



Student Support Policy and Procedure

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PURPOSE

The purpose of the Student Support Policy and Procedure is to ensure that at all times Frontier provides students with continuous academic and non-academic support so that students can successfully complete the courses they are enrolled in and their satisfaction is met throughout their learning journey with Frontier. Frontier outlines in this document processes to determine the support needs of individual learners and to provide access to the necessary educational and support services for the individual learner to meet the requirements of the training product as specified in the training packages that are part of Frontier’s scope of delivery and assessment.

SCOPE

This policy applies to all prospective and current students that are enrolled in any short courses, accredited and non-accredited courses within Frontier’s scope of delivery and assessment.

The Administration Manager is responsible to ensure compliance with this policy by overlooking the role of the student support and administration team responsible for providing student support services. The terms of the Student Support Policy and Procedure must also be adhered by Frontier’s trainers and assessors, business development team and third-party providers.

RELEVANT STANDARDS, ACTS AND LEGISLATION

The Student Support Policy and Procedures adheres to the Standards for Registered Training Organisations (SRTO’s) 2015 Clauses 1.7, 5.4 and 6.1 to 6.6.

The Standard 5 is explicit about providing upfront information to learners. If the course is not suitable for the particular learner, RTOs should discuss the concerns with the learner and offer advice about alternative training and career path options in accordance with sections 5.1 and 5.2.

DEFINITIONS

SRTO	Standards for Registered Training Organisations (RTOs) 2015 Standards for Registered Training Organisations. A legislative instrument describing the minimum standards to be met by RTOs through the VET Quality Framework. http://www.asqa.gov.au/about-asqa/national-vet-regulation/vetquality-framework.html
CEO	Chief Executive Officer
Registered Training Organisation	A training organisation authorised to deliver VET Programs and courses

(RTO)	
TAS	Training and assessment strategies are the approach of and method adopted by an RTO with respect to Training and Assessment designed to enable learners to meet the requirements of the Training Package or accredited course.
AQF	Australian Qualifications Framework
VET	Vocational education and training
ASQA	Australian Skills Quality Authority (ASQA), the national regulator for Australia’s vocational education and training sector
Third-party providers	Any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee. (def according to ASQA). Third-party providers are responsible for: <ul style="list-style-type: none"> • Recruitment of prospective learner • Enrolment of learners (incl. fee receipting)
Agent	An accredited person or Organisation with the authority to promote Frontier Institute of Technology courses and services to Students or intending Students in nominated regions.
Prospective student	A prospective student is someone that has just formalised their enrolment, but hasn’t commenced the course yet.
Student	A student is someone enrolled in an accredited and non-accredited course within Frontier’s scope of delivery and assessment.

Structured classroom delivery and assessment course

A structure delivery mode or method with pre-determined dates for learning and assessment.

POLICY STATEMENTS:

1. Frontier provides all students and prospective students with a list of available academic and non-academic support services.
2. Frontier conducts a pre-training review and a language, literacy and numeracy (LLN) test to determine the support needs of individual learners prior to any course commencement.
3. Frontier provides access to reasonable adjustments in compelling and compassionate situations to ensure students can complete their course within the agreed duration of the course and to maximise their learning outcome.
4. Frontier has a critical incident policy and procedure in place to ensure any critical incidents are handled and recorded in a timely manner.
5. Frontier conducts assessment appeal processes in accordance to the complaint and appeal policy and procedure to ensure fair assessment judgements are made to maximise student’s learning outcome.
6. Frontier offers course extension on special grounds and provides support to students maintain academic progress in the event of extremely difficult circumstances.
7. Frontier has a complaint and appeal policy and procedure to ensure all complaints and appeals are professionally handled, resolved and recorded.
8. Frontier commits to keeping students updated and informed at all times about any changes that might impact the successful completion of their course with Frontier within the agreed duration.

PROCEDURES

Policy Statement 1: Frontier provides all students and prospective students with a list of available academic and non-academic support services.

