

Student Support Services Guide

Student Support Services Guide

Welcome to the Student Support Services Guide. This guide is designed to provide you with a comprehensive overview of the various support services available to you during your educational journey. Whether you are just starting, halfway through your course, or nearing completion, this guide aims to assist you in accessing the necessary resources to enhance your learning experience, overcome challenges and succeed academically and personally.

Our goal is to ensure that every student is fully supported not only in achieving their educational goals but also in maintaining well-being throughout their studies. This guide outlines both the services provided directly by our RTO and those available through national networks and local organisations. By familiarising yourself with these services, you can take full advantage of the support on offer to navigate your educational pathway effectively.

How to Use this Guide

This guide is structured to be user-friendly and straightforward, allowing you to quickly find the information and services you need.

Start with the **Table of Contents** at the beginning of this guide. It lists all the support categories and services, providing you with a quick overview of what is available.

If you are accessing this guide digitally, use the 'Find' function to find specific services or support topics instantly.

Each section of the guide is dedicated to a different area of support, such as educational support services, specialised support for disabilities, flexible learning options, and more. Sections begin with a brief introduction about the available services and how they can benefit you.

Detailed descriptions include how to access each service, whom to contact, and any necessary steps or eligibility criteria. For digital users, clickable links are provided directly to service applications or more detailed online resources.

Local and national service information is provided with contact details and operational hours to ensure you can reach out at your convenience.

We encourage you to explore this guide thoroughly and use the support services available to enhance your learning experience.

If you have any questions or need further assistance, please do not hesitate to contact our Student Support Team.

Student Support Team

<<Phone>> 0432 805 882

<<Email>> anne@creativevisiontraining.edu.au

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Support Services – Key Terms

Adjustments	Changes or modifications made to the teaching, assessment, or learning environment to assist students with disabilities in accessing and participating in education on an equal basis with other students.
Reasonable Adjustments	Modifications or measures that are required to be made to allow students with a disability to participate in education on the same basis as other students. These adjustments are deemed 'reasonable' if they do not impose an undue hardship on the institution providing them.
Unjustifiable Hardship	A circumstance where making the required adjustments would impose significant difficulty or expense on the educational institution. This concept helps determine what is reasonable in terms of accommodations required under the law.
Inclusive Curriculum	An approach to curriculum development that ensures educational content and delivery methods are designed to be accessible to all students, regardless of their abilities or disabilities.
Disability	As defined under the Disability Discrimination Act 1992, this term encompasses any condition that impairs a person's physical, mental, or sensory abilities. These could include long-term conditions or temporary impairments.
Access and Equity	Principles guiding the provision of education that ensure all students, regardless of background or personal circumstances, have equal opportunity to achieve successful educational outcomes.

Overview of Student Rights and RTO Responsibilities

Every student, regardless of disability, has the right to access and participate in education and training opportunities. This includes the right to reasonable adjustments to facilitate their education on the same basis as students without disabilities.

Students with disabilities have the right to learn in an environment free from discrimination, which includes direct discrimination (less favourable treatment) and indirect discrimination (imposing unreasonable requirements or conditions).

- **CREATIVE VISION TRAINING RTO's Responsibilities**
- CREATIVE VISION TRAINING RTO is required to make reasonable adjustments to ensure that students with disabilities can participate in education on the same basis as other students. These adjustments should be made in consultation with the affected student and could include changes to the course delivery, learning materials, and assessment methods.
- CREATIVE VISION TRAINING RTO does not discriminate against students on the grounds of disability. This includes both admissions and during the course of education, covering areas such as access to facilities, participation in courses, and assessment of performance.

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- CREATIVE VISION TRAINING RTO is responsible for consulting with students with disabilities to determine suitable adjustments and ensuring that all communication about available support and adjustments is clear and accessible.
- CREATIVE VISION TRAINING RTO has implemented and maintained policies and procedures that uphold the rights of students with disabilities. These policies promote inclusion, detail the process for requesting adjustments and outline the procedure for handling complaints regarding discrimination.

