

## Policy Statement

The **Distance Education Student Support Hours Policy** outlines the guidelines and procedures for Riverina Community College (RCC) trainers and assessors seeking to claim support hours in line with a distance education student's training plan. The purpose of this policy is to establish clear procedures for RCC trainers and assessors in the provision of training and support services to distance education students and to ensure equitable and efficient use of time.

## Scope

This policy applies to all RCC trainers and assessors involved in providing training and support services to distance education students in RCC when claiming training and/or support.

## Definitions

Support hours refer to the designated time allocated by staff members to provide assistance and support to distance education students in a 1:1 capacity.

Training is defined as training provided as per the student's Course Guide i.e. Zoom/Teams sessions, face-to-face workshops as scheduled by RCC and to each learners' circumstances'.

## Eligibility

For a trainer to be eligible to claim distance education student support hours, a distance education student must be officially enrolled in a course with RCC. Trainers are to encourage students to adhere to the specific study schedule outlined in their Course Guide regarding the training provided, and in addition to training each student is allocated 2 hours of 1:1 support time per unit.

## Support Hours Claiming Process

### 1. Accurate Recording of Support Hours

- Trainers are responsible for accurately recording the time spent providing support to distance education students via the RTO- Distance Education Report.
- Support hours should be logged, specifying the nature of the support provided and any relevant details- as well as logging each contact

### 2. Submission of Support Hour Claims

- Trainers may submit their support hour claims through XERO. The claim for support hours for each unit of competency needs to be accompanied by the RTO- Distance Education Report.
- Report should be submitted to Training Coordinator and Operations Manager at the end of each pay period.
- This report and XERO timesheet will be reconciled against progression of student- any discrepancies will be raised directly with the trainer

## Support Hours Approval Process:

- Approved claims will be processed, and the corresponding support hours will be recorded against the student's records.
- Each student has a total budget of hours allocated.

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- Any additional support outside of the allocated hours in the student's Course Guide and this policy will require approval by the Operations Manager.

## **Regular Review of Training Plans**

Training Plans and Course Guides, including allocated support hours will be reviewed regularly in accordance with the students' needs and progression. The Training Coordinator will track the students' progress against milestones and if additional support is needed to progress a student towards a financial milestone this will be discussed with the trainer, Training Coordinator and Operations Manager

## **Responsibilities**

### **Trainers and Assessors**

Trainers and Assessors providing training and support to RCC students are responsible for accurately recording and submitting support hour claims in accordance with this policy.

Each student is allocated two (2) support hours per unit of competency. These hours are payable after the final result for the unit of competency is entered in the student management system and on submission of RTO- Distance Education Report.

Scheduled online tutorials, zoom or TEAMS sessions, are paid in addition to the support hours e.g. three (3) hour zoom session to cover unit learning as set out in the Course Guide

### **Supervisory/Administrative Personnel**

The Training Coordinator is responsible for distance education progression of students and for reviewing and approving support hour claims each fortnight against the budgeted hours.

Any discrepancies or concerns regarding submitted support hour claims will be addressed by the Training Coordinator in consultation with the trainer and Operations Manager.

### **Review and Amendments**

This policy will be reviewed periodically to ensure its effectiveness in the submission, approval, and processing of support hour claims by RCC trainers. Amendments may be made to the policy as needed, and staff members will be notified of any changes.

### **Enforcement**

Failure to comply with this policy may result in the rejection of hour claims.