

# Learner Support Policy

## Purpose

ABC Licence Training endeavours to engage with their prospective learners to clearly identify the learning support needs of the individual and provide adequate advice to the learner about the training product appropriate to their needs. ABC Licence Training has this policy implemented to meet its obligations under Clause 1.7 of the Standards for Registered Organisations 2015. ABC Licence Training is committed to providing its learners with the appropriate level of ongoing support and additional assistance required to meet specific learners' needs.

This policy is to be read in conjunction with the Access and Equity policy, reasonable adjustment policy, LLN policy and complaints and appeals policy of ABC Licence Training.

## Policy

ABC Licence Training will in its process of assessing learner needs; take into consideration the learner needs on an individual case by case basis. Learner support services may include but is not limited to the following:

- LLN support
- Academic support and counselling
- Learning and assessment programs contextualised to the workplace
- Reasonable adjustment
- Disability support
- Specialised study support strategies.

Students current or prospective are encouraged to speak to ABC Licence Training if they feel the needs for any support to successfully complete their study with us. ABC Licence Training will ensure all such requests will be assessed and considered in a fair manner and where applicable an individual learning plan, or access to certain services will be provided. ABC Licence Training may request supporting documentation from the learner to help with the assessment and best possible solution to the request or need identified for the learner. All information collected will be confidential and will be maintained as per the requirements of the Privacy Act 1988.

The additional support will be provided to enable the learners to participate and achieve a successful training outcome in the same way as any other individual regardless of whether support services were required. During the course of training, if a learner finds it difficult to achieve the learning goals, then he/she may speak to the assessor. The student will be provided with information about additional tools and resources available which will help and guide the learner.

In an event where ABC Licence Training is unable to cater to the needs of its learners, we may consider a referral to an external organisation which will be well-equipped to meet the request. Learners will be notified if there will be any additional costs involved due to the provision of this service/support.

## Management Action and Responsibility

All staff, including third party providers as well as trainers and assessors are responsible for the implementation of this policy. The overall authority for approval of this policy remains with the CEO.

## Definitions

**LLN:** Language, literacy and numeracy - The term 'language, literacy and numeracy' (LLN) refers to five core skills, learning, reading, writing, oral communication and numeracy. These core skills are required by an individual for educational studies, community participation, and/or meet workplace requirements.

**Reasonable Adjustment:** Reasonable Adjustment refers to a measure taken by an education provider by modifying the learning environment or making changes to the training delivered to assist a learner with a disability.

**Disability:** As defined in the Disability Discrimination Act 1992. Disability may be also be defined as a condition of the body or mind that makes it more difficult for a person with the condition to perform certain activities.

## Legislative Context

The legislative base for this policy is as follows:

- Standards for Registered Training Organisations 2015
- Privacy Act 1988

- Disability Discrimination Act 1992.