Frontier provides access to the following academic and non-academic student support services to all prospective and current students that are enrolled at Frontier:

1.1. Academic Support Services:

The Academic Student Support Services are provided mostly to students throughout their enrolment period to ensure they are able to complete their course successfully and to obtain maximum learning satisfaction. These support services are free of cost if the services are provided within pre-determined training and assessment hours. Support services provided outside of the pre-determined training and assessment hours may have an additional cost for all students. The list of academic support services that are made available completely free of cost and are provided during course commencement are as follows:

- a. LLN Support is provided only if determined through the LLN test that the support can be provided by the LLN specialist or the Trainer and Assessor who is responsible to deliver and assess the structured learning and assessment course the student is undergoing. If LLN support is identified at a later stage, the reasonable adjustment process will apply.
- b. Digital support, if determined during the pre-training review that the student has reduced knowledge on the handling and use of tools, such as basic computer programs, internet use, and so forth, especially when the course they are enrolled involves significant use of technology. If digital support is identified at a later stage, the reasonable adjustment process will apply.
- c. Additional tutorial hours: Students enrolled in a structured face to face learning and assessment course have access to support during their structured learning and assessment session hours, free group support sessions that are held weekly or fortnightly at pre-determined times depending on the course and also support via email from their Trainer and Assessor. Additionally, Frontier will provide a maximum of two one on one additional tutorial classes during the course period. This procedure applies only to students who are enrolled in a structured classroom delivery and assessment course. This is not applicable to work-based, self-paced or one on one training and assessment methods.
- d. Assessment appeal: If a student is unsatisfied with the assessment outcome provided by the course assessor, students can appeal the assessor's decision. On such occasions, students must not sign the student declaration on the assessment copy at the end of the document. Upon identifying such dissatisfaction, the Trainer and Assessor must first engage in a one on one discussion to explain the 'Not Satisfactory' outcome. If the student still disagrees and wants to appeal the decision, the student must fill out the Complaint and Appeal form and submit it to the Student Support team by emailing support@frontier.edu.au or studentsupport@frontier.edu.au. Although all students are provided with information about the assessment appeal process, it is the Trainer and Assessor's responsibility to explain the Assessment Appeal process and to direct the student to the Student Support team. This process is explained in details below.

Re-Assessment Attempts: Students are provided with three (3) free of cost attempts for each unit of competency of the course they are enrolled in to achieve competency in their assessments. However, if the third attempt is still unsuccessful, the student will be granted two re-attempts and a \$30 re-attempt assessment fee will be charged.

If after the fifth attempt, the student is still unsuccessful, thus impacting the expected and agreed course duration, the student will be requested to re-enrol into the unit of competency they have not achieved competency. The unit re-enrolment will incur an additional cost to the student. This information is provided in the Fees and Refund Policy and has also been detailed in the course information booklets.

Paid Academic Support Services:

- a. LLN Support sessions / Foundation skill course: If a student's foundation skills don't meet the minimum foundation skills requirements of the course that they want to enrol in, the student will not be able to commence the course. On such occasions, Frontier will recommend the student to undertake an LLN Support Sessions provided by Frontier at an additional cost. If the student needs to complete a formal foundation skill course, Frontier will refer the student to another training provider as Frontier currently does not provide such foundation skill course. Frontier will advise the student of their options and it's up to

the student to decide if they want to proceed with the course or withdraw from the course. If the student accepts Frontier's recommendation and continue the course, Frontier will ensure the necessary arrangements are in place at an additional cost. Please refer to Frontier Indicative Course Fees at <https://frontier.edu.au/how-to-pay/> to check our current prices. The LLN Support Sessions is not a standard practice, it will be decided, planned and agreed between the LLN Trainer and Assessor and the student. If the student needs to be referred to any other organisation, Frontier will provide a list of organisations, leaving the final decision to the student. Frontier has no partnership arrangements for such situations and the list of foundation skill providers will be randomly selected at that point of time.

