

Student Support Services Policy and Procedure

1. Policy

This policy and procedure supports our commitment to provide student support services to all students.

This policy ensures that all students are given support while studying with Survive First Aid Pty Ltd. This support includes both academic support and personal support and the following procedures ensure that students are made aware of the support available.

2. Procedure

Student Orientation

On commencement of a course of study, students are provided with an orientation. The orientation includes:

- A tour of the training facilities identifying classrooms, student areas and other relevant areas such as toilets, fire exits, and restricted areas
- All students will have already received a copy of the 'Student Information Handbook' upon enrolment
- Information on how to access student support services within Survive First Aid Pty Ltd.

Nominated Student Support Officer

All staff employed by Survive First Aid Pty Ltd have responsibility for providing support to all students, however Survive First Aid Pty Ltd has a nominated 'Student Support Manager' who will be available to students during standard hours of business.

Students can access the Student Support Manager directly and an appointment can be organised, if necessary, as soon as practical.

The 'Student Support Manager' can be contacted via:

Ph: (03) 5989 2369 Email: support@survivefirstaid.com.au

Student Support Services Referral List

The Student Support Manager provides links to external sources of support where Survive First Aid Pty Ltd staffs are not qualified, or it is in the student's best interests to seek professional advice. All preferred/suitable external links will be listed on the Student Support Services Referral List, which is also maintained by the Student Support Manager.