

Clause 1.3

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

- a) trainers and assessors to deliver the training and assessment
- b) educational and support services to meet the needs of the learner cohort/s undertaking the training and assessment
- c) 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
- d) 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 [vocational education and training] accredited courses

The RTO will ensure staff, facilities, resources and equipment is in place for the RTO's entire scope of registration at all times. To ensure that students and trainers have access to the required resources, to accommodate the number of learners, as per the requirements of the training products on the RTO'S scope or registration, Access to resources may include:

- Staff, including relevant industry professionals;subject matter experts
- trainer/assessor guides
- Assessment plans/tools
- Relevant online resources
- Delivery and assessment plans
- Facilities, including on the job training
- Equipment and resources, as outlined in the raining product
- Equipment and processes used by the industry
- Learner tools, including text books, work books and/or other resources
- Industry specific facilities and equipment
- Resources for learners with special needs

Client needs are established through the collection of data, the forms used for establishing these needs are as follows

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.

- **Enrolment agreement form**
 - Each student is required to complete an Enrolment agreement form prior to course commencement. The needs of the client will be identified on this form through the declaration or prior skills and knowledge as well as any disabilities they may have.
- **LLN (core skills profile(CSPA)) Assessment**

Learner Support Process

- Written specifically to capture data that will identify how the student processes information, thereby providing the RTO with a basic understanding of the students abilities in Language Literacy and Numeracy. The needs of the client will be identified on this form through the data collected, which will include the student's understanding of the questions and the ability to answer the questions and the level of support required will be identified.
- **Training needs analysis(Learner Support Plan & Suitability and Support Needs Assessment)**
 - The RTO undertakes a Training needs analysis of Employers and Industry, to identify current weaknesses within the organisation and adjustments are made to training to meet the needs identified for that company.

The type of level of support is identified from these methods and learners are referred to support services to meet their needs identified as applicable.

Support services for target groups are

- **English as a Second Language (ESL)**
 - Student are encouraged and supported to seek support through English language support services contacting services in their area either via services on Attachment 2 or via this link [English language support](#)
- **Literacy and Numeracy (LLN)**
 - 'Skills for Education and Employment Programme (SEE) attachment 1 or via services on Attachment 2
- **Physical capabilities**
 - Assessment practices are reasonably adjusted to suit learning support needs and industry; Promoting and fostering the student dignity, rights and consent at all times.
- **Hardship Services**
 - Student are encouraged and supported if required to seek support through
 - [Lifeline](#)
 - [beyondblue](#)
 - [Domestic Violence](#)
 - [Drug and Alcohol Support SA](#)
- **Entrance requirements including age, qualifications and experience**
 - Students identified as having significant Learner Support needs in regards to age but meet all other requirements will be referred to support agencies prior to enrollment being finalised
 - Students who have significant experience and qualifications will be encouraged to participate in our Recognition of Prior Learning process
- **Required pre-requisites like skills and knowledge**
 - Identified on Course profile and Course flyer
- **Theory Support:- Mentoring from qualified trainer;**
 - Face to face study class 9.30 - 12 noon Friday
 - Face to face study class 6 - 9 pm Wednesday night
 - Online support; Appointment only through
 - Skype tutorials
 - Zoom tutorials
 - Phone support
 - One on one mentoring, face to face and online.
 - Work placement, there is individual support and assistance provided by the Work Placement Student Support Officer.
- **Practical support**
 - Additional sessions are available if a student does not demonstrate competency

Learner Support Process

- Work placement, there is individual support and assistance provided by the Work Placement Student Support Officer.
- **Adaptive technology** this is negotiated pre-enrollment and reasonable adjustments made for example our trainers are experienced with working with
 - Interpreters for the deaf
- **Access to payment plans**
 - Payment plans are negotiated prior to enrollment
 - After enrollment, In the case of hardship, payment plans can be re-negotiated
- **Post enrolment**
 - Following enrollment Enable College trainers will be available by appointment to provide learner support to enrolled students and may request students to attend specially convened Learner Support classes
 - Learner Support provided by Enable College trainers 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).
- **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.

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 review by the Enable College 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 is recorded and maintained on a student's records

Reasonable adjustments that require additional costs are disclosed to the student prior to enrollment. If there are limitations in our ability to deliver the course to a potential student this will be disclosed before they enrol or commence the course (whichever is earliest)

If any changes occur that may affect services to students they will be informed immediately.