b. Extra tutorial class or sessions:

Students enrolled in a structured face to face learning and assessment course have access to support during their structured learning and assessment session hours, free group support sessions that are held weekly or fortnightly at pre-determined times depending on the course and also support via email from their Trainer and Assessor. Additionally, Frontier will provide a maximum of two one on one tutorial classes during the course period. If it's identified that students are not being able to meet competency upon several assessment attempts of any unit or units of competency, or they would benefit from extra support, students can request extra tutorial one on one sessions at an additional cost. Please refer to Frontier Indicative Course Fees at <https://frontier.edu.au/how-to-pay/> to check our current prices.

Students enrolled in online or blended learning and assessment courses have access to free group support sessions that are held weekly or fortnightly at pre-determined times depending on the course and also support via email from their Trainer and Assessor. If it's identified that students are not being able to meet competency upon several assessment attempts of any unit or units of competency, or they would benefit from extra support, students can request extra tutorial one on one sessions at an additional cost. Please refer to Frontier Indicative Course Fees at <https://frontier.edu.au/how-to-pay/> to check our current prices.

The group support sessions will be run based on the availability of the trainer and confirmation of attendance from a minimum number of students as decided by the RTO.

All the support services mentioned above are provided by qualified Trainers and Assessors. The Student Support Officer is responsible for communicating with and updating students of regular group support sessions. If it's identified by the Trainer and Assessor that the student needs one-on-one support, the Trainer and Assessor will then notify the Student Support Officer who will communicate with the student and make the necessary arrangements. The Student Support Officer will develop a reasonable adjustment plan with the Trainer and Assessor's guidance to monitor and record all the support service arrangements and outcomes.

1.2. Non-Academic Student Support Services:

The non-academic student support services are provided to students from the pre-enrolment stage to the certificate issuance stage. These student support services are mostly related to administration and are free of cost. Services that are related to welfare support will be dealt with on referral basis only, and may incur an additional cost to the student. A list of organisations or specialists will be provided to the student along with the fees the organisation or specialist professional charge. The

welfare services are randomly selected and updated, considering different options of locations and prices.

Administration Student Support Services: Pre-enrolment stage

- a. In order to assist students in making informed decisions about the courses that they want to enrol in, prospective students are provided with support from the administration team to clarify any doubts or questions they may have and to fill out their enrolment forms. Frontier schedules a face to face, online or telephone meeting with the student to conduct a pre-training review to ensure that the RTO understands the students, their needs and study reasons to better support them while they commence the course. The pre-training review allows Frontier to understand the student's preferred mode of delivery, their learning style and any reasonable adjustments required they may need to pursue their course successfully with Frontier. The pre-training review form is usually completed after students have submitted their LLN tests. The pre-training review also enables Frontier to direct the student to the course structure and delivery mode that are best suitable for their learning and assessment approach based on their response. Students are requested to fill out the enrolment form in the initial stages of the enrolment process, but their enrolment only gets confirmed after the pre-training review has been conducted and student has agreed with the proposed training plan and made the remaining fee payment or finalised a payment plan with the accounts department.
- b. Once the enrolment is confirmed, the student will have to attend the induction session. It can be face to face or online or a video recording of the induction will be forwarded by the student support officer. The induction session or video will contain information about Frontier's policies and procedures and introduction to our online learning platform if applicable. The student support officer will provide students with Assessment Portal Manual for courses where assessments have to be completed online, e.g Energy Space, Cloud Assess, Coba, Didasko. For self-paced online learners the induction session is organised on 15th of every month (subjected to availability). However, for face to face beginner level students the induction is conducted one day prior to commencement of the course. The students are requested to participate or watch the induction video and sign the induction checklist if they understood all the information provided.
- c. The enrolment form has a section that enables students to apply for credit transfer or recognition of prior learning any units of competency from the course. Frontier's administration team will analyse the request and provide assistance in gathering the necessary evidence to support their credit transfer request. In regards to recognition of prior learning applications, Frontier's administration team will provide an explanation on the process and if the process is suitable for the student, for some or all units of competency, the administration team will let the student know about the costs associated with the process and, once agreed by the student, proceed with the enrolment.