Educational Support Services

- CREATIVE VISION TRAINING RTO is dedicated to providing comprehensive support to ensure that all students can successfully engage with their studies and achieve their educational goals. The following sections detail some of the key educational support services available.

Pre-Enrolment Materials

To assist prospective students in making informed decisions about their courses, our RTO provides detailed pre-enrolment materials. These materials include course outlines, entry requirements, career prospects and practical information about study modes and durations.

- You can access these materials on our website [www.Creative Vision Trainingrto.com.au](http://www.CreativeVisionTrainingrto.com.au), request them via email, or pick up physical copies from our campus administration office. Our Admissions Team is available to guide you through the selection process and answer any queries you might have regarding your course options.

Study Support and Study Skills Programs

We provide a range of study support workshops tailored to boost your vocational skills and academic success. Topics may include time management, report writing, practical assessment preparation and more, all designed to help you excel in your vocational courses. These workshops aim to equip you with the tools necessary for effective study and to maximise your academic potential throughout your course.

Information on schedules and how to register for these workshops is available on our student portal and notice boards around campus. Programs are typically free for enrolled students and are offered throughout the year to ensure all students have the opportunity to participate.

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Language, Literacy, and Numeracy Programs

Recognising the fundamental role of language, literacy, and numeracy skills in all aspects of study and employment, our RTO offers dedicated programs to help students develop these essential skills.

These programs cover a range of areas, from basic reading and writing skills to more advanced numeracy and critical thinking skills. They are particularly beneficial for students who require additional support in these areas to successfully complete their coursework.

Details about the language, literacy, and numeracy support available can be found on our website or by contacting our Student Support Services team. Support is tailored to meet individual needs, ensuring that all students can fully engage with their course content and assessments.

By providing these educational support services, our RTO ensures that every student has access to the resources and assistance they need to succeed in their chosen educational pathways. Whether you are just starting your journey with us or looking to enhance your existing skills, our range of support services is here to help you every step of the way.

Specialised Support Services

Services for Students with Disabilities

- CREATIVE VISION TRAINING RTO is committed to providing an inclusive learning environment for all students, including those with disabilities. We offer a range of adaptive technologies, resources, and programs designed to support your learning experience and ensure you have equal access to educational opportunities.

Adaptive Technologies For students with visual impairments, we provide screen reading software and magnifiers to assist with accessing digital content.

Students with hearing impairments can use hearing aids and other assistive listening devices to enhance their auditory experience in the classroom.

For students who have difficulty with writing or typing, speech-to-text software is available to facilitate note-taking and assignment completion.

Resources and Programs We ensure that all course materials are available in accessible formats, such as large print, braille, and digital text.

One-on-one or small group tutoring sessions are available to provide targeted support tailored to your needs.

Our dedicated Student Support Officers are available to assist with planning and implementing reasonable adjustments, ensuring you have the necessary accommodations to succeed.

For more information or to access these services, please contact our Student Support Team.

Counselling Services

We understand that students may face a range of personal, career, and academic challenges during their studies. Our counselling services are designed to provide you with the support and guidance needed to navigate these challenges and achieve your goals.

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<i>Personal Counselling</i>	Our professional counsellors offer a safe and confidential environment to discuss personal issues, stress, anxiety, and other mental health concerns. Immediate support is available for students' experiencing crises or urgent mental health issues.
<i>Career Counselling</i>	Counsellors can assist with career planning, helping you identify your strengths, interests, and career aspirations. Get help with resume writing, interview preparation, and job search strategies to enhance your employability.
<i>Academic Counselling</i>	Our counsellors provide guidance on effective study techniques, time management, and exam preparation. Receive advice on course selection, academic progression, and strategies for overcoming academic challenges.

For more information or to access these services, please contact our Student Support Team.

Wellbeing Services

Your wellbeing is a priority at our RTO, and we offer a variety of services to support your mental and physical health. Our wellbeing services aim to create a balanced and healthy lifestyle, enabling you to thrive both academically and personally.

