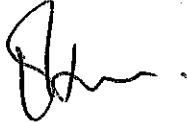





## Student Engagement Policy

|                        |                         |  |                     |
|------------------------|-------------------------|--|---------------------|
| Policy number          | P-44                    |  |                     |
| Version number         | 1.1                     |  |                     |
| Drafted by             | Veronica Kioria         |  |                     |
| Responsible Person CEO | Veronica Kioria         | Signature<br>  | Date:<br>24/12/19   |
| Approved by the Board: |                         |  |                     |
| On behalf of the Board | David Ling<br>President | Signature<br> | Date:<br>09/09/2019 |
| Scheduled Review date  | December 2020           |  |                     |

### Basic Beliefs/Purpose

Diamond Valley Learning Centre (DVLC) is committed to ensuring that all its students have a positive and successful learning experience, including access to support, regular updates on student learning progress, and other relevant two-way communication with staff.

### Scope

This policy applies to all DVLC staff, contractors, volunteers and students. This policy should be read in conjunction with policies identified in the Related Policies list below.

### Policy Guidelines

DVLC seeks to provide high quality programs that meet the needs and preferences of the local community, including the most disadvantaged, in an open and transparent manner. To achieve this aim, DVLC seeks to create a positive, fair and respectful learning environment that:

- encourages lifelong learning;
- encourages participation from people from diverse backgrounds;
- uses inclusive teaching strategies;
- promotes student safety and freedom from bullying;
- promotes a child safe environment that protects children from harm; and
- upholds Australian democratic principles.

DVLC supports the consumer rights of students and endeavours to be open and transparent in its interaction with current and prospective students. It seeks to achieve this by:

- providing clear and accurate information on its programs and activities;
- providing a Student Handbook;
- responding to student queries and questions as promptly and fully as possible;

- providing students with timetables to encourage learning commitment and full attendance;
- ensuring that it communicates clearly with students and their parents / guardians in timely, efficient and effective ways;
- monitoring student learning progress and providing feedback on a regular basis;
- monitoring student attendance and following up with students and parents / guardians;
- referring students to appropriate support services where needed through a Student Support Officer or the Wellbeing Officer;
- providing opportunities for students, parents and guardians to give feedback on their learning experience through class discussions, wellbeing interviews, assessment feedback, surveys and a suggestion box; and
- following up all issues, complaints or appeals in a timely manner.

Students and their parents / guardians / carers can contact teachers, program coordinators or support staff through reception in person (Mondays – Fridays, 9 – 4 pm), by phone, including out of hours messages, or by email to [courses@dvlc.org.au](mailto:courses@dvlc.org.au).

DVLC acknowledges that additional student engagement and wellbeing strategies may be needed when working to re-engage students with education or with those students that are at risk of disengaging from education. DVLC seeks to support and encourage such students with a range of strategies and mechanisms which may include:

- ensuring that students are welcomed and feel accepted, respected, supported, and liked in an environment free from bullying;
- developing individualised learning and behaviour plans for students;
- involving students in planning and decision-making related to their learning and self-development;
- supporting students who make poor decisions and helping them to manage conflict;
- assigning a mentor teacher who is responsible for developing a close relationship with the student and for liaising with parents / carers and support or wellbeing services;
- establishing clear and succinct expectations of general student behaviour, and consequences when these are not met;
- assisting students to plan out and develop career pathways, including helping to arrange part time or casual work while studying; and
- arranging referrals to welfare and support agencies.

### **Related Policies**

P-8 Student Services and Welfare Policy  
 P-16 Student Complaints and Appeals Policy and Procedure  
 P-21 Accuracy and Integrity of Marketing Policy and Procedure  
 P-25 Student and Trainer / Assessor Feedback Policy  
 P-26 Access, Anti-Discrimination, Equity, Diversity and Empowerment Policy  
 P-31 Student Safety and Security Policy  
 P-35 Mandatory Reporting and Protection of Children Policy and Procedure  
 P-42 Consumer Protection Policy  
 P-43 Privacy Policy  
 P45 VCAL Attendance Policy

### **Related Documents**

Skills First Quality Charter

### **Legislation**

Age Discrimination Act 2004  
 Charter of Human Rights and Responsibilities Act 2006 (Vic)  
 Child Wellbeing and Safety Act 2005 (Vic)  
 Children, Youth and Families Act 2005 (Vic)  
 Crimes Act 1958 (Vic)

Disability Discrimination Act 1992  
Education and Training Act 2006 (Vic)  
Racial Discrimination Act 1975  
Sex Discrimination Act 1984  
The Equal Opportunity Act 2010 (Vic)  
Wrongs Amendment (Organisational Child Abuse) Act 2017 (Vic)  
Working with Children Act 2005 (Vic)  
Working with Children Regulations 2016 (Vic)

### **Mapping Information**

AQTF Standard 2  
VRQA Guideline 2