Enrolment and course commencement stage:

- a. Once the enrolment process is complete and the first invoice has been paid, Frontier will finalise the credit transfer process, if any, and adjust the student's training plan. For the RPL pathway, once the evidence has been submitted by the student, the Trainer and Assessor will assess it against the units of competency while the student is going through their formal learning and assessment for the units of competency which they are not

seeking RPL. A proposed training plan or assessment plan will be created based on the evidence gathered.

- b. Frontier provides printing services at a paid cost, however, learning and assessment resources are provided to students free of cost.
- c. The Student Support team along with the administration team take 5 business days, from the day the request has been received by Frontier, to process any administrative requests, such as invoices, payment plans, confirmation letters, etc.
- d. Frontier has partnered with Glenroy Library to offer students access to the library resources. Glenroy library is located right next to Frontier's head office. Students can visit the library at any time during the library working hours. For location and hours, please visit <https://www.moreland.vic.gov.au/libraries/location-and-hours/glenroy-library-location-hours/>.

Course in progress stage:

a. The student's progress will be monitored in each stage by the administrative officers. If the student is completing assessments using Learner Management system (LMS) including CloudAssess, Energyspace etc. their progress will be tracked in the LMS. To ensure the students do not have any issues in progressing with the course the administrative officer will contact the students monthly over the phone and confirm their status.

Welfare services:

Services that are related to welfare support will be dealt with on referral basis only, and may incur an additional cost to the student. The student support officer will provide a list of organisations or specialists to the student along with the fees the organisation or specialist professional charge. The welfare services are randomly selected and updated, considering different options of locations and prices. Please find below the most recent list of organisations and specialists:

Mental health related issues:

- 1) Black Dog Institute is a proudly independent not-for-profit medical research institute affiliated with UNSW Sydney. Their focus has expanded to address new challenges and opportunities in mental health – suicide prevention, digital innovation, lived experience, youth and workplace mental health. Their Online Clinic takes people through a range of clinical assessments for common mental health conditions. At the end they will receive a personalised report with suggested support services and free or low-cost resources for you to access.
<https://onlineclinic.blackdoginstitute.org.au/?s=w>
- 2) myCompass is a free, online self-help program for mental health. It allows people to monitor their mood and provides courses that support a wide range of mental health issues including low mood and stress. <https://www.mycompass.org.au>
- 3) MindSpot is a free service for Australian adults who are experiencing challenges with low mood and depression. MindSpot offers a range of online courses, with some additional support from their clinically-trained staff.
<https://mindspot.org.au/wellbeing-course>

- 4) Beyond Blue provides information and support to help everyone in Australia achieve their best possible mental health. <https://www.beyondblue.org.au/>

Health, employment and legal related issues:

- 5) The Study Melbourne Student Centre provides general information and help with accommodation, health, employment and legal problems.
<https://www.studymelbourne.vic.gov.au/help-and-support/study-melbourne-student-centre/support-services-at-smsc#>

Sexual health related issues:

- 6) Melbourne Sexual Care Centre offers a range of free and low-cost services relating to sexual health <https://www.mshc.org.au/>

Academic:

- 7) Glenroy library: The library offers a range of programs such as computer and technology classes, libraries after dark, preschool story time, rhyme time for babies under 18 months for students with children, and social groups such as English conversation clubs.
<https://www.moreland.vic.gov.au/libraries/location-and-hours/glenroy-library-location-hours/>

Policy Statement 2: Frontier conducts a pre-training review and a Language, Literacy and Numeracy (LLN) test to determine the support needs of individual learners prior to any course commencement

At the pre-enrolment stage, Frontier conducts a language, literacy and numeracy test and pre-training review to analyse and review if students require any support prior to their course commencement. The purpose of the pre-training review is to maximise student's learning outcome. The pre-training review is conducted to ensure that the RTO understands the students, their needs and study reasons to better support them while they commence the course. The pre-training review allows Frontier to understand the student's preferred mode of delivery, their learning style and any reasonable adjustments required they may need to pursue their course successfully with Frontier. It also enables Frontier to direct the student to the course structure and delivery mode that are best suitable for their learning and assessment approach.