<i>Mental Health Support</i>	Participate in workshops designed to help you manage stress, develop resilience, and maintain a healthy work-life balance. Regular mindfulness and meditation sessions are available to help you relax and focus.
<i>Physical Health Programs</i>	Engage in fitness programs and activities that promote physical health and well-being, including Yoga, Pilates and group exercise classes. Access routine health screenings and advice from health professionals to monitor and maintain your physical health.
<i>Holistic Wellbeing</i>	Receive guidance on healthy eating habits and nutrition to support your overall wellbeing. Join community events and social activities that foster a sense of belonging and connectedness within the RTO community.

For more information or to access these services, please contact our Student Support Team.

Flexible Learning Options

At our RTO, we understand that students have diverse needs and commitments. To accommodate these, we offer flexible scheduling and delivery options for our courses. Whether you are balancing work, family responsibilities, or other commitments, our flexible study options are designed to fit your lifestyle.

You can choose from part-time, full-time, evening, and weekend classes.

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Additionally, we provide online and blended learning opportunities, allowing you to study at your own pace and convenience. Our goal is to ensure that you can access quality education without compromising on your other obligations.

Learning Materials in Alternative Formats

We are committed to making our courses accessible to all students, including those with disabilities.

If you require learning materials in alternative formats, such as large print, Braille, or audio, we are here to help. To request course materials in an alternative format, simply contact our Student Support Services Team. We will work with you to ensure that you receive the materials you need in a timely manner.

By providing these options, we aim to support your learning and ensure that you have the resources necessary to succeed in your studies.

Additional Support Services

ICT Support

At our RTO, we understand the importance of reliable technology in your learning experience. Our ICT Support team is here to assist you with any technical issues you may encounter while using our online platforms and computer software. Whether you need help accessing your student portal, troubleshooting software problems, or navigating online learning tools, our dedicated staff are ready to provide the support you need.

<<Phone>>

<<Email>>

<<Hours of Operations>>

Additionally, we offer step-by-step guides and video tutorials on our website to help you independently resolve common technical issues.

Mediation Services

Conflicts can arise in any educational setting, and it's important to address them promptly and effectively. Our RTO provides mediation services to help students resolve disputes in a fair and constructive manner. Mediation is a confidential process where a neutral third party assists in resolving conflicts and reaching an agreement that satisfies all parties involved.

Common Issues Addressed by Mediation Services:

- Disputes between students.
- Conflicts between students and trainers.
- Issues related to course requirements and assessments.

Our mediation services aim to foster a positive learning environment where all students feel heard and respected.

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External Support Services - National

There are numerous national support services available to students that can provide assistance in various areas, including mental health, academic support, financial aid and more.

How to Approach Services

Consider the following steps to find and access the right service for your needs. Remember that our Student Support Team is available to assist you!

1. *Identify Your Needs* Determine the type of support you require, such as mental health services, financial aid, or legal advice.
2. *Research Services* Use the provided list to identify the service that best fits your needs. Visit their website for more detailed information.
3. *Prepare Information* Have relevant information ready when you contact the service, such as personal identification, details of your situation, and any specific questions you have.
4. *Contact the Service* Use the contact details provided (phone, email, or website) to reach out to the service. For immediate assistance, phone contact is often the quickest method.
5. *Follow Instructions* Follow any instructions given by the service provider, whether it's filling out forms, attending an appointment, or accessing online resources.
6. *Use Online Resources* Many services offer online resources such as articles, videos, and self-help tools that you can access at any time. Make use of these materials to gain additional support.
7. *Seek Feedback* After accessing a service, seek feedback if available. This can help improve your experience and ensure you receive the best support possible.
8. *Stay Informed* Keep track of any follow-up actions or appointments and stay informed about the services you are using to ensure continuous support.

