment options and access to payment plans
- Fostering an environment that encourages open two-way communications
- Encouraging students to work at their own pace
- Applying the principles of reasonable adjustment to training and assessment
- Providing LLN and technical support to assist with industry specific terminology and technology
- Providing support for identified learning or other issues in an appropriate and timely fashion.
- Monitoring of student course progression in order to provide timely intervention and appropriate support
- Referral to external support specialists as necessary.

### Student Orientation

At the beginning of a course of study the students are given an online orientation which includes the following:

- introduction to the student portal
- study tips
- instructional video on how to move around the learning management system (LMS)
- guidance on answering written assessment questions
- instructional video on how to complete online assessment

### Student Engagement

Our online students can easily engage with their trainers and support team.

To support student engagement our staff:

- inform students how to seek support when required
- check in with students
- Review feedback forms provided by students
- promote positive communication
- give prompt feedback
- encourage real-time interaction
- consider creating a Student Support Plan (if required)

## Student Progress

Students are responsible for maintaining appropriate progression throughout the course enrolment. If they have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course they should contact the nominated student support officer.

Students are able to gain advice and support in ensuring they maintain appropriate academic levels, attendance levels, and general support to ensure they achieve satisfactory results in their studies.

All students' progress is periodically monitored, and guidance and support provided where non satisfactory results are identified.

## Nominated Student Support Officer

Whilst all staff employed by Medical Administration Training have the responsibility to provide support to all students, MAT nominates a 'Student Support Officer' who shall be available to all students, on an appointment basis, through the standard RTO hours of operation.

The Student Support Officer has access to up to-date details of the student in both the Student Management System and Student Learning System. Currently the role and responsibility of the 'Student Support Officer' is maintained by the person detailed below:

Name:	Designation	Phone	Email
Hannike Glen	Student Support Officer	1300 887 082	support@medtrain.com.au

## Student support plan

Where a student is assessed as needing support, the Trainer or Support Officer ensures a Student Support Plan [CLICK HERE](#) is developed outlining the appropriate support mechanisms based on preapproved strategies.

A Student Support Plan will be put in place in the following situations:

- If the student discloses a disability or medical condition on enrolment or throughout the course
- Where significant Language Literacy and Numeracy (LLN) issues are identified
- Where significant Digital Literacy issues are identified
- If student progression reports identify progression concerns. In such instances the RTO will contact the student and discuss if additional support needs are required
- If a student welfare issue has been identified
- At the student's request

The completed Student Support Plan is to be saved into the student file on the student management system

Review of Student Support Plan is to take place

- Full Certificate Students – 3 monthly (5approx..) or as agreed
- Short Course Students – every two weeks or as agreed

If the student progression is non-existent, the matter is to be referred to The RTO Manager.

## Keeping students informed

MAT will notify students as soon as practicable when any change occurs that may affect the services that are being providing to them.

This includes any changes to the educational and support services identified in accordance with clause 1.7 of Standards for Registered Training Organisations (2015) as well as:

- any change in ownership of the RTO
- Any changes to or new third-party arrangements for the RTO put in place for the delivery of services to those students.
- Any changes in schedules/ change of premises
- Any actions taken by ASQA towards Medical Administration Training that may affect progression

## NON-ACADEMIC SUPPORT

### PERSONAL/SOCIAL ISSUES

There are many issues that may affect a student's health, social or personal life and students have access to the Support officer through normal business hours to gain advice and guidance on personal issues, welfare and support issues, stress management or family / friend issues.

Where student issues are beyond the expertise of the support services provided by Medical Administration Training, they will be referred to external agencies for specialised support and counselling.

### STUDENT SUPPORT SERVICES REFERRAL LIST

The links below are to organisations that may be able to provide students experiencing Language, Literacy and Numeracy (LLN) issues with specialist support and advice:

- [Reading Writing Hotline](#).
- [Madac Australia](#)

The links below are to organisations that may be able to assist students that require foundation skills training:

- [Madac Australia](#)

The links below are to organisations that may be able to provide students experiencing Digital Literacy issues with specialist support and advice:

- [Digital Literacy Licence](#)

The links below are to organisations that may be able to provide students experiencing feelings of stress, anxiety, and low mood with specialist support and advice:

- [this way up](#)

The links below are to organisations that may be able to provide students who might be experiencing domestic, family or sexual violence with specialist support and advice:

- [DV Connect— 1800Respect](#)

The links below are to organisations that may be able to provide students who might be experiencing drug or alcohol addiction with specialist support and advice:

- [Lives Live Well](#)
- [Lifeline](#)

The links below are to organisations that may be able to provide students who might be experiencing problems in their lives with specialist support and advice:

- [Beyond Blue](#)
- [Relationships Australia](#)
- [The Salvation Army – Financial Counselling](#)
- [Reach Out](#)
- [Lifeline](#)

There is no cost to access student support services provided within Medical Administration Training. There are also no costs for a referral to an external support service however accessing services outside Medical Administration Training may incur costs and will be informed to student at the time of enrolment or prior to engaging external support services whichever comes first.

