



Learner Support Services

As detailed in DOC ID WIAL 5_12 Learning and Assessment Process and DOC ID WIAL 5_2 Student Handbook, Wiseman Institute will strive to provide appropriate learner support services, to ensure that learners are satisfied with the training they are receiving and that they have a reasonable chance of progression through their training program.

The need for support may be identified by the learner directly, by the Trainer or by the Employer.

The learner may require support before, during and/or after the completion of the training program.

As part of the Pre-Training Review Process, the Trainer will interview the learner to identify any support requirements.

Wiseman Institute of Applied Learning ensures that all learners gain maximum benefit from the training program and will enrol learners on the basis of their ability to fulfil the training program entry requirements. This includes support to identify language, literacy and numeracy difficulties. Staff at Wiseman Institute are to be aware of, and abide by, the Access and Equity provisions maintained within DOC ID WIAL 5_12 Learning and Assessment Process.

Throughout the delivery of training and assessment, it is the Trainer's responsibility to ensure that feedback is collected from the learner/s regarding their satisfaction with the training program and their progression through the training program. Wiseman's Feedback Process for Clients and Learners supports this process in collecting feedback on learner progression and satisfaction to ensure that all learners are happily progressing through their training as expected and required.

The levels of support may vary from learner to learner, and Wiseman will provide access to external support services where support cannot be sufficiently provided internally. This includes the following:

1. Literacy and numeracy support for any learners with any literacy and numeracy deficiencies that may preclude or inhibit them from participating in the attainment of a qualification
2. Literacy and numeracy support for any learners with literacy and numeracy deficiencies to assist the facilitation of the learner's participation and attainment of a qualification
3. Support for students with disabilities in the form of advice from the Trainer regarding physical access, adaptive or specialised equipment, learning and assessment materials in accessible formats, specific learning and assessment strategies to better facilitate the student's participation in training, coaching and assessment sessions, and in-class support during training, coaching or assessment sessions
4. Support for students locating a service required related to any aspect of their enrolment at Wiseman Institute
5. Personalised study support provided by Trainers