

# Learner Support Policy

## 1. Policy

The RTO's management and staff are committed to providing enrolling and enrolled students with Language Literacy and Numeracy (LLN) needs and/or learning differences or other support needs with advice and support intervention options to assist with a student's ongoing learning and progress through the RTO's courses. The RTO offers the following support to all enrolled students:

- Academic support and counselling
- Psychological counselling by a qualified clinical psychologist (metropolitan areas)
- Assistance with transport to and from training venues
- Light lunches at selected training venues

## 2. Scope

This policy applies to all students

## 3. Responsibility and Accountability

The RTO Training and Deployment Manager is responsible for ensuring that this policy is applied for all students.

## 4. Policy and Procedure

### At Enrolment - Literacy, Language and Numeracy (LLN)

- All prospective students are required to undertake an LLN test prior to enrolment. Students wishing to enrol are required to complete an online test of Language, Literacy and Numeracy (LLN) entitled LLN Robot. This diagnostic tool has been designed to assess each learner's ACSF level across learning, reading, writing, oral skills and numeracy. The assessment is used to determine that the learner's capabilities align with the course AQF level. If it is identified that the student may find it difficult to complete the course in part or full with their existing LLN levels, a number of options may be available to them including:
  - One on one tutoring with trainers inhouse
  - Modification to the delivery and assessment methodology
  - Access to LLN specialist services
  - Transition into a more suitable course with the RTO or recommendations on other courses through other RTOs
- The RTO Compliance Officer will maintain a register of all students identified with LLN needs for ongoing tracking and monitoring of progress.

### At Enrolment - Disability

- Where a learner self-discloses a disability on the Training Enrolment form, Enrolment staff are responsible for following up on the nature of the disability and its likely impact on the student's learning using the Disability Form. Where an identified disability requires adjustment of the physical premises, learning materials and/or training and assessment methods, this must be reported to the Training and Deployment Manager who, in consultation with the RTO Compliance Officer, will devise a tailored learning strategy for the learner. Where reasonable adjustment is made, it must not change the unit of competency, must be able to be replicated in the workplace, must not interfere with the learning of other students and must be financially viable. If adjustment is offered, the learner must be provided with a

letter describing the adjustments and guaranteeing that they will be provided. If an adjustment is not offered, the learner must be provided with a letter saying why this is not possible.

- The RTO Compliance Officer will be responsible for maintaining a Disability Register and tracking the progress and ongoing needs of all identified students

### **Post Enrolment**

- Post enrolment, students are able to approach their trainer for any support needs, be they academic or personal. The Student Handbook and Student Orientation PowerPoint direct students to trainers as their first point of contact. Trainers are able to direct students to other appropriate staff as required, including the Training Coordinator and, where relevant, via escalation to the Training and Deployment Manager.
- Students are supplied with the telephone number of the main office and the email address of the training organisation via the Student Handbook and the Student Orientation PowerPoint as alternative points of contact should they require support or assistance.
- Students are able to access the services of the Training Alliance Group clinical psychologist for counselling and support needs of a personal nature (metropolitan areas). In this case, students can request an appointment via their trainer or they may be referred to the service by their trainer or another member of staff.
- Where the RTO is unable to provide specialist support services required by a student, the student may be directed to external support services. This may be at the student's own cost.

### **Post Enrolment - Disability**

- All RTO training staff must review the specific agreed support requirements of all students with self-disclosed learner support needs prior to each assessment event.
- Where reasonable adjustment has been agreed for a student with learner support needs, the trainer must liaise with the RTO Compliance Officer and a report must be provided to the RTO Training and Deployment Manager detailing the reasonable adjustment being planned prior to the assessment event (email).
- The RTO Training and Deployment Manager must approve each assessment that contains planning of reasonable adjustment.
- Reasonable adjustment applied to any assessment must be recorded and maintained on a student's enrolment records.

### **5 Other Forms of Support**

- The RTO provides additional support to students in the form of transport assistance and the provision of lunches at selected training venues

### **6 Learner Support Review**

- The RTO's Management will monitor its ongoing Learner support measures within its Continuous Improvement Systems and within each Internal Audit conducted. Monitoring will include post course survey of students receiving specific Learner Support assistance at the RTO as well as students accessing general support for course related or personal difficulties.

### **7 Related Standards**

Standard 1.7

Standard 1.8b

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### **8 Related Procedures, Manuals & Guidelines**

LLN Register

Disability Register

## **9 Associated Forms**

Training Enrolment Form

Disability Form