

## Learner Support Policy

### VET Governance

National VET Regulations standards attached to this are:

16.5 Learners receive training, assessment and support services that meet their individual needs.

SRT0 1.3, 1.7

**Clause 1.3** The RTO has, for all of its scope of registration, and consistent with its training and assessment strategies, sufficient:

- trainers and assessors to deliver the training and assessment;
- educational and support services to meet the needs of the learner cohort/s undertaking the training and assessment;
- learning resources to enable learners to meet the requirements for each unit of competency, and which are accessible to the learner regardless of location or mode of delivery; and
- facilities, whether physical or virtual, and equipment to accommodate and support the number of learners undertaking the training and assessment.

**Clause 1.7** The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

Enable College policies:

- VET Quality Framework
- Learning and Assessment Strategies
- Access and Equity Policy
- Staff qualification matrix
- Professional development Policy
- Risk Management Policy
- Additional learner support Policy

### Purpose

Enable College Management and staff are committed to providing enrolling and enrolled students with Language Literacy and Numeracy (LL&N) Needs and/or learning differences, with advice and support intervention options to assist with a student's ongoing learning and progress through Enable College's courseware. Enable College recognises that all people learn differently and acknowledge that some students may require additional support. Enable College offers additional student support options and resources to help them with their assessments processes to achieve competency.

### Principles

- Learning support needs are identified early, at enrolment or as soon as possible;
- The learning environment is supportive and productive;
- Student's needs, backgrounds and perspectives are reflected in the learning;
- Assessment practices are reasonably adjusted to suit learning support needs and industry;
- Promoting and fostering the student dignity, rights and consent at all times.

## Procedures

### At enrolment

- Students identifying Learner Support needs during the enrolment process will be advised by Enable College staff of the support measures available at Enable College and through referral to support agencies.
- Enable College staff will request that a student with learner support needs undertake an LL&N test. Results from the test will be assessed and the course being enrolled in reviewed for appropriateness.
- Enable College management must be advised of all LL&N test results that identify significant Learner Support needs of enrolling students.
- Students identified as having significant Learner Support needs will be referred to support agencies.

### Learning and Assessment Support (including: Classroom, External and Practical Events)

#### Theory Support:-

- Mentoring from appropriately qualified trainers by;
- Face to face study class 3 - 4 pm Monday to Friday;
- Face to face study class 9.30 - 12 noon Tuesday and Friday;
- Face to face study class fortnightly on a Wednesday night 4 - 9 pm;
- Through online support;
- Appointment only through Skype tutorials;
- Appointment through phone support or one on one mentoring.

#### Practical Support:-

- Referral to external support services;
- Additional sessions are available if the student does not demonstrate competency;
- On work placement, there is individual support and assistance provided by the work placement student support officer.

#### Post enrolment

- Following enrolment all Enable College training staff will be available by appointment to provide Learner Support to enrolled students, and may request students to attend specially convened Learner Support classes.
- Students identified by Enable College staff as requiring Learner Support will be provided with a written schedule of Learner Support classes.
- Learner Support provided by Enable College staff may include specific interventions identifying Australian Core Skills Framework (ACSF) training needs for learners at varying performance levels (please refer to the following ACSF Matrix).

#### Pre assessment

- All Enable College Training staff must review the specific support requirements of all students with learner support needs of students prior to each assessment event.
- Where reasonable adjustment is determined as necessary for a student with learner support needs a learner support report must be provided to the Enable College Training Coordinator detailing the reasonable adjustment being planned prior to the assessment event.
- The Enable College Training Coordinator 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.

## Learner Support Review

Enable College 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 Learner Support assistance at Enable College.