## SPECIAL CONSIDERATIONS

Students who experience unforeseen circumstances or have special needs that affect their performance in an assessment may be eligible to apply for a special consideration.

Special consideration may apply to students who during training or assessment experience one of the following circumstances:

- Major illness or psychological conditions for example, hospital admission, serious injury, severe anxiety or depression
- Bereavement
- Hardship/Trauma for example, victim of crime, sudden unemployment
- Other exceptional circumstances (to be assessed on application)

Students wishing to apply for special consideration in the above circumstances may do so in writing addressed to the RTO Director. The application must include proof of circumstance (e.g., medical certificate, death certificate, police reports etc)

Approved applications for special consideration may be subject to one of the following outcomes:

- Extension of submission date (not beyond 6 months)
- Deferred Assessment
- Withdrawal from course without penalty



## DECISIONS, NOTIFICATION AND RECORD KEEPING

Student support strategies are recorded on the Student Support Plan and saved in the student's file on the student management system.

All student monitoring of progress is recorded in the student's file on the student management system.

Outcomes of special consideration applications must be noted in the Student Management System.

The RTO staff and Trainers will record any conversation undertaken with a student, including discussions about providing extra support, reasonable adjustments or referral to Student Support Services in the student's file on the student management system.

## STUDENT PROGRESSION REQUIREMENTS

Students undertaking an accredited course, training package qualification, or non-accredited course must make satisfactory progress in their academic performance.

To maintain satisfactory course progress students must accomplish, throughout their period of enrolment, all of the following:

- Students completing full qualification courses are required to submit their course assessment material as per their training schedule.
- Students completing short courses are required to fully complete and submit their course assessment material on or before their enrolment end date.
- Students must respond within 7 days or sooner to any correspondence sent to them by MAT relating to their course progression and/or enrolment.
- Students are required to communicate to MAT as soon as possible any issues that prohibit their course progression or completion.
- Students who are identified as being 'at risk' under this policy will move sequentially between the intervention phases 1, 2 and 3.
- Students who move through to phase 4 and are identified as making unsatisfactory course progression will have their enrolment terminated.

Medical Administration Training Pty Ltd Trainers, Student Administration and Support Services staff will monitor each student's course progress to identify students at risk of disengagement and unsatisfactory course progression.

## INTERVENTION PHASES

There are 4 phases of intervention in the management of unsatisfactory course progression. These phases are:

### Phase 1: Course Progress Caution Alert

At the first indication of a student being identified as at risk of disengagement or unsatisfactory course progression a **Course Progress Caution Alert email** will be sent to those students to inform them:

- a) They may be at risk of performing unsatisfactorily in their course progress
- b) Of support services available to them
- c) Of the consequences of moving to intervention Phase 2 and 3 of unsatisfactory course progression
- d) Of the requirement to complete the MAT Participant Self-Evaluation Questionnaire this is to identify areas that may be impacting on their progress.

Criteria to identify these Students may include:

- Failure to access the Learning Management System for the unit
- Inability to complete studies within a reasonable/expected timeframe as per the training plan and/or enrolment
- Failure to submit or resubmit an assessment task
- Not yet competent result
- Demonstrated difficulty with the English language in written or spoken form

### Phase 2: Unsatisfactory course progression Notification

Student continuing to display behaviours that signal they are disengaged and “at risk” will be **emailed an unsatisfactory course progression notification** to inform them:

- a) Rectification is required and they may be required to show cause.
- b) Rectification is required and they may be put onto a conditional enrolment.
- c) Of support services available to them.
- d) Of the consequences of moving to intervention Phase 3 and 4 of unsatisfactory course progression.
- e) To contact MAT within 7 days to discuss the matter.

Indicators to identify these students may include:

- Failure to rectify their unsatisfactory course progression
- Failure to respond to first course progress caution alert
- Failure to access the Learning Management system for the unit
- Failure to submit or resubmit an assessment task
- Not yet competent result/s
- Demonstrated difficulty with the English language in written or spoken form
- Failure to communicate with MAT
- Negative interaction with MAT staff and Trainers
- Inability to complete studies within a reasonable/expected timeframe as per the training plan and/or enrolment

### Phase 3: Show Cause Submission

The third phase of the intervention identifies students who have made unsatisfactory course progression with no rectification.

If the student has been notified that they have made unsatisfactory course progression and moved through Phase 1 and 2, the student will be invited by **mail** and **email** to make a **show cause** submission to the Director of Medical Administration Training Pty Ltd as to why the RTO should allow their enrolment to continue.

The show cause invitation should inform the student:

- a) The reasons they have been asked to make a show cause submission
- b) How to submit the show cause submission
- c) They have 10 business days from the date of notification to submit the show cause letter
- d) Show cause submissions should contain as much relevant information as possible to help MAT reach a decision, including:
  - any compassionate or compelling reasons for the student's previous performance, supported by documentary evidence
  - how the student intends to improve their academic performance if permitted to continue their studies
- e) Students who are asked to show cause may have conditions placed on their continued enrolment; or have their enrolment cancelled.

