POL007 LEARNER SUPPORT POLICY

This policy applies to both Southern Training Organisation RTO#91378 and MBA Group Training Limited RTO#88163
This policy outlines the approach of, and method adopted by, the RTO to provide an equal opportunity for all learners to successfully complete the training they have enrolled in. The following policy describes the RTO's processes surrounding learner support as specified in Standards 1.3, 1.7 and 5.2 of the Standards for Registered Training Organisations (RTO's) 2015.

IDENTIFYING LEARNER SUPPORT NEEDS

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. All learners enrolled in training must complete and submit an enrolment form prior to the commencement of any training and assessment with the RTO. This enrolment form includes various questions to assist in determining a learner's suitability to undertake training and assessment and a Language Literacy and Numeracy Assessment (LLN).

Where support needs are not identified at the time of enrolment the RTO may not be able to accommodate a learner's support needs at that time. In this circumstance the RTO may;

- request that the learner completes a secondary LLN to determine any support needs; or
- provide the learner with a future training and assessment date to ensure the appropriate support can be provided.

Assistance and support may be provided by RTO in a number of different ways. See support services.

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.

Learners are to sign a LLN declaration attached to their LLN which states that the assessment was attempted by the learner without assistance from any other parties. The outcome of the LLN assessment will determine the course of action required to assist the learner to meet their course requirements.

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.

- LLN margin of error

STUDENTS WITH SPECIAL NEEDS

The RTO encourages students with a disability or a medical condition to self-disclose their disability on the enrolment form. It is important to note however that a student is under no obligation to inform the RTO 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, the RTO may not be able to provide them with adequate support to successfully complete their chosen course of study.

SUPPORT SERVICES

The RTO can support learners in various ways. Some learners may require access to more than one support method to assist with their training and assessment.

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 or other learners), additional support outside of the training time, etc.

In all cases, the RTO will:

- Provide clear information to all potential learners of any limitations to the support RTO 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 the RTO cannot provide support to the individual learner, the RTO will inform the student accordingly and will document the grounds on which the decision was made.

Support provided to learners will align with RTO's Assessment Policy which can be requested at any time and is accessible at all times on our website.

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 RTO 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.

MONITORING AND RECORDING PROGRESS & SUPPORT

Learners will be monitored throughout their course to ensure they are progressing as indicated in the delivery and assessment schedules found Training and Assessment Strategy and or Student Handbook, this includes class and on the job attendance, as well as submission of assessment. Students that are not progressing as desired by the RTO will be offered additional support such as catch-up classes, phone or email, and/ or additional external support for LLN needs.

All additional support will be recorded using the Students at Risk Register, any communications regarding student support needs will be kept on the student's file. Where further support has been provided to a short course learner, this will be documented on a file note within the RTO's Student Management System (SMS).

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