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| Purpose: | This process has been developed to ensure that selectability Training has a strategy in place to support students in relation to academic and non-academic matters. |
| Reference: | ASQA – Standards for Registered Training Organisations (RTOs) 2015 Support Learners (Clause 1.7) (Clause 1.12 RPL) |
| Who is responsible: | <p>The trainer/assessor or Administrator is responsible for determining whether an individual will require any support services prior to the commencement of their course as per the pre-training review.</p> <p>The trainer/assessor or Administrator is responsible for providing advice and guidance on support strategies to students throughout their training program in relation to educational and support services.</p> |
| When: | As required. |
| Definition/s | <p>Educational and support services may include, but are not limited to:</p> <ol style="list-style-type: none"> a. Language, literacy and numeracy (LLN) programs or referrals to these programs b. Study support and study skills programs c. Equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity d. Learning resource centres e. Mediation services or referrals to these services f. Flexible scheduling and delivery of training and assessment g. Counselling services or referrals to these services h. Information and communications technology (ICT) support i. Learning materials in an alternative format, for example, in large print j. Learning and assessment programs contextualised to the workplace, and k. Any other services that the RTO considers necessary to support learners to achieve competency <p>Training Product means AQF qualification, skill set, unit of competency, accredited short course and module</p> |
| Policy: | <ol style="list-style-type: none"> 1. selectability Training will determine 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. 2. To ensure that students have the best chance possible to complete their training, selectability Training will identify any support services required prior to their enrolment or commencement and also provide access to support services throughout their training. 3. If the support attracts an additional cost to the student, then this will be noted next to the particular service |

Process:

1. Prior to enrolment or prior to the start of training, the trainer/assessor or Administrator will assess the students' needs by carrying out a pre-training LLN assessment which entails the following:
 - a. The prospective student will complete the Language, Literacy and Numeracy assessment to determine whether the student will require any LLN support throughout their program as documented on the pre-training review.
 - b. LLN Debriefing Conversation to discuss LLN outcomes and areas of support, and to explain and ensure that the student understands the concepts of RPL and CT. Trainer/assessor will review the student's work / life experience to identify any relevant prior formal / informal learning and offer the appropriate RPL or CT options as documented on the LLN Debriefing Form.
 - c. Students to identify on their enrolment form whether they have a disability which might prevent them from progressing through the training and assessment program.
 - d. The trainer/assessor or Administrator will record any relevant information on the LLN Debriefing Form as to whether additional training assistance or adjustment of the training program is required.
 - e. If applicable, allocated trainer will be made aware of any specific requirements that the student may require as a result of the above process and where necessary, the trainer/assessor or Administrator will arrange the appropriate support services.
2. selectability Training provides students with information about support services as outlined in the Student Handbook.
3. The Student Handbook is available to all prospective students via the website prior to enrolment for review. The Handbook download link is further provided at the declaration stage of the online enrolment form.
4. selectability Training continues to provide students access to educational and support services throughout their training program. Students are informed via the Student Handbook that should they require any support, they can contact their Trainer.
5. selectability Training has a range of educational and support services available for students as follows:

Internal educational support

- Pre-enrolment information, found on the website – Student Handbook and Course information, inclusive of funding criteria.
- Additional one-on-one support with the trainer/assessor
- Applying reasonable adjustment to training and assessment practices e.g. learning materials in alternative formats e.g. large print
- Flexible scheduling for assessment e.g. the student is able to select an assessment time that is most suited to their situation
- Learning resources, student have access to selectability Training's LMS for resources and materials
- Information and communications technology (ICT) support for selectability Training online delivery
- Telephone, video conference and LMS support for students engaged in flexible delivery programs
- Any other services that selectability Training considers necessary to support learners to achieve competency that is within selectability

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| | <p>Training's capability to provide</p> <ol style="list-style-type: none"> 6. selectability Training will assess each case on its own merits and as such, the nature and extent of the support services that selectability Training provides may vary. 7. Where necessary, selectability Training will source external help as listed below if a student needs further assistance. <p><u>External support services</u></p> <ul style="list-style-type: none"> ▪ Referral to external language, literacy and numeracy programs and other training programs e.g. Adult Migrant English Program or Living and Learning Centres in your local area (<i>additional cost may apply</i>) ▪ Referral to offsite counselling services |
| Relevant Records | <ul style="list-style-type: none"> • LLN Tool • LLN Debriefing Form |