

# 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. This policy describes the RTO's processes surrounding learner support as specified in Clauses 1.3, 1.7, 5.1 and 5.4 of the Standards for Registered Training Organisations (RTO's) 2015.

## PROVISION OF LEARNER SUPPORT

MBA GT/STO is committed to supporting learners throughout their enrolment, training, assessment and completion of the training product that they have enrolled in. The RTO will make every effort to identify any barriers that may impact upon a student's learning, participation or the opportunity to successfully complete a Nationally Recognised Training program, as well as monitor the support needs of students over the entire life cycle.

Prior to the commencement of training, students are informed about the internal and external support services available to them. Further information about internal and external educational and support services can be found in the TRA001\_MBA Group Training Student Handbook published on our website <https://mba.org.au/policies-and-procedures/>.

## EDUCATIONAL AND SUPPORT SERVICES

MBA GT/STO is committed to establishing partnerships with support organisations dedicated to providing advice, support and guidance and will ensure that it has sufficient educational and support services to meet the needs of the learner cohort/s undertaking training and assessment services, whether the services are internal or external to the organisation.

Educational and Support Services may include, but are not limited to:

- Modified learning materials i.e. larger font, printed in colour, different colour paper etc.
- Equipment, resources and/or programs to increase access for learners with disabilities.
- Flexible scheduling and delivery of training and assessment.
- In-class support i.e. note-taker, interpreters, tutorial support etc.
- Assessment adjustments i.e. reader/writer, scribe, additional time, verbal assessment etc.
- One-on-one support with a qualified trainer i.e. study support, LLN support etc.
- Nexus Human Services – provides free government-funded assistance to support learners with LLN and digital literacy support.
- OzHelp – provides access to free counselling and wellbeing support services.
- Reading and Writing Hotline (1300 655 506) – national phone service for adults looking to improve their reading, writing, numeracy or computer skills.

Any support provided to a learner will align with the RTOs Assessment Policy, which is published on our website <https://mba.org.au/policies-and-procedures/>, and accessible at any time.

Where the RTO does not have the capacity to provide the appropriate support to the learner, the learner will be informed accordingly, and the RTO will document the grounds on which the decision was made.

The RTO reserves the right to refer a learner to a later training date where the preferred date cannot accommodate the required support services. The alternate training date will be the next available date for the desired course.

In all cases, the RTO will:

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

## 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 the 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.

## IDENTIFYING STUDENT SUPPORT NEEDS

All learners enrolled in a Nationally Recognised training product must complete and submit the appropriate enrolment form prior to the commencement of any training with the RTO. This enrolment form includes various questions to assist in determining a learner's suitability to undertake the training and assessment, as well as a Language, Literacy and Numeracy (LLN) Assessment to determine whether they meet the ACSF level of the course or qualification.

Where disclosure of a disability or support request has been received, or if a student self-reports that they require support services, the RTO will make reasonable adjustments and implement support strategies so that students may fully participate in the training program.

## LANGUAGE, LITERACY AND NUMERACY (LLN) ASSESSMENT

LLN Assessments are prepared by mapping the Australian Core Skills Framework (ACSF) levels against the specific core skill requirements of the qualification, course or unit. This includes five core skills (learning, reading, writing, oral communication and numeracy) and describes the performance levels of each core skill from one (low level performance) to five (high level performance).

The LLN for qualification enrolments is conducted as an online assessment called LLN Robot. The LLN Robot is an online software built by The Learning Resource Group (TLRG), and LLN outcome reports are generated from the system for each student. Where students do not meet the minimum ACSF requirement, student support

measures will be implemented. The measures will vary based upon their individual LLN assessment results and any support plans will be discussed with the student and trainer/assessor.

The LLN for short courses (unit of competencies and accredited courses) are incorporated in the enrolment form. There are two LLN tools used for short course training, the first for High-Risk Work Licence (HRWL) training and another for all other accredited training courses.

## DISABILITY, IMPAIRMENT OR MEDICAL CONDITIONS

MBA GT/STO provides a supportive environment for students that invites disclosure. The RTO encourages students with a disability, impairment and/or 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, impairment 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 the necessary and/or accurate support to successfully complete their chosen course of study.

Please refer to the Disability Supplement published on our website for additional information to assist with answering the disability question on the enrolment form.

## STUDENT PROGRESSION

The progression of all students will be regularly monitored in terms of attendance, progression and completion of assessment activities, and to determine the effectiveness of any student support measures that have been implemented.

