

Title	EDUCATION and SUPPORT SERVICES		
Document Type	POLICY		
Responsible Officer	MD		
Date of Publication	30 May 2020	Policy Number:	POL-07

1. Purpose




Skilling WA is required to support students' progression in their learning.

The object of this policy is to provide a guideline for Skilling WA to provide students with support in compliance with the Standards Registered Training Organisations (RTOs) 2015 [SRTOs2015].

2. Policy Statement

Skilling WA is committed to providing support to those students with identified needs.

Skilling WA will:

-  implement and maintain strategies and practices to identify student support needs;
-  review and evaluate these strategies and practices to ensure they remain effective and current;
-  utilise the outcomes of support practices to inform and continually improve training and assessment strategies and practices.

3. Definitions

3.1 The following words and expressions have the following specific meaning, as in the SRTOs 2015.

Education and support services may include, but are not limited to:

- a) pre-enrolment materials;
- b) study support and study skills programs;
- c) language, literacy and numeracy (LLN) programs or referrals to these programs;
- d) equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
- e) learning resource centres;
- f) mediation services or referrals to these services;
- g) counselling services or referrals to these services;
- h) information and communications technology (ICT) support;
- i) learning materials in alternative formats, 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.

4. Policy Principles

4.1 Underpinning Principles

- a) Skilling WA's appreciates that some students, at times may require support for the undertaking of their learning.

- b) Skilling WA's appreciates that some students, at times may require support for the undertaking of their learning.
- c) If a student discloses a disability prior to enrolment Skilling WA Student Support will discuss the support needs the student has to determine if Skilling WA is able to meet these needs.
Skilling WA will assess the needs of the student and determine suitability for their enrolment into the course, course attendance and the potential for successful completion, and offer other options if necessary.
- d) If the student feels they need additional support or counselling, they are encouraged to make contact with Skilling WA staff who will assist and refer them to the appropriate support services.
- e) If support services attract additional costs, students will be made aware of this prior to enrolment.

4.2 Potential Needs and Support

The following table has been produced to identify possible Individual Learner needs and support available:

Type of Need	Example/ Scenario	Identified /Assessed by:	Support available potential	Costs additional
Age	Under 18yo – course requires student to be 18	Enrolment form, Support Services Advice form, conversation with student	<ul style="list-style-type: none"> Other learning options – lower level qual/course (without age restrictions); form of pre-app / introduction course options; non-accred course options 	As per course fees
Gender	Fear/ concern on gender balance or opinions within training room	Enrolment form, Support Services Advice form, conversation with student	<ul style="list-style-type: none"> Flexible classroom / delivery timetable; including blended learning options - correspondence learning, future elearning options, contact and distance learning options via phone, emails, Teams Flexible assessment completion timeframes Study support workshops Homogenous workgroups (if possible only) 	For additional days or one-on-one this may incur a trainer day fee Nil Nil nil
Remote/ Location	No form of transport to attend training Cannot financially afford to travel to training Not practical to travel to training	Enrolment form, Support Services Advice form, conversation with student	<ul style="list-style-type: none"> Flexible delivery timetable; correspondence learning, future elearning options, contact and distance learning options via phone, emails, Teams; regional course delivery Trainer visit to student Workplace based Flexible assessment completion timeframes 	Nil Regional/remote–travel and accom costs only Nil
Cultural / Ethnic background	Attendance to classes challenging due to family/cultural commitments	Enrolment form, Support Services Advice form, conversation with student	<ul style="list-style-type: none"> Flexible classroom / delivery timetable; including blended learning options - correspondence learning, future elearning options, contact and distance learning options via phone, emails, Teams Flexible assessment completion timeframes Study support workshops 	For additional days or one-on-one this may incur a trainer day fee Nil Nil
	Spiritual / Religious commitments (eg prayers)	Enrolment form, Support Services Advice form, conversation with student	<ul style="list-style-type: none"> Flexible classroom / delivery timetable – to accommodate religious commitments Flexible assessment completion timeframes Study support workshops Homogenous workgroups (if possible only) 	For additional days or one-on-one this may incur a trainer day fee Nil Nil Nil

Type of Need	Example/ Scenario	Identified /Assessed by:	Support available potential	Costs additional
Disability	Vision Impairment	Enrolment form, Support Services Advice form, conversation with student	<ul style="list-style-type: none"> • Larger print • Sit at front of room • Electronic copy of materials • Access support through Visibility WA, 61 Kitchener Ave, Burswood WA 6100 • Reasonable adjustments to assessment, eg oral questions and answers 	Nil Nil Nil Nil Nil
	Deaf or hard of hearing	Enrolment form, Support Services Advice form, conversation with student	<ul style="list-style-type: none"> • Sit at front of room • Electronic copy of materials • Allow Auslan Interpreter with student • Reasonable adjustments to assessment, eg written questions and answers 	Nil Nil At student cost Nil
	Mental health conditions	Enrolment form, Support Services Advice form, conversation with student	<ul style="list-style-type: none"> • Flexible classroom / delivery timetable • Flexible assessment completion timeframes • Referral to counselling services • Study support workshops 	For additional days or one-on-one this may incur a trainer day fee Nil At student cost Nil
	Intellectual disability	Enrolment form, Support Services Advice form, conversation with student	<ul style="list-style-type: none"> • Flexible classroom / delivery timetable; including blended learning options - correspondence learning, future elearning options, contact and distance learning options via phone, emails, Teams • Flexible assessment completion timeframes • Study support workshops • Possible advice and support from Medical practitioner of student – to support tailoring 	For additional days or one-on-one this may incur a trainer day fee Nil Nil Nil
	Acquired brain injury	Enrolment form, Support Services Advice form, conversation with student	<ul style="list-style-type: none"> • Flexible classroom / delivery timetable; including blended learning options - correspondence learning, future elearning options, contact and distance learning options via phone, emails, Teams • Flexible assessment completion timeframes • Study support workshops • Possible advice and support from Medical practitioner of student – to support tailoring 	For additional days or one-on-one this may incur a trainer day fee Nil Nil Nil

Type of Need	Example/ Scenario	Identified /Assessed by:	Support available potential	Costs additional
	Physical disability	Enrolment form, Support Services Advice form, conversation with student	<ul style="list-style-type: none"> • Flexible classroom / delivery timetable; including blended learning options - correspondence learning, future elearning options, contact and distance learning options via phone, emails, Teams • Flexible assessment completion timeframes • Study support workshops • Reasonable adjustment to assessments • Possible advice and support from Medical practitioner of student – to support tailoring • Disability accessible venue 	For additional days or one-on-one this may incur a trainer day fee Nil Nil Nil Nil Nil
	Autism spectrum disability	Enrolment form, Support Services Advice form, conversation with student	<ul style="list-style-type: none"> • Flexible classroom / delivery timetable; including blended learning options - correspondence learning, future elearning options, contact and distance learning options via phone, emails, Teams • Flexible assessment completion timeframes • Study support workshops • Reasonable adjustment to assessments • Possible advice and support from Medical practitioner of student – to support tailoring 	For additional days or one-on-one this may incur a trainer day fee Nil Nil Nil Nil
	Learning disability	Enrolment form, Support Services Advice form, conversation with student	<ul style="list-style-type: none"> • Flexible classroom / delivery timetable; including blended learning options - correspondence learning, future elearning options, contact and distance learning options via phone, emails, Teams • Flexible assessment completion timeframes • Study support workshops • Reasonable adjustment to assessments • Possible advice and support from Medical practitioner of student – to support tailoring • Provision of learning and assessment resources in advance 	For additional days or one-on-one this may incur a trainer day fee Nil Nil Nil Nil Nil

Type of Need	Example/ Scenario	Identified /Assessed by:	Support available potential	Costs additional
	Medical disability	Enrolment form, Support Services Advice form, conversation with student	<ul style="list-style-type: none"> Flexible classroom / delivery timetable; including blended learning options - correspondence learning, future elearning options, contact and distance learning options via phone, emails, Teams Flexible assessment completion timeframes Study support workshops Reasonable adjustment to assessments Possible advice and support from Medical practitioner of student – to support tailoring 	For additional days or one-on-one this may incur a trainer day fee Nil Nil Nil Nil
Sexuality	Fear/ concern on gender balance or opinions within training room	Enrolment form, Support Services Advice form, conversation with student	<ul style="list-style-type: none"> Flexible classroom / delivery timetable; including blended learning options - correspondence learning, future elearning options, contact and distance learning options via phone, emails, Teams Flexible assessment completion timeframes Study support workshops Homogenous workgroups (if possible only) 	For additional days or one-on-one this may incur a trainer day fee Nil Nil Nil
Language skills	Low levels language	Enrolment form, conversation with student, completion of Support Services Advice form or LLN quiz	<ul style="list-style-type: none"> Reasonable adjustment to assessments Refer to LLN Tuition – eg ReadWrite Now Potential for Interpreter to attend with student 	Nil At student cost At student cost
Literacy & Numeracy	Low levels literary	Enrolment form, conversation with student, completion of Support Services Advice form or LLN quiz	<ul style="list-style-type: none"> Reasonable adjustment to assessments Refer to LLN Tuition – eg ReadWrite Now 	Nil At student cost
	Workplace literacy is foreign	Enrolment form, conversation with student, completion of Support Services Advice form or LLN quiz	<ul style="list-style-type: none"> Provision of industry literacy “jargon” dictionary 	Nil
	Low levels of Numeracy	Enrolment form, conversation with student completion of Support Services Advice form or LLN quiz	<ul style="list-style-type: none"> Where valid, allow use of calculators Provision of Numeracy practice and learning tasks 	Nil Nil

