Learner Support POLICY

# POLICY

MBA Group Training Limited is committed to providing an equal opportunity for all learners to successfully complete the training they have enrolled in. MBA Group Training have implemented a Pre-Training Review process which includes the completion of the MBA Group Training Enrolment Application Form, which learners are encouraged to disclose any disabilities or barriers they may face, and a LLN assessment that identifies the LLN skills of each learner by comparing the learner results against the ACSF (Australian Core Skills Framework) levels of the course the learner wishes to enrol in. Learners are required to sign a declaration form which states they attempted all answers to LLN assessment without assistance from any other parties. The Pre-Training Review process informs the training team of the support needs of the learner and provides an opportunity for MBA Group Training to assist the individual to achieve their full potential.

# PROCEDURE

All learners enrolled in training with MBA Group Training will be required to undertake the Pre-Training review and the LLN assessment prior to their enrolment and commencement in a course. Learners are to sign a LLN declaration which states are answers were attempted on their own without assistance from any other parties. The outcome of the Pre-Training review will determine the course of action required to assist the learner to meet their course requirements. Assistance and support may be provided by MBA Group Training in a number of different ways or where specialist LLN training is needed, MBA Group Training will establish a Memorandum of Understanding (MOU) with an established organisation specialising in the delivery of LLN skills.

Learners will be monitored throughout their course to ensure learners are progressing as indicated in their Training Plan. The RTO must advise the Directorate in writing within 14 days of any issues arising in relation to training that may impact on a successful outcome of the student’s completion.

# Students with special needs

MBA Group Training encourages students with a disability or a medical condition to self-disclose their disability on the enrolment application form. It is important to note however that a student is under no obligation to inform MBA Group Training of their disability or medical condition unless it represents a health risk to other students or staff.

If a student chooses not to disclose their special needs, MBA Group Training may not be able to provide them with adequate support to successfully complete their chosen course of study.

# Language, Literacy and Numeracy (LLN)

LLN assessments are prepared by analysing the ACSF levels against specific qualifications or courses. The completed student LLN assessments will be reviewed and learners who have not met the ACSF levels required for the enrolled training will be identified for further action, dependent on the level of support to be provided.

MBA Group Training will communicate the results of the Pre-Training review to the learner and engage them in the learner support process.

# Reasonable Adjustment

Learners will be advised of any reasonable adjustment options available to support their learning needs. An adjustment is reasonable if it meets the needs of the student without jeopardising the integrity of the learning or the assessment processes and the requirements of the training package. An adjustment will only be made by MBA Group Training where this will not cause ‘unjustifiable hardship’ to the RTO.

Reasonable adjustment may include:

* Providing access to additional educational and support services such as providing assistive technology, additional tutorials and/or assistance with the completion of relevant learning and or assessment tasks, as may be necessary for the individual learner to meet the requirements of their course.
* Language, literacy and numeracy support can range from advice and guidance with assignments, interpreters, scribes, additional examination time, through to more formal support such as access and referral to literacy classes or community members and organisations which support the education and training of students.

* Learning support to students with a disability who may require learning adjustments to equipment/ materials – e.g. larger font, different colour paper, one on one support, adjustments to the learning environment (where these will not impose unjustifiable hardship on the RTO), additional support outside of the training time, etc.

In all cases, MBA Group Training will:

* Provide clear information to all potential learners of any limitations to the support MBA Group Training will be able to provide.
* Provide details of any costs to the student for the delivery of the required support, prior to their course commencement.
* Develop and document support strategies available to each individual student where gaps are identified.
* Retain records to demonstrate the support that has been provided.

Where MBA Group Training cannot provide support to the individual learner (eg. when this will impose unjustifiable hardship on the RTO), MBA Group Training will inform the student accordingly and will document the grounds on which the decision was made.

# MONITORING ACADEMIC PROGRESS & Support

Learners will be monitored throughout their course to ensure they are progressing as indicated in their individual Training Plan, this includes class and on the job attendance, as well as submission of assessment. Students that are not meeting the timelines according to their training plan will be provided with additional support such as catch up classes, telephone or email support, and/ or additional external support.

The RTO will advise the Directorate in writing within 14 days of any issues arising in relation to training (either in class or in the workplace) of an apprentice that may impact on the learner’s completion. The RTO will advise the employer of any issues related to training that may reduce the likelihood of a successful outcome for the apprentice.

All additional support will be recorded using Support Training Plan form and will be kept on the student’s file, the form will include the name and signature of the RTO representative that has provided the additional support. And should indicate the date of the contact, matters discussed and outcomes achieved

## Related Documents and Forms

TRA001 – Student Handbook

SUP006 – Support Training Plan Form

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| **Relevant Standard:** 1.7 (Standards for RTO’s 2015) and 2.4 (ACT Standards)  **Responsibility:** Commercial Director, Short Course Training Manager  **Approved:** Oct 2020    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­\_\_\_\_\_\_  **Liz Nair** Commercial Director |