Frontier's LLN tests are designed based on the AQF level of the qualifications within Frontier's scope of delivery and assessment. The Trainer and Assessor will assess the student's foundation skill level and, if necessary, direct the student to LLN support. The LLN test outcome is discussed during the Pre-training Review. Students who hold a qualification/s of the same level or higher can be exempted from the LLN if required. LLN Support sessions / Foundation skill course: If a student's foundation skills don't meet the minimum foundation skills requirements of the course that they want to enrol in, the student will not be able to commence the course. On such occasions, Frontier will recommend the student to undertake an LLN Support Sessions provided by Frontier at an additional cost. If the student needs to complete a formal foundation skill course, Frontier will refer the student to another training provider as Frontier currently does not provide such foundation skill course. Frontier will advise the student of their options and

it's up to the student to decide if they want to proceed with the course or withdraw from the course. If the student accepts Frontier's recommendation and continue the course, Frontier will ensure the necessary arrangements are in place at an additional cost. Please refer to Frontier Indicative Course Fees at <https://frontier.edu.au/how-to-pay/> to check our current prices. The LLN Support Sessions is not a standard practice, it will be decided, planned and agreed between the LLN Trainer and Assessor and the student. If the student needs to be referred to any other organisation, Frontier will provide a list of organisations, leaving the final decision to the student. Frontier has no partnership arrangements for such situations and the list of foundation skill providers will be randomly selected at that point of time.

Policy Statement 3: Frontier provides access to reasonable adjustments in compelling and compassionate situations to ensure students can complete their course within the agreed duration of the course and to maximise their learning outcome.

Frontier adhering to the Disability Standards for Education 2005 formulated under Disability Discrimination Act 1992, provides students with reasonable adjustment on learning and assessment methods to ensure that learners with disability can access and participate in education without experiencing discrimination. Providing reasonable adjustment in teaching, learning and assessment activities might lessen the impact of an individual's disability on their capacity to learn. However, the learner will still be required to do the work and demonstrate the required knowledge. Reasonable adjustment does not give learners with disability an advantage over others. Nor does it change the course standards and outcomes. It is also not about making unreasonable adjustment; every reasonable adjustment needs to be justifiable and must uphold the integrity of the qualification.

The procedure to identify reasonable adjustment:

- a. If student notifies the college about any disability doing the pre-training review stage, Frontier will review and develop a reasonable adjustment plan prior to the course commencement. However, disabilities might be revealed during the learning and assessment course. In every assessment, there is a declaration information about reasonable adjustment to continuously remind students that they can access reasonable adjustment at any point during the course. The student can either notify the Trainer and Assessor or they may choose to notify Student Support Officer. If necessary, the Trainer and Assessor or the Student Support Officer may approach the student if they find they are struggling to follow instructions or undertake assessments work.
- b. Upon receiving the student's notification, the Student Support Officer will have a one on one consultation to encourage the learner to talk about the disability. The Student Support Officer may request supporting information for record keeping and to enable Frontier to make an informed decision. At this stage, the Student Support Officer will record the findings and all communication with the student by filling out

the Reasonable Adjustment form. The Student Support Officer will then proceed to investigate the learner's eligibility for reasonable adjustment.

- c. The Student Support Officer along with the Trainer and Assessor will decide on the strategies to be implemented for student to successfully complete the course.

The reasonable adjustment strategies and plans to be adopted are explained below.