Type of Need	Example/ Scenario	Identified /Assessed by:	Support available potential	Costs additional
Financial ** Skilling WA is not a not-for-profit as is not able to offer free courses.	Financial hardship paying for course	Enrolment form, conversation with student	<ul style="list-style-type: none"> • Payment Plan options • Direct debit options • Potential access to student funding - and referral to another RTO • Referral to Centrelink • Referral to library bank of resources • If student is school-based - Referral access to Lauren Hollows “Resources for all School students” program 	Nil Bank charges, and decline payment fees Nil Nil Nil Nil
	Cannot afford resource materials for course	Enrolment form, conversation with student	<ul style="list-style-type: none"> • Payment Plan options • Direct debit options • Potential access to student funding - through industry funds eg DOCS, CTF • Referral to Centrelink • Referral to library bank of resources • If student is school-based - Referral access to Lauren Hollows “Resources for all School students” program 	Nil Bank charges, and decline payment fees Nil Nil Nil Nil
Computer Literacy	Student has low level computer skills needed to complete the tasks of assessments	Enrolment form, conversation with student	<ul style="list-style-type: none"> • Computer course • Referral to computer courses • Flexible assessment completion timeframes • Study support workshops • Reasonable adjustment to assessments 	At computer course fees At student cost Nil Nil Nil
Learning Resources	Student does not have access to a computer to complete their assessments	Enrolment form, conversation with student	<ul style="list-style-type: none"> • Flexible assessment completion timeframes • Study support workshops • Reasonable adjustment to assessments eg complete paper based • Loan Laptop in classroom • Hire laptop (taking laptop away from classroom) • If student is school-based - Referral access to Lauren Hollows “Resources for all School students” program • Provision of learning and assessments materials paper-based 	Nil Nil Nil Nil Hire Fee at student cost Nil Nil

Type of Need	Example/ Scenario	Identified /Assessed by:	Support available potential	Costs additional
Accelerated Learning need due to	Student has past experience, current knowledge and skills applicable to the course	Enrolment form, conversation with student	<ul style="list-style-type: none"> • Recognition of Prior Learning • Recognition of current competencies • Credit transfer arrangements • Other flexible delivery styles: Refresher training, Assessment guidance /coaching, tuition style 	As per course fees As per course fees Nil Nil

5. Skilling WA Responsibilities

The MD Skilling WA is responsible for ensuring compliance with this policy.

All Skilling WA staff are to be mindful, open and responsive to queries from students regarding additional education and support services.

6. Records Management

All documentation relating to education and support services is recorded and maintained in accordance with records management processes (See Records Management Policy [POL-17]).

7. Monitoring and Improvement

All education and support services are monitored by the Managing Director Skilling WA with areas for improvement identified and acted upon. (See Continuous Improvement Policy [POL-06])

Governance

Position/Title Procedure Owner	Managing Director Skilling WA		
Version Number	1.0	Date of Next Review	01/06/2021
Prepared By	Rhonda Stacy	Title	Managing Director
Approved By	Rhonda Stacy	Date Approved	30/05/2020
Related/Supporting Policies & Procedures	<ul style="list-style-type: none"> • POL-01 Access & Equity • POL-08 Enrolments • POL-03 Assessment 		
Related Procedures			
Associated Forms	F_Support Services Advice Form AT_LLN Quiz Foundation Skills		
Standards for Registered Training Org 2015 (SRTOs2015)	Specific Clauses -	Secondary Clauses -	
	1.7, 1.3b	4, 5.1, 5.2b	
External References / Standards/ Contracts for compliance	<ul style="list-style-type: none"> ✚ (TAC) Identifying & Meeting Learners needs ✚ (NCVER) Standard enrolment questions example form 		

Amendment History		
Version	Date Issued	Description of Change: amendments/additions/deletions
1.0	30/05/2020	New Policy