### Phase 4: Cancellation of enrolment

Students whose enrolment is cancelled due to unsatisfactory course progression will be excluded from the RTO for a period of 24 months.

MAT reserves the right to cancel any training and/or assessment agreement with a student whose enrolment has been cancelled due to unsatisfactory course progression, without refund of fees.

Written advice of cancellation will be given to the student within 5 business days of decision. Where the student is under 18 years of age, notice will also be given to the parent/guardian.

If a student's training fees have been authorised and/or paid by a third party such as an Employer, Employment Service provider or Disability Employment Service (DES) and the student's enrolment is cancelled, the relevant third party will be notified of the cancellation.

The student has the right to appeal the cancellation decision within 30 days from notification date under the Complaints and Appeals Policy and Procedure.

## PROCEDURE

This procedure lists the actions required to identify, monitor, intervene and support students 'at risk' of disengagement and unsatisfactory course progress.

Review of Student course progress	
Who	Actions
<b>Trainers and/or Administration and Support Staff</b>	Week 4 of enrolment: Halfway SMS sent to students completing short courses.  Student progress records are to be reviewed every 12 weeks.  <b>Reviews conducted:</b> <ol style="list-style-type: none"> <li>1) Activity and/or LMS login</li> <li>2) Student correspondence records</li> <li>3) Student competency result records</li> </ol>

Should relevant intervention and support strategies be required commence the below.

Phase 1 - Course Progress Caution Alert	
Who	Actions
<b>Trainers and/or Administration and Support Staff</b>	At the first indication of a student being identified at risk of disengagement or unsatisfactory course progression a <b>Course Progress Caution Alert</b> email will be sent to those students identified as showing the early signs of poor course progression to inform them: <ul style="list-style-type: none"> <li>• They may be at risk of performing unsatisfactorily in their course progress;</li> <li>• Of support services available to them</li> <li>• Of the requirement to complete the MAT Participant Self-Evaluation Questionnaire this is to identify areas that may be impacting on their progress.</li> <li>• Of the consequences of moving to intervention Phase 2 and 3 of unsatisfactory course progression.</li> <li>• To contact MAT within 7 days to discuss the matter.</li> </ul>

Phase 2: Unsatisfactory course progression notification	
Who	Actions

Phase 2: Unsatisfactory course progression notification	
<b>RTO Manager</b>	<p>Student continuing to display behaviours that signal they are disengaged and “at risk” will be <b>emailed an unsatisfactory course progression notification</b> to inform them:</p> <ul style="list-style-type: none"> <li>• Rectification is required and they may be required to show cause or</li> <li>• Rectification is required and they may be put onto a conditional enrolment</li> <li>• Of support services available to them</li> <li>• Of the consequences of moving to intervention Phase 2 and 3 of unsatisfactory course progression.</li> <li>• To contact MAT within 7 days to discuss the matter.</li> </ul>

Phase 3: Show Cause Submission	
Who	Actions
<p><b>Authorisation - Director</b> <b>Process: RTO Manager</b></p>	<p>The third phase of the intervention identifies students who have made unsatisfactory course progression with no rectification.</p> <p>If the student has been notified that they have made unsatisfactory course progression and moved through Phase 1 and 2, the student will be invited by <b>mail and email</b> to make a show cause submission to the Director of Medical Administration Training Pty Ltd as to why the RTO should allow their enrolment to continue.</p> <p>The show cause invitation should inform the student:</p> <ul style="list-style-type: none"> <li>• The reasons they have been asked to make a show cause submission</li> <li>• How to submit the show cause submission</li> <li>• They have 10 business days from the date of notification to submit the show cause letter</li> <li>• Students who are asked to show cause may have conditions placed on their continued enrolment; or have they enrolment cancelled</li> </ul> <p>Show cause submissions should contain as much relevant information as possible to help MAT reach a decision, including:</p> <ul style="list-style-type: none"> <li>• any compassionate or compelling reasons for the student’s previous performance, supported by documentary evidence,</li> <li>• how the student intends to improve their academic performance if permitted to continue their studies</li> </ul>

Phase 4 Cancellation Of Enrolment	
Who	Actions
<p><b>Authorise: Director</b> <b>Process: Student Support staff</b></p>	<p>Students whose enrolment is cancelled due to unsatisfactory course progression will be excluded from the RTO for a period of 24 months.</p> <p>Written advice of cancellation will be given to the student within 5 business days of decision. Where the student is under 18 years of age, notice will also be given to the parent/guardian.</p> <p>Student/s should also be advised they have the right to appeal the decision within 30 days of the notification date.</p> <p>If a student's training fees have been authorised and/or paid by a third party such as an Employer, Employment Service provider or Disability Employment Service (DES) and the student is cancelled from enrolment, the relevant third party will also be notified of the cancellation.</p>