Using the two guiding principles underlying the context for reasonable adjustment, Frontier applies both – inclusive practice of reasonable adjustment and universal design.

Inclusive practice: Inclusive practice in teaching is about using a range of different teaching strategies to meet individual needs, and providing learning experiences that:

- take into account differing learning styles or preferences;
- recognise the differences among learners;
- ensure no one is excluded.

Universal design means designing courses, instructional materials and instructions that are accessible and useable by learners with different backgrounds and abilities. Frontier is limited to only a few universal design reasonable adjustment strategies which are listed in the Reasonable Adjustment form and may include:

- customisation within the training package or accredited course;
- modification of teaching tools, tasks, methodologies and the learning and assessment environment, for example, alternative tasks, different presentation medium, learner support and use of assistive technologies;
- provision of accessible information prior to enrolment plus accessible learning materials;
- monitoring the adjustments to ensure learner needs continue to be met.

Policy Statement 4: Frontier has a critical incident policy and procedure in place to ensure any critical incidents are handled and recorded in a timely manner.

Frontier ensures that all students and staff are provided with a safe workplace environment to study and work. When a critical incident happens at the study place or workplace during business hours, the Student Support Officer has to be immediately notified for further action and all information must be recorded in the critical incident form.

For further details, please read Frontier's critical incident policy and procedure. The policy and relevant form are also made available at the front desk and on the website

<https://frontier.edu.au/policies-2/>.

Policy Statement 5: Frontier conducts assessment appeal processes in accordance to the complaint and appeal procedure to ensure fair assessment judgements are made to maximise the student's learning outcome.

As explained above under Policy Statement 1, students can appeal assessment decisions made by the Trainer and Assessor. On such occasions, students must not sign the student declaration on the assessment copy at the end of the document. Upon identifying such dissatisfaction, the Trainer and Assessor must first engage in a one on one discussion to explain the 'Not Satisfactory' outcome. If the student still disagrees and wants to appeal the decision, the student must fill out the Complaint and Appeal form and submit it to the Student Support team by emailing support@frontier.edu.au or studentsupport@frontier.edu.au. Although all students are provided with information about the assessment appeal process, it is the Trainer and Assessor's responsibility to explain the Assessment Appeal process and to direct the student to the Student Support team. This re-assessment attempts process is explained in details below.

Re-Assessment Attempts: Students are provided with three (3) free of cost attempts for each unit of competency of the course they are enrolled in to achieve competency in their assessments. However, if the third attempt is still unsuccessful, the student will be granted two re-attempts and a \$30 re-attempt assessment fee will be charged. If after the fifth attempt, the student is still unsuccessful, thus impacting the expected and agreed course duration, the student will be requested to re-enrol into the unit of competency they have not achieved competency. The unit re-enrolment will incur an additional cost to the student. This information is provided in the Fees and Refund Policy and has also been detailed in the course information booklets.

Policy Statement 6: Frontier offers course extension on special grounds and provides support to students maintain academic progress in the event of extremely difficult circumstances.

Frontier provides assistance to help students continue their progress should unfortunate circumstance occur. Frontier provides one month (subjected to student case) extension to the course free of cost to all students who were unable to complete the course within the timeline mentioned in the training plan or during the enrolment confirmation. The administrative or student support officer will send warning letters to students exceeding the course completion date.

If a student exceeds the grace period and is still unable to complete the course within the stipulated timeline, they should submit the course extension form explaining the reason.

All applications for special consideration should be submitted to the administrative or student support officer one week before the original course completion date.

Students who apply for special consideration should submit relevant documents proving the circumstances e.g medical certificate.

Special consideration includes:

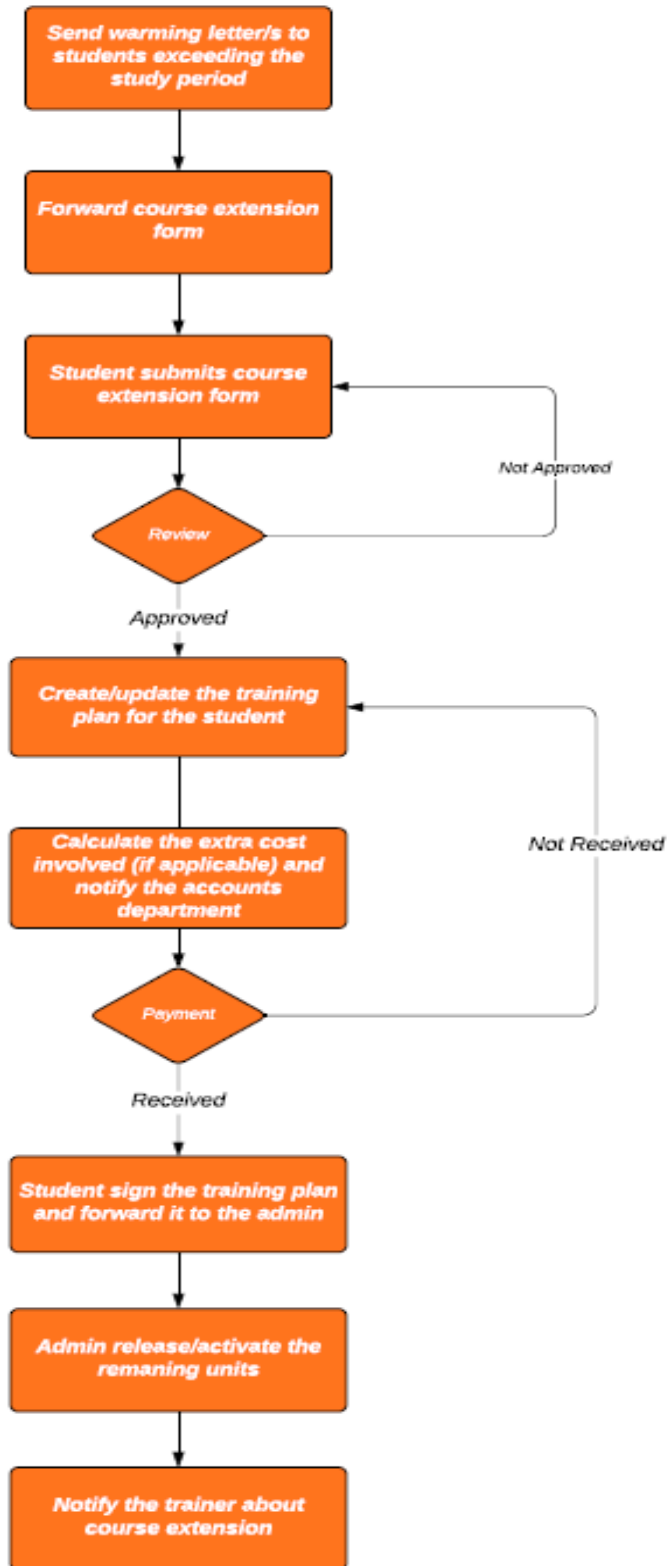
- Disability or medical or mental health condition
- Primary carer responsibility for a family member with a disability or long-term medical or mental health condition
- A serious accident hospital admission or other unexpected circumstances outside your control

Frontier will review your application and course extension will be provided where genuine need is proven. The administrative officer will review your progress and advice an extension period based on the nominal hours of the pending unit of competencies and provide an updated training plan. If the student is eligible for special consideration, Frontier will not charge fees for the extension of the

course. However, students who are not eligible for special consideration, should re-enrol in the course and pay an extension fee. The student must sign the updated training plan and forward it to the admin team to reactivate their student account.

It is your responsibility to organise your work/other commitments around your assessments. Therefore, work or family commitments will not be considered as special consideration. The fee is calculated based on the pending number of unit of competencies.

