CNSW
COLLEGE OF NEW SOUTH WALES

ADDITIONAL SUPPORT PROCEDURE

College of New South Wales Additional Support Procedure	
PURPOSE	This process serves as the guide and reference document for the assessment of need and identification of additional support for students. Changes to this procedure may only be made upon approval of the **CEO**
ROLE UNDERTAKING TASK	Admissions Team
DOCUMENT UPDATE	June 2023

STEP 1 – Pre-Enrolment Process		
No.	**Who**	**Actions**
1.1	**Student**	a. Student goes through **enrolment process** and completes pre-enrolment forms: 1) Enrolment Form 2) International Student Agreement Form
1.2	**ADMISSIONS OFFICER**	b. Receive enrolment form. c. Conduct review of enrolment and assessment of suitability and need via phone call: 1) Course eligibility checking 2) LLN assessment 3) Determining amount of learning 4) RPL and credit transfer eligibility checking d. Identify special needs requirements and notify trainers, assessors, and students. e. Collect student ID and supporting documents for processing and filling.
STEP 2 – LLN Assessment		
No.	**Who**	**Actions**
2.1	**ADMISSIONS OFFICER**	a. Conduct assessment of the student's English proficiency by reviewing and verifying English proficiency records / test results (such as IELTS or equivalent) b. Conduct further LLN assessment by checking the completed Pre-Enrolment Assessment Form against LLN criteria/ ACSF level requirements for the relevant training program.

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		c. Record recommendation for support needs (if applicable) and assessment findings in the *Admissions Assessment* and *Support Needs Assessment* section of the Pre-Enrolment Assessment Form**.**
2.2	**ADMISSIONS OFFICER**	**Learners who fail to meet minimum ACSF level** d. When prospective learners are assessed to have below minimum ACSF levels, record the recommendation and support needs assessment findings in the *Admissions Assessment* and *Support Needs Assessment* section of the Pre-Enrolment Assessment Form. e. Recommend additional assessment to the learner or refer learner to external LLN support or conditional enrolment if applicable. f. Contact the learner to provide necessary information regarding additional assessment and /or support to be provided or conditional enrolment if applicable. g. Create a note on the learner record / study plan/ enrolment agreement (if applicable) for learners requiring additional support and the details of support recommended.
STEP 3 – Determining the Amount of Learning		
No.	**Who**	**Actions**
3.1	**ADMISSIONS OFFICER**	a. Forward the completed pre-enrolment documents and Pre-Enrolment Assessment Form to the **TRAINER AND ASSESSOR** prior orientation/training
3.2	**TRAINER AND ASSESSOR /Training Manager**	b. Review the Pre-Enrolment Assessment Form and determine how the learner's existing skills, knowledge, experience and suitability impacts the amount and level of training required. c. Assess if the learner may be eligible for RPL and credit transfer, or if the learner is required to take a foundation skills course. d. Based on learner's existing knowledge, skills or experience, define the learning activities that are required or may be optional, and define the assessment activities that are required or may be taken through RPL. *(see TAS for sample training and assessment activities)* e. Discuss the outcome with the learner and provide corresponding advice and recommendation during the orientation. f. Record the recommendation in the *Admissions Assessment Section* of the Pre-Enrolment Assessment Form. g. Send back the form to the **ADMISSIONS OFFICER.**
3.3	**ADMISSIONS OFFICER**	h. Provide RPL and credit transfer information to the student, if applicable. i. Update the student's learner record and training plan, if applicable.
STEP 4 – Online Distance Learning Support		

No.	Who	Actions
4.1	**ADMISSIONS OFFICER**	a. Once enrolment is confirmed, send the student information on online distance learning tools: • **Portal Access** I. Link to the portal II. sAccount access III. User guide • **Trainer/Assessor Information** I. Name II. Email address III. Microsoft Teams/Outlook ID • **Student Support Information** I. Contact number ((02) 9182 5841) II. Email (info@cnsw.edu.au)
4.2	**TRAINER AND ASSESSOR /Training Manager**	b. Regularly review online distance learning media for student messages c. Facilitate and moderate online forums on Moodle-based learning platform d. Provide learners supplementary learning resources via the portal • Relevant reading references • Instructional videos • Handouts e. Facilitate live webinars via Microsoft Teams/Outlook to assist distance learning, as deemed required/requested by students f. Pre-record instructional videos, or record live videos for learners' future reference g. Schedule support calls with learners as requested

VERSION CONTROL

Version Control Table			
Date	**Summary of Modifications**	**Modified by**	**Version**
15/02/2018	Procedure Creation	College of New South Wales	v. 1.0
11/10/2018	Added Online Distance Learning Support Process	College of New South Wales	V 1.1
08/06/2023	Policy review and amendment of contact details, replace "Skype" with "Microsoft Teams/Outlook",	College of New South Wales	V.1.2

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