



1. Scope

ASHM is committed to ensuring that students are able to access study support and personal assistance. To meet this commitment, ASHM provides a number of student support services as discussed in this document.

2. Enrolment support

Students are able to provide information on their enrolment form regarding any issues that will affect their participation in a course. Students are also advised that they may contact ASHM staff at any time to discuss individual learning needs.

3. Help email service

Students can access assistance by sending an email to education@ashm.org.au or by telephoning the Professional Education Division on (02) 8204 0720. Assistance will be provided within 3 working days.

4. Learning and Assessment support

Students may discuss any issue to do with their learning and assessment with the Course Coordinator and/or trainers and assessors.

Assistance can be provide with specific learning and assessment issues, as well as more general issues such as time management and task prioritisation for self-paced participants and assignment planning.

5. Specialist assistance

ASHM will endeavour to provide any specialist assistance required including running customised seminars to assist a group or candidates with similar issues or providing additional on-job or off-job training sessions to assist with competency development

6. Reasonable adjustment

As set out in ASHM's Disability Policy, training and assessment can be adapted to cater for specific issues. For example, making changes to training materials to make them clearer or providing oral assessments as opposed to written assessments.

7. Referrals to other agencies

Where ASHM is unable to provide appropriate support services to student, ASHM will assist the student to access an appropriate organisation such as another training provider or community organisation.

Unless the referral relates to underpinning knowledge (such as literacy and numeracy to a specific level) which the candidate would normally be expected to possess, the enrolment shall not be terminated on the basis of the referral. However, candidates may be advised that they are unable to progress further into the course until the matter

for which a referral is sought has been addressed. This requirement is designed to ensure the safety and welfare of all candidates in addition to the need for fairness and validity of training and/or assessment activities.

Students who are experiencing difficulties in their studies through personal issues (particularly those which come from living and studying in a foreign country) shall be encouraged to discuss these with a staff member and seek a referral to an appropriate community organisation or welfare service for further assistance as necessary.

8. Employment and further training

ASHM lists a number of jobs on its website that may be of interest to students completing ASHM courses. ASHM also offers a range of education and training courses and resources, the full details of which can be found on the website.

9. Complaints and Appeals

If a student is dissatisfied with the level of support provided, a decision made regarding the support provided or a decision made by ASHM on the basis of referred professional assistance, that candidate shall be advised of their rights in accordance with ASHM's Student Complaints and Appeals policy and procedures.