Where any progression support issues are identified, these will be addressed through consultation with the trainer/assessor, student and appropriate course coordinator and/or training manager. Students will be offered additional support such as catch-up classes, one-on-one sessions, guidance via phone or email, and/or additional external support for LLN needs.

## DOCUMENTING STUDENT SUPPORT

All staff are responsible for reporting and recording any conversations they have with a student regarding student support needs and/or services.

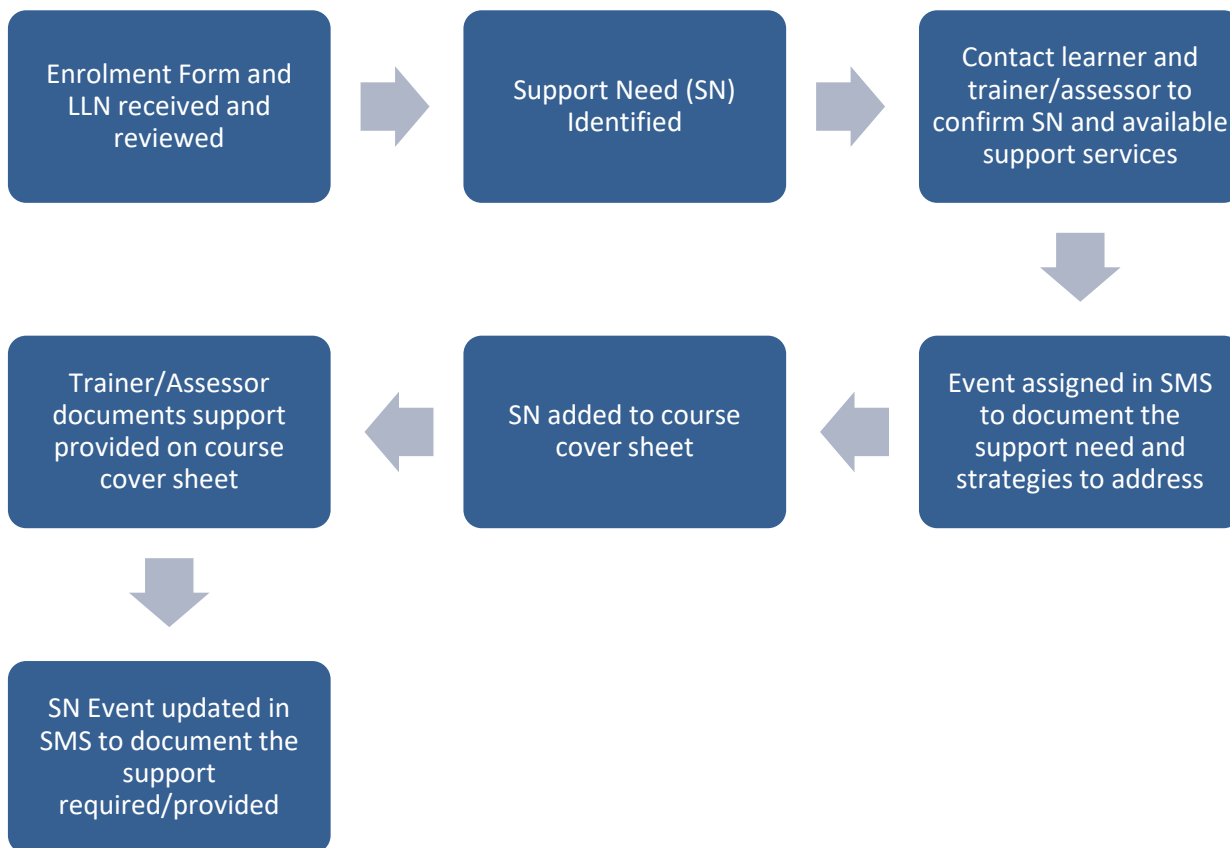
For qualification enrolments, when support needs are identified the QA008 Student Support Form should be utilised, with entries made in the Student Management System (SMS), documenting the details recorded in the form. The Student Support Form is linked to the Student Support Register, where support strategies for individual students are recorded, monitored and managed by the relevant course coordinator and/or Training Manager.

For short course enrolments, when support needs are identified an entry will be made in the Student Management System (SMS), documenting the support required and strategies to address. The support need and strategy will be communicated to the trainer/assessor prior to course commencement, as well as via the course cover sheet on the day/s of training and assessment. The course cover sheet, as well as comments within assessment feedback, will be utilised by the trainer/assessor to document the support provided throughout the training and assessment.

