



Westbourne College - Additional Student Support Policy

This document outlines Westbourne College's policies and procedures relevant to providing support to learners. This is in accordance with the Standards for RTOs 2015, particularly *Clause 1.7*:

'The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.'

PURPOSE

Westbourne College is responsible for ensuring the educational and support services it provides meet the needs of the learner cohort/s undertaking the training and assessment.

This policy ensures that Westbourne College has mechanisms in place to collect, analyse and act on any support requirements that are additional to the provision of standard services. This ensures individual learners are provided access to the educational and support services necessary for them to meet the requirements of the training product as specified in training packages or VET accredited courses.

SCOPE

Westbourne College is responsible for collecting, analysing and acting on additional support information that could adversely impact a student's ability to undertake and complