

### Policy

In accordance with the Standards for Registered Training Organisations (RTO's) 2015 – Clause 1.7 (Support and Progression), ABC Training and Consulting is required to determine the support needs of individual learners; and as a result provide access to educational and support services such as: Language, Literacy and Numeracy support or Technology Assistance for students undertaking online delivery components of their course.

Information about other student support services provided by third party organisations is communicated via our Student Handbook, these services include (but are not limited to): Welfare Support Services and Counselling.

#### **Summary of support services provided by ABC Training and Consulting:**

- Language, Literacy and Numeracy (LLN):
  - All students have their LLN skills assessed during the enrolment process.
  - This process is initially undertaken and monitored by administration staff using an approved template and marking guide.
  - If any student is identified as having significant LLN support needs their test results are referred to a suitably qualified trainer / assessor who will review the student and put an action plan in place.
  - The action plan may include more intensive testing or simply a schedule of one-on-one coaching sessions to assist with the comprehension of learning materials and satisfactory completion of assessments.
  - If the trainer / assessor determines that the student's LLN needs will prevent their satisfactory completion of the course and affect their ability to gain employment then the student will be referred to a third-party language, literacy and numeracy support service (service providers will vary depending on student location).
  - Students referred to third party LLN services may have their enrolment delayed until such time as they have achieved a satisfactory level of LLN skills, this decision is determined on a case-by-case basis.
  
- Technical Support Services:
  - ABC Training and Consulting utilises an online enrolment form and a student portal that students are required to utilise as part of their course.
  - The online enrolment form is linked to our Student Management Database. Students are required to access an email with login information, complete and submit a series of online information fields, upload documents and send a completed LLN test back via email.
  - The student portal is used to provide student access to enrolment information including training progress. Students also access their learning materials and assessment tools via this portal and submit completed assessments.

- Some students may not have access to a suitable computer / device to access the online enrolment form or student portal.
  - In these instances hard copy forms and resources will be provided.
- Some students have limited technological knowledge / skills to sufficiently access and navigate the online enrolment form or student portal.
  - In these instances the student will be provided user-friendly instructions with screen-shot style illustrations to assist them. Phone support with our administration staff is also available.
  - If the lack of technological knowledge / skills is insurmountable then alternative methods of training and/or assessment will be provided (most likely in the form of paper-based resources).
- Reasonable Adjustment:
  - Occasionally a situation presents itself whereby a student is unable to undertake or complete training and/or assessment in its current form or location. This may be a permanent situation (ie. Due to a disability) or a temporary situation (ie. Due to an injury or illness).
  - In these situations the trainer / assessor is able to make reasonable adjustments to the facilitation and/or assessment process to allow better access and improve the chances of satisfactory completion.
  - Examples of reasonable adjustment include (but are not limited to):
    - Flexible scheduling and delivery.
    - Provision of training and assessment resources in different formats.
    - The use of verbal question and answering and scribing of the answers.
    - The use of an interpreter or other support person to assist the student.
  - Trainers and assessors must be confident that regardless of the reasonable adjustment provided the student is still able to complete the necessary requirements of the unit of competency in a workplace situation. For example: LLN difficulties cannot be so severe as to impact on the student's ability to read safety signs, instructions, communication broadcasts or other general written documents.

### External Support Services

- ABC Training and Consulting recognises that students sometimes have concerns and/or needs that fall outside our area of expertise however if unresolved may adversely affect their studies. These areas of concern include (but are not limited to):
  - Legal
  - Medical
  - Psychological
  - Family matters
  - Financial difficulties

- ABC Training and Consulting will NOT provide any official advice, referral or counselling in these types of matters as we are not qualified in this area. The contact details for certain independent agencies that assist with these types of concerns are listed in our Student Handbook. However, students are not obligated to utilise these particular services and ABC Training and Consulting will NOT be part of any treatment or resolution process.
- In the event that any of these types of concerns are applicable, extensions to assignment due dates and or nominal durations of entire qualifications can be negotiated and in some instances amendments to fees may be applicable (refer to the Policy / Procedure on Fees and Refunds).
- To secure an extension or financial aid students need to communicate the requirement to their trainer / assessor or the administration team as soon as possible. ABC Training and Consulting staff will not request any confidential information relating to the specific concern however if a student chooses to divulge the information their privacy will be respected.