

<b>Document title:</b>	Student Support Services Policy	
<b>Approving authority:</b>	Board of Directors	
<b>Related policies:</b>	Language, Literacy, and Numeracy (LLN) Support Policy Student Pregnancy and Maternity Support Policy Access and Inclusion Policy for Students Access and Inclusion Reasonable Adjustments Policy Application and Admissions Policy Course Extension and Adjustment Policy Pre-Admission Interview Policy Student Progress Requirements Policy Workplace Learning Policy Assessment System Policy Trainer and Assessor Requirements Policy	
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<b>Version</b>	<b>Release date</b>	<b>Comment</b>
V1.0	01/06/2023	Initial release

### 1. Introduction

The Student Support Services Policy at ITAC is designed to provide exceptional academic support and guidance, helping students achieve their career goals and ensure a positive educational experience. This policy serves as a guideline for ITAC staff, students, and management and is meant to be used in conjunction with advice from managers, other related policies, common sense, best practice, and a range of teaching and learning strategies.

### 2. Purpose

The primary goal of this policy is to offer comprehensive support to students throughout their academic journey, enabling them to succeed in their chosen career paths. By ensuring appropriate supervision, support, and monitoring, ITAC aims to maximize student retention and completion rates, thereby enhancing the institution's reputation and fostering a supportive learning environment.

### 3. Scope

This policy applies to all ITAC staff, trainers, and students enrolled in any course or program offered by the institution.

#### **4. Guiding Principles**

The guiding principles for ITAC's support systems are as follows:

- Early identification of student support needs
- Continuous monitoring of students for support needs
- Awareness and accessibility of support services for students
- Provision of a range of support services
- Adequately trained and experienced staff for providing support services
- Professional, respectful, approachable, and skilled staff
- Focus on lifelong skills, LLN, study skills, professional soft skills, and employability skills
- Encouragement for students to learn beyond minimum competency levels
- Individualized and personalized support services
- Regular communication between staff and students
- Utilization of modern technologies and strategies for support services
- Continual improvement of systems, processes, resources, and staff skills
- Promotion of a workplace culture that embraces these guiding principles
- Recognition that a focus on support services benefits students, staff, management, and the organization.

#### **5. Support Services for Students**

ITAC offers a range of support services to help students succeed academically and achieve their career goals. These services include:

- Regular and systematic contact with trainers via phone, email, and face-to-face meetings
- Access to live and archived webinars and class lectures 24/7
- Weekly tutorials and workshops throughout the year
- Workplace visits tailored to individual needs
- Referral systems for students with additional support requirements
- Appeals and complaints procedures

#### **6. Strategies for Student Retention and Success**

To ensure the best possible support for students, ITAC staff are trained in a range of strategies, including:

- Regular contact with students to build rapport and set goals
- Encouraging students to seek support from friends and family
- Counseling students if they are in an unsuitable course

- Monitoring and supporting students based on identified needs and risks
- Implementing early intervention strategies
- Addressing LLN needs using a range of strategies
- Building students' confidence and self-esteem

## **7. Engagement Activities**

Engagement activities are designed to maintain regular and systematic contact with students during their course, providing essential support for their academic progress. These activities include phone calls, live webinars, emails, and face-to-face tutorials.

## **8. Referring Students to External Services**

In some instances, students may be referred to external services for additional support. The referral process is determined on a case-by-case basis and may occur at any stage of a student's academic journey.

## **9. Responsibilities**

### ***9.1 ITAC Staff and Management***

- Ensure that this policy is communicated to students and staff.
- Train staff to provide appropriate support services to students.
- Monitor and evaluate the effectiveness of support services and identify areas for improvement.
- Ensure that student support needs are addressed promptly and efficiently.

### ***9.2 Students***

- Be proactive in seeking support services when needed.
- Communicate any challenges or support needs to ITAC staff.
- Take advantage of the support services provided by ITAC to enhance their learning experience and achieve their career goals.

## **10. Review and Continuous Improvement**

ITAC is committed to the continuous improvement of its Student Support Services Policy. This policy will be regularly reviewed to ensure its effectiveness in supporting students and addressing their needs. Feedback from students, staff, and management will be taken into account during the review process to identify areas for improvement and update the policy as needed.

## **11. Conclusion**

ITAC's Student Support Services Policy is designed to provide exceptional support and guidance to students, helping them achieve their career goals and enjoy a positive educational experience. By focusing on early identification of support needs, continuous monitoring, and a range of support services, ITAC aims to maximize student retention and completion rates. This policy serves as a guideline for ITAC staff, students, and management, ensuring that everyone works together to create a supportive and successful learning environment.

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