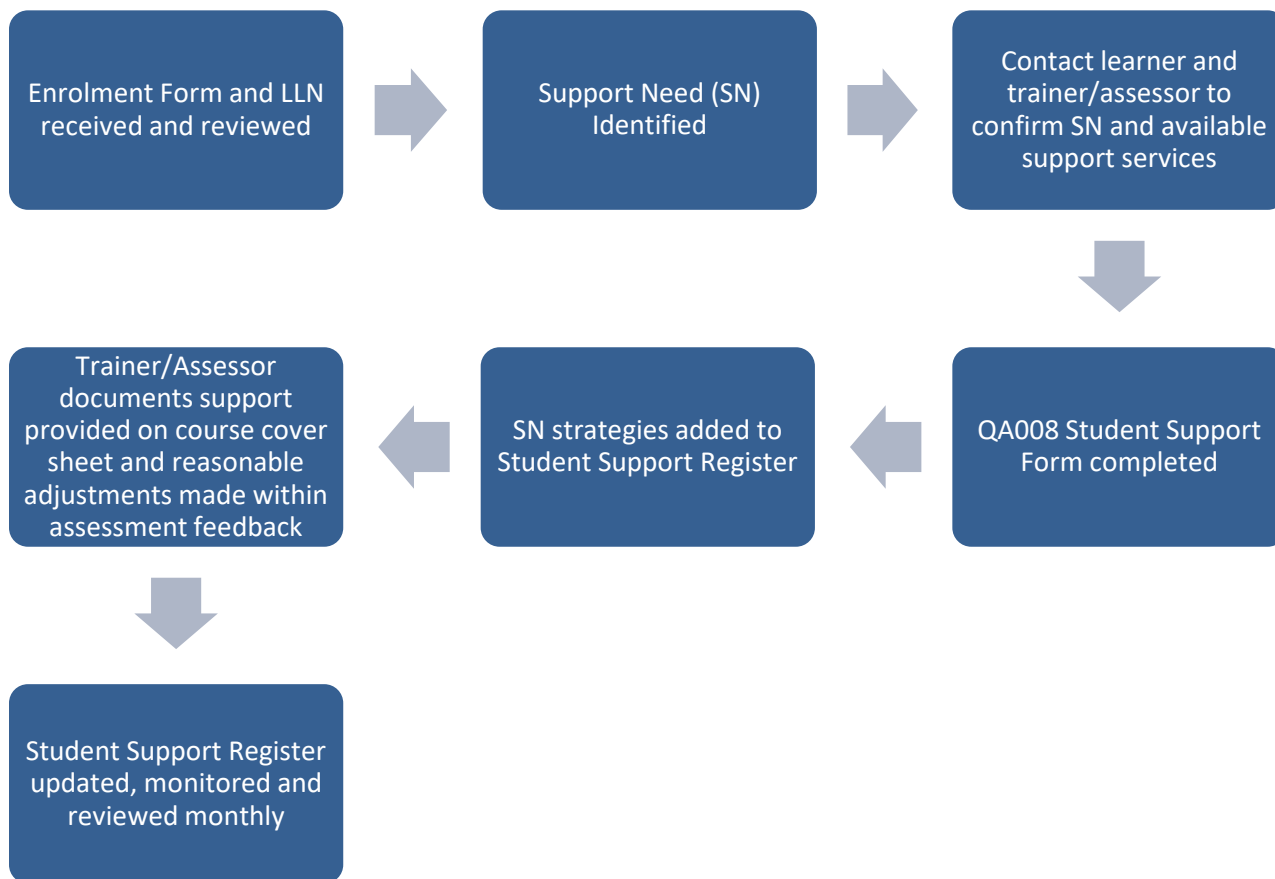
The Training Director and Compliance Team are responsible for monitoring the effectiveness of student support measures implemented by systematic monitoring of the Student Support Register.

All support needs and services provided by the RTO will be recorded and monitored as specified in the RTOs QA007 LLN and Student Support Procedure.

## SHORT COURSE LEARNER SUPPORT PROCESS



## QUALIFICATION LEARNER SUPPORT PROCESS



### DOCUMENT INFO

Relevant Standards: Standards for Registered Training Organisations (RTOs) 2015 – Clauses 1.3, 1.7, 5.1 and 5.4

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