Key Services

<i>Australian Centre for Disability Law</i>	Legal advice and advocacy for people with disabilities. 1800 800 708 www.disabilitylaw.org.au info@disabilitylaw.org.au
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<i>Beyond Blue</i>	24/7 support for anxiety, depression, and suicide prevention. 1300 22 4636 www.beyondblue.org.au info@beyondblue.org.au
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*Disability Services
Australia*

Support and services for people with disabilities.

1300 372 121

www.dsa.org.au

info@dsa.org.au

*Fair Work
Ombudsman*

Information and advice about workplace rights and obligations.

13 13 94

www.fairwork.gov.au

info@fairwork.gov.au

Headspace

National youth mental health foundation.

1800 650 890

www.headspace.org.au

headspace@headspace.org.au

Lifeline Australia

24/7 crisis support and suicide prevention services.

13 11 14

www.lifeline.org.au

info@lifeline.org.au

*Study Assist
Services Australia*

Information on Australian Government assistance for financing tertiary study.

13 24 90

www.studyassist.gov.au

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Feedback and Updates

Providing Feedback

We value your input and encourage all students to provide feedback on this guide and the support services offered by our RTO. Your insights help us improve and ensure that we meet your needs effectively. By providing feedback and staying informed about updates, you can help us maintain a high standard of support services and ensure that this guide continues to be a valuable resource for all students.

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Appendix

FAQs

Frequently asked questions about student support services.

What types of student support services are available?

Our RTO offers a comprehensive range of support services to assist students throughout their educational journey. These include academic support, counselling services, wellbeing programs, adaptive technologies, and resources for students with disabilities, as well as flexible learning options and study skills workshops.

How can I access counselling services?

You can access personal, career, and academic counselling services by contacting our student support office. Our professional counsellors are available to help you navigate personal challenges, plan your career path, and provide academic guidance. Appointments can be made in person, via phone, or online.

What should I do if I need learning materials in an alternative format?

If you require course materials in alternative formats such as large print, Braille, or audio, please contact our student support services. We will collaborate with you to ensure that you receive the necessary materials promptly and in the format that best suits your needs.

Are there any resources available for students with disabilities?

Yes, we provide a variety of adaptive technologies, resources, and programs to support students with disabilities. These resources are designed to enhance accessibility and ensure that all students have the opportunity to succeed in their studies. Contact our Student Support Office for more information and to discuss your specific needs.

What flexible learning options are available?

We offer flexible scheduling and delivery options to accommodate students' diverse needs. You can choose from part-time, full-time, evening, and weekend classes, as well as online and blended learning formats. These options allow you to balance your studies with other commitments effectively.

How can I improve my study skills?

We offer various study support and study skills programs, including workshops on time management, exam preparation, and essay writing. These resources are designed to help you enhance your academic skills and succeed in your coursework. Check our events calendar or contact student support for upcoming workshops and resources.

How do I request additional support services?

To request additional support services, simply reach out to our Student Support Office. Our team is here to assist you with any special needs or accommodations you may require. We are dedicated to providing a supportive and inclusive learning environment for all students.

What wellbeing services are available?

Our wellbeing services include stress management workshops, fitness programs, and other resources designed to support your mental and physical health. We believe in promoting overall wellbeing to help you achieve your academic and personal goals.

How do I give feedback about the support services I receive?

We value your feedback and are always looking to improve our support services. You can provide feedback through our online feedback form, during support service appointments, or by contacting our Student Support Office directly. Your input helps us enhance the quality and effectiveness of our services.

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Who can I contact for more information about student support services?

For more information about our student support services, please contact our Student Support Office. Our team is ready to assist you and provide the information you need to make the most of your educational experience.

Emergency Contacts and Useful Links

Quick access to critical contact information and helpful online resources.

Keep this information handy for quick access in times of need. Your safety and wellbeing are our top priorities.

