CALD (Culturally and Linguistically Diverse)

Student Support Policy and Procedure

Purpose

This policy ensures AA Academy provides culturally safe, inclusive, and responsive learning and support services for students from culturally and linguistically diverse (CALD) backgrounds. It establishes procedures for identifying, supporting, and celebrating diversity to enable CALD learners to succeed academically and socially.

Clause Alignment:

- *Outcome Standard 1.4:* Learners are provided with information about support services, including cultural support, prior to enrolment.
- *Outcome Standard 1.7:* Learners receive tailored support that respects their cultural and linguistic needs.
- *Outcome Standard 4.1:* Clear, accurate communication of services available to CALD learners.

Policy Statement

2.1 AA Academy is committed to promoting equity, cultural safety, and respect for all students, regardless of cultural or linguistic background.
2.2 Students from CALD backgrounds will receive information, guidance, and support to assist with cultural adaptation, language barriers, and social integration.
2.3 All staff will demonstrate cultural awareness and sensitivity in their interactions with CALD students and participate in cultural competence training where appropriate.
2.4 Discrimination, racism, or culturally insensitive behaviour will not be tolerated and will be addressed through AA Academy's Bullying and Harassment Policy.

Procedure

3.1 Identification and Orientation

- CALD students are identified through pre-enrolment forms, interviews, or self-disclosure.
- Orientation programs include information on:
    - Cultural norms in Australian training and workplaces,
    - Rights and responsibilities in Australia,
    - Available CALD support services.

3.2 Support Strategies

- Providing or referring to English language support where required.
- Assigning a cultural liaison officer or contact person when needed.

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- Offering translated materials or interpreters where feasible.
- Including culturally relevant examples in training and assessments.
- Scheduling regular check-ins with CALD students during the first term to monitor adaptation and wellbeing.

3.3 Cultural Celebrations and Inclusion

- Recognising and celebrating important cultural events relevant to the student cohort.
- Encouraging CALD students to share their cultures in class activities, fostering an inclusive learning environment.

3.4 Staff Training

- Staff are provided with professional development opportunities on cultural competence and intercultural communication.
- Cultural awareness training records are maintained in staff files.

3.5 Records and Confidentiality

- Support actions and outcomes for CALD students are recorded confidentially in the Student Management System (SMS).

Communication

- CALD support information is included in the Student Handbook, website, enrolment packs, and orientation presentations.
- Staff are reminded of available CALD resources and support contacts at least annually.

Review and Continuous Improvement

This policy is reviewed annually or sooner if changes occur in legislation, Standards, or the CALD student demographic, as part of AA Academy's Continuous Improvement process.