Extension fee = Total fees paid / pending number of unit of competencies



Policy Statement 7: Frontier has a complaint and appeal policy and procedure to ensure all complains and appeals are professionally handled, resolved and recorded.

The purpose of 'Frontier's Complaints and Appeals Policy and Procedure' is to ensure at all times that Frontier's current and potential students (national and international) have access to professional, timely, inexpensive and documented complaints and appeals processes in place to collaboratively and actively resolve grievances that may occur between Students (national and international) and Frontier. The policy is also to ensure that complaints and appeals are recorded, acknowledged and dealt in a fairly, efficiently and effectively manner. The purpose of this policy is to manage and respond complaints made by students (national and international) involving the conduct of:

- the RTO, its trainers, assessors or other staff;
- a third-party providing services on the RTO's behalf, its trainers, assessors or other staff;
- a learner of the RTO.

For detailed information on Frontier's Complaints and Appeals Policy, please access <https://frontier.edu.au/policies-2/>

Policy Statement 8: Frontier commits to keeping students updated and informed at all times about any changes that might impact successful completion of their course with Frontier within the agreed duration.

Frontier ensures that all students are kept informed of any changes that may impact their successful completion of the course they are enrolled in.

Frontier uses two main communication channels to keep stakeholders up to date on recent changes or improvements:

- Frontier has a news and update section on its website to continuously keep all stakeholders up to date.
- As per the Continuous Improvement policy and procedure, Frontier also keeps students up to date via email about any changes that may impact their successful course completion. Students will be notified via email within 10 working days from the day the change has officially been released.

These changes may include:

1. Any major change in Frontier's management and ownership;
2. Any changes to current or new third-party arrangements;
3. Trainers and Assessors' replacement;
4. Student support and administration staff replacement that are in direct contact with the students during their journey with Frontier;
5. Cessation of Frontier's operations due to a regulatory decision or other private reasons. In such a case, as directed by ASQA Frontier will find providers to transfer the students so that students can continue their course. If a student refuses to be transferred to our preferred RTO, they have the right to choose any other RTO of their choice. We will provide the student a statement of attainment of the units of competency that they have been deemed competent. The transfer process may take at least 30 working days.
6. There may be other changes that Frontier may come across and as outlined, Frontier will update all students within 10 working days from the day the notice has been released.



POLICY FURTHER INFORMATION

Revision history

Version Control					
Document Name	Version Number	Date of Release	Prepared By	Document Summary of changes	Approved/Rescinded
Student Support Policy and procedure	V.1.0	Oct 2016	Lupa Borah	-	-
	V.2.0	Jan 2020	Lupa Borah	Restructure the policy based on the management structure	-
	V 3.0	July 2020	Natalia Forato	Policy revised to reflect current practices	CEO
	V 3.1	Oct 2020	John Dcoutho	Update information in Policy section 1.2b	CEO
	V4.0	March 2021	John Dcoutho	Addition of information in section 1.2	CEO
	V5.0	April 2021	John Dcoutho	Addition of policy statement 6	CEO

Accountabilities

Implementation: CEO, Administration Manager

Compliance: Compliance Manager

Monitoring and evaluation: Administrations Manager

Development/Review: CEO/Administrations Manager

Approval authority: CEO

Who should know this policy?

Departments: Marketing, Business Development, Administration, Compliance and Training.

Administrations Manager and CEO.

Effectiveness of this policy

Performance indicator(s): To reduce the number of student support issues.

Related policies and documents

- Training and Assessment Policy and Procedure
- Enrolment Policy and Procedure
- Complaint and Appeal Policy and Procedure
- Continuous Improvement Policy and Procedure
- Record Management Policy and Procedure
- Fees and Refund Policy and Procedure
- Critical Incident Policy

Related forms and documents

- Complaint and appeal form
- Reasonable adjustment form
- Induction checklist
- Induction presentations
- Online platform manuals
- Fees Schedule
- Critical Incident Form
- Course Information Booklet