

# P-017 Learner Support Policy & Procedure

## Purpose

The purpose of this document is to ensure that students are assessed for and provided with all necessary support services.

## Compliance

This policy relates to the following SNR standards: 15.1, 15.5, 16.1, 16.2, 16.3, 16.4, 16.5, 20.1, 20.2

This policy relates to the following 2015 SNR standards: 1.1, 1.2, 1.3, 1.7, 1.8

This policy relates to the following AQTF Standards: 2.1, 2.5

This policy should be read in conjunction with **P-018 Reasonable Adjustment Policy and Procedure**.

## Overview

*Support services may include but is not limited to:*

- Language, Literacy & Numeracy (LLN);
  - Identified through the LLN assessments and further actioned through available training in certificates in spoken and written English or additional contact hours provided by the trainer.
- Mentoring;
  - Provided one on one by trainers and assessors
- Disability support;
  - Determined through Enrolment Forms and actions to be determined dependant on disability;
  - further information can be found in the Access and Equity Policy and Procedure;
- Information Technology (IT) support;
  - For some courses (example Telecommunications) students are provided with access to online materials through an online Learning Management System (LMS) these students are provided with materials which support students to access these resources;
- Job search and placement;
  - For further information see P-029 Practical Placement Policy
- Personal counselling;
- Study support (this may include but is not limited to mentoring, one on one training, retraining after an NYC assessment, etc.)
- Support programs (these may differ from state to state, services and programs will be reviewed and provided to students on a case by case basis based on a needs analysis);
- Learning and assessment programs contextualised to the workplace (see Reasonable Adjustment Policy and Procedure for more information);
- Career guidance.
  - For further information see Suitability Statements and Enrolment Policy and Procedure;

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Relevant staff of the RTO will organise for support to be provided where requested and agreed to as follows:

- In house (by suitably qualified RTO staff (as above));
- In the work based training placement (by suitably qualified RTO staff or by suitably qualified work based training personnel);
- By an external organisation (counselling, disability support, financial aid, job support services).

## Information about Support

All staff must:

- Confirm clients are informed of any support to be offered prior to enrolment (this is embedded within the enrolment form and suitability discussion);
- Show clients how to access support services during induction/enrolment;
- Provide information re support services in trainee/student information guide, web site, etc.
- Provide information to students upon request

## Definitions

From the 2015 SNRs

**Educational and support services** may include, but are not limited to:

- a) pre-enrolment materials;
- b) study support and study skills programs;
- c) language, literacy and numeracy (LLN) programs or referrals to these programs;
- d) equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
- e) learning resource centres;
- f) mediation services or referrals to these services;
- g) flexible scheduling and delivery of training and assessment;
- h) counselling services or referrals to these services;
- i) information and communications technology (ICT) support;
- j) learning materials in alternative formats, for example, in large print;
- k) learning and assessment programs contextualised to the workplace; and
- l) any other services that the RTO considers necessary to support learners to achieve competency.