<i>Triple Zero (000)</i>	For immediate assistance from police, fire brigade, or ambulance services.
<i>Police Assistance Line</i>	For non-urgent police assistance. 131 444
<i>1800 RESPECT</i>	24/7 counselling and support for sexual assault and domestic violence. 1800 737 732 www.1800respect.org.au info@1800respect.org.au
<i>Australian Human Rights Commission</i>	Information on discrimination and rights. 1300 656 419 www.humanrights.gov.au infoservice@humanrights.gov.au
<i>Australian Red Cross</i> <i>1800 RED CROSS</i>	Emergency assistance and resources. 1800 733 276 www.redcross.org.au contactus@redcross.org.au
<i>Beyond Blue</i>	24/7 support for anxiety, depression, and suicide prevention. 1300 22 4636 www.beyondblue.org.au info@beyondblue.org.au
<i>Disability Gateway</i>	Services and information for people with disabilities. 1800 643 787 www.disabilitygateway.gov.au DRC@dss.gov.au

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Headspace National youth mental health foundation.

1800 650 890

www.headspace.org.au

headspace@headspace.org.au

JobActive Australian Government employment service.

13 62 68

www.jobactive.gov.au

Kids Helpline 24/7 counselling service for young people aged 5 to 25.

1800 55 1800

www.kidshelpline.com.au

counsellor@kidshelpline.com.au

Lifeline Australia 24/7 crisis support and suicide prevention services.

13 11 14

www.lifeline.org.au

info@lifeline.org.au

MyFuture Career information and resources.

1800 227 337

www.myfuture.edu.au

myfuture@esa.edu.au

National Disability Insurance Scheme (NDIS) Support for Australians with a disability.

1800 800 110

www.ndis.gov.au

enquiries@ndis.gov.au

National Legal Aid Free legal advice and services.

See the website for specific contact details for each State & Territory:

www.nationallegalaid.org/contact

Poisons Information Centre 24/7 advice on the management of poisonings, bites, and stings.

13 11 26

www.poisonsinfo.nsw.gov.au

info@poisonsinfo.nsw.gov.au

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Study Assist Information on Australian Government assistance for financing tertiary study.
Services Australia 13 24 90
www.studyassist.gov.au

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Glossary

By familiarising yourself with the following terms, you can better understand the range of support services available to you and how to access them effectively.

If you have any questions or need further assistance, please reach out to our Student Support Team.

<i>Access and Equity</i>	Principles ensuring that all learners, regardless of their background or personal circumstances, have equal access to education and training opportunities.
<i>Adjustment</i>	A measure or action taken to assist a student with a disability to participate in education and training on the same basis as other students.
<i>Alternative Formats</i>	Educational resources provided in formats accessible to students with disabilities, such as large print, audio, or Braille.
<i>Counselling Services</i>	Support services offering personal, career, and academic counselling to assist students in managing various aspects of their lives and education.
<i>Disability</i>	A physical or mental condition that limits a person's movements, senses, or activities. The definition includes total or partial loss of bodily functions, presence of disease-causing organisms, malfunction or disfigurement of body parts, learning disorders, and mental health conditions.
<i>Disability Standards for Education 2005</i>	Guidelines formulated under the <i>Disability Discrimination Act 1992</i> to ensure students with disabilities can access and participate in education on the same basis as other students.
<i>Educational and Support Services</i>	A range of services provided to support learners, including study support, language and literacy programs, counselling, and adaptive technologies.
<i>Inclusive</i>	Design and delivery that ensures all students, including those with disabilities, can participate fully and achieve learning outcomes.
<i>Language, Literacy and Numeracy (LLN) Programs</i>	Programs designed to support the development of essential foundational skills in language, literacy, and numeracy.
<i>Reasonable Adjustment</i>	Modifications or accommodations made to enable students with disabilities to participate in education and training on the same basis as other students. Adjustments must balance the needs of the student with the interests of other parties affected.
<i>Student Support Services</i>	Services provided to help students succeed in their studies, including academic, personal, and career support.
<i>Unjustifiable Hardship</i>	A situation where providing an adjustment would impose significant difficulty or expense on an education provider, making it unreasonable to implement the adjustment.
<i>Wellbeing Services</i>	Services aimed at supporting the mental and physical health of students, including stress management workshops and fitness programs.