



## LEARNER SUPPORT SERVICES POLICY

During the enrolment process, Signature Training personnel will engage with a prospective learner in a number of ways in order to understand their individual needs and how we can best provide services to each learner in order to maximise their chances of successfully completing the selected training program. We engage with learners in the following ways:

- **First Point of Contact.** During the first point of contact, the learner will be engaged either over the phone or in person to determine their training requirements and their vocational goal. This information will be used to align the learner with a particular program that we offer or to refer the learner to a different training organisation. Following the first point of contact, the learner is given an enrolment package which includes the enrolment form to gather more information about the learner.
- **Enrolment form.** The Enrolment Form includes specific questions for the learner in regards to their cultural and educational background. The Enrolment Form also includes questions relating to their spoken English ability and their skill in literacy and numeracy. There is also a specific question which asks the learner if they have any individual needs that may prevent their full participation in the training program. This information is gathered and taken into account during the enrolment interview.
- **Enrolment interview.** Once the enrolment form is received, Signature Training personnel will review the information and arrange to engage with the learner to undertake the enrolment interview. The enrolment interview covers specific points for discussion relating to individual needs, LLN, rights and obligations, recognition opportunity, etc. This interview, as are all enrolments, undertaken in our Parramatta office and face to face.

This multipoint approach ensures that learners entering a training program with Signature Training will have their individual needs identified which enables the allocation and arrangement for the applicable support services which may be supplied internally or by an external provider.



If support services are identified, the following is a guide to support that can and should be provided:

Individual need	Support Service
<p>Pre-enrolment support to understand rights and obligations, fees and payment arrangements, and the services to be provided</p>	<p>Learners requiring additional support to understand the pre-enrolment information requirements will be engaged on additional one-on-one sessions to talk the learner through the information contained within the learner handbook, the applicable course brochure and the schedule of fees and charges. It is preferable if these sessions are conducted face to face.</p>
<p>Minor LLN need that would inhibit the participation</p>	<p>This support is provided by our Student Coordinator Monday to Friday only.</p> <p>We would allocate an additional trainer to provide individual support during learning activities and reasonable adjustment during assessment activities. This support will be coordinated through the RTO Manager to ensure suitable allocation of trainers is available.</p> <p>A verbal course may be offered and the course structure altered to accommodate the learner.</p>
<p>Significant LLN need that would prevent participation and completion of the course</p>	<p>We would advise the learner to complete a Course in Language, Literacy and Numeracy at TAFE or any other institute</p>
<p>Recognised difficulties in studying and learning</p>	<p>Where appropriate to the program, learners identified with recognise difficulties in studying and learning will be scheduled with additional one-on-one support sessions at regular intervals throughout the course program. These support sessions will be used to review the learning content with the learner and to engage the learner in discussion about the subject matter. These sessions will be structured in accordance with the planned learning applicable to the course program. The study sessions will direct the learner back to the course reference material in order to encourage their individual self-paced effort.</p>



Individual need	Support Service
<p>Work hours are restrictive which would prevent the learner attending training during Monday to Friday.</p>	<p>Course may be offered as a weekend course to accommodate the availability of the learner. The learner can also attend split sessions to allow for half day participation. Where required, learners will also be supported to adopt a self-paced study method.</p> <p>We schedule support sessions to assist the learner to progress in the course program whilst taking into account their restricted availability.</p>
<p>English as second language</p>	<p>A verbal course can be offered and course structures altered to accommodate (split days so not consecutive, allowing more time to study and more individual attention from our trainers).</p>
<p>Financial difficulties that prevent the full payment of fees in advance.</p>	<p>We offer fees on a payment plan with a small initial payment to be made in advance, then small fortnightly payments as a direct debit.</p>
<p>Learner suffers from a nervous/anxiety disorder.</p>	<p>We can accommodate by giving individual attention away from others involved in the training program. Training and assessment deliberately (with the learner) is offered in a relaxed mode without time pressures.</p>
<p>Inadequate clothing to participate in training</p>	<p>The learner may be able to access suitable clothing and footwear at low cost via: St Vincent de Paul Society</p>
<p>Learner required counselling support and advice about their personal situation</p>	<p>The learner may be referred to:            Lifeline 13 11 14            Beyond Blue 1300 22 4636            Salvation Army Family Welfare Centres            Catholic Care, Family Support Service            In house Counsellor</p>
<p>Learners with a disability or medical condition</p>	<p>All possible allowances may be provided to persons with disabilities.</p> <p>Assessors are to use their judgement in assessing the learner's ability to perform tasks in a safe manner.</p>



Learners with visual impairment	Learners with visual impairment will be supported by supplying internal learning resources with a larger printed font. Learners can also be supplied with audio recordings of learning sessions where appropriate.
Learners who are Aboriginal and Torres Strait Islander	Refer to ATSI Cultural Awareness Policy

Other individual needs can be considered on a case-by-case basis in consultation with the Chief Executive Officer.

### Version Control and Accountable Officers

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this policy.

Responsible Officer	CEO
Implementation Officer	Supervisor RTO Manager Human Resources Officer
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