

### Purpose

Advance will determine the support needs of individual learners and provide access to the educational and support services necessary for the learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

### Policy Statement

To maximise the potential of learners to successfully complete their training, Advance will:

- Identify any support individual learners need at pre-enrolment;
- Provide access to that support throughout their training.

In the event that a student's level of core skills is not at the required level for the program, the student will be provided with options for accessing further training and support before returning to the program. The student must be informed that Advance does not cover the cost of these services.

### Learning Support Procedure

Prior to enrolment, learners undertake a range of assessment to determine their suitability and aspirations to the course and the anticipated course outcomes and pathways. Information gathered from the Pre-Training Review, Enrolment Form, Pre-Training Core Skills Check and the VAK Learning Style Self-Assessment is collated to determine any specific support needs required to assist the learner to successfully participate and complete their chosen course.

Support needs are to be discussed and agreed with the learner, and the support needs are to be recorded on the Pre-Training Review, Core Skills Check Candidate Record and the Training Plan.

Supports may include providing:

- Language, Literacy and Numeracy (LLN) support;
- Assistive technology;
- Additional tutorials;
- Learning materials and/or assessment tools, in alternative formats, e.g. in large print, coloured paper;
- Making reasonable adjustment to assessments;
- For Traineeships and Apprenticeships, applying for DAAWS assistance for Tutorial and/or Mentoring support;
- Mentoring and career guidance services;
- Referral to an LLN specialist course/provider;
- Referral to a pre-accredited course.

During course delivery, if additional student support is identified, trainers/assessors will:

- Encourage the learner to seek additional assistance;
- Discuss additional support needs/strategies with the learner;
- Liaise with the RTO Manager, Career Practitioner or other support staff to access suitable support.

### Student Welfare

Advance recognises that students may require access to welfare services to assist with issues that may arise through their studies, including course progress and attendance requirements or who are experiencing personal difficulties. Information about welfare services are provided in the Student Handbook.