

## Student Support Services

DNA Training Solutions endeavours to make every effort possible to ensure students we work with receive appropriate training and assessment support services that meet their individual and specific needs.

The majority of our Clients must complete the qualification and units we offer to be deemed competent and compliant in the Arboriculture Industry. As a result of this, we are able to commence conversations with Employers and students immediately.

The Industries we offer training in are certainly high risk and as such we must offer student support services that aim to match the level of risk.

Our RTO CEO also acts as our First Contact Students Support Officer. Belinda has been assisting in delivering and managing the course coordination and student support services since 2007, experience in the VET industry in a wide range of roles from high level management to employability skills for homeless/job seekers

If required, we conduct a pre training interview over the phone with every student who wishes to undertake training with us. During this interview we cover

- The course requirements like PPE, WHS, practical and theory components
- The enrolment process and what to bring on Day 1
- The LLN process in conjunction with a conversation around where they feel they might need support
- Answer any questions they may have

Our Educational support covers the following:

1. Pre Training interviews as covered if required
2. Support during the course – time with the Student Support Officer and the Trainer if required for LLN.
3. We can provide larger print learning resources for Students who require this or help with reading materials.
4. Offer extra training sessions if required.
5. We offer contextualised resources relevant to specific industries – this includes specific documents that a Client would like us to use for their workers like a Job safety analysis sheet or a Material Safety Data Sheet for specific chemicals used at that Company or in that role. By consulting with the Client prior to the course, we are able to determine if anything is specifically required according to the Units of Competency they are completing.
6. Students are able to take all their resources home and have the option of accessing the Learner Guides prior to the course commencing so they are able to familiarise themselves with the material if requested.
7. We are complete post training interviews with all Clients and advise students that this is available to them just like the pre enrolment interview.
8. We require every student to fill out a 'student feedback form' upon completion of training to gain valuable feedback and further insight into the training delivered to ensure continuous improvement.

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9. In addition to this, we do, where necessary refer students to external support services. This includes:

- Reading & Writing Hotline
- Lifeline
- ReachOut
- Health Direct Australia
- Mindspot
- My Future
- Rape & Domestic Violence Services Australia

The main responsibilities of our Student Support Officer are:

- Provide frontline support service in identifying and resolving student issues, and where specialist service interventions have been identified, to ensure the necessary referrals are made efficiently and professionally to the appropriate Counsellor or program.
- Maintain appropriate records and information management systems on such processes
- Help source additional resources if required.
- Provide information support regarding specialist services if required
- Help to develop effective ways of communicating with students and staff
- Collect and review feedback after courses and make follow up calls
- Hold information sessions with Employers and students if required