



## Student Support and Guidance Guide

### Welcome to Our Support System

We are committed to providing comprehensive support and guidance to ensure your academic and personal success. This guide outlines the various resources and services available to you.

### 1. Academic Support

**Enrolment Support:** Our enrolment policy is to provide clear guidelines and procedures when admitting and enrolling students.

- The policy is available on our website under student support.
- The policy can also be requested via email or hardcopy from our admin offices.
- The policy also provides information on your enrolment records, refunds and withdrawals from any course.

#### Tutoring Support:

- One-on-one sessions are available during the course.
- If you don't understand assessment tasks, there will be an assessor available to support you.
- You may use external support for example teacher aid/interpreter, to support you. This must be pre-arranged and approved by SureSafety.

#### Library/Course Resources:

- Access to a wide range of academic resources is available during the course: This includes student manual, WorkSafe BPG, Legislation documents and internet access for online resources.
- All materials to complete the course will be provided.

### 2. Personal Support

#### Pastoral Support:

- We have a dedicated support staff – Barendina Lightfoot as your contact point
- Communication channels: Clear and accessible communication channels email, phone and in-person are available to facilitate student access to support services.
- Follow-ups: When a student doesn't attend a follow-up call will be made to provide pastoral care as needed.
- Referral system: Below are the referral agencies and numbers that will be provided for students during Pastoral Care or in need of assistance.

Helplines available on our website [www.suresafety.co.nz](http://www.suresafety.co.nz)

#### Helplines

Need to talk? Free call or text 1737 any time for support from a trained counsellor

Lifeline 0800 543 354 or 09 522 2999 or free text 4357 (HELP)

Suicide Prevention Helpline 0508 828 865 (0508 TAUTOKO)

Youthline 0800 376 633 or free text 234

Samaritans 0800 726 666.

#### Support Agencies for wellbeing in Aotearoa:

Mental Health Foundation Information for anyone going through a difficult time and for those interested in mental health and wellbeing. [www.mentalhealth.org.nz](http://www.mentalhealth.org.nz)

Victim Support 24/7 support services for people affected by crime, trauma, and suicide. Call 0800 842 846

Lifeline Aotearoa. They provide free helpline & text services 24/7, all confidential support from health professionals and trained volunteers. Call 0800 543 354 - <http://www.lifeline.org.nz/>

- Proactive Support Initiatives:

SureSafety shall implement proactive support initiatives to identify and assist students at risk of academic challenges. . On our **application/enrolment form**, we need students to provide us with any challenges that you may need assistance with. For example, a student notifies us of hearing problems. We will assist the student by placing him closer to the front of the room without exposing the student. These interventions address potential issues before they impact student success

### 3. Health Services:

#### Wellness Support:

- First Aid is available at all times during the course.
- Students who are unwell must be attended to at all times
- All trainers are first aid trained and can assist.
- Assess the students and see if any First Aid treatment is needed.
- If the student is unconscious an ambulance should be called immediately.
- If the student is talking and responsive consult with the student whether you need to call his employer, partner or ambulance for assistance unless he/she is okay.
- Record the incident in the incident register including FA treatment provided.

### 3. Complaints and Appeal support

**Complaints and Appeals Policy:** This policy provides a clear process for resolving complaints and appeals in a fair and timely manner whilst applying the principles of natural justice.

- The policy is available on our website under student support.
- The policy can also be requested via email or hardcopy from our admin offices.

**Student conduct, Rights and Discipline Policy:** This policy provides students with information about their rights and conduct when attending any SureSafety course to establish a framework for maintaining a safe, respectful, and conducive learning environment.

- The policy is available on our website under student support.
- The policy can also be requested via email or hardcopy from our admin offices.

### 5. Additional Support

#### Student Safety:

Emergency Preparedness and Response

Each venue will have evacuation procedures for identifying and responding to emergencies, including a safe assembly point and contact information.

All students will be inducted around the emergency response plan. This will ensure the safety of the students during emergencies.

#### Accessibility Services:

- Support for students with disabilities.
- Register with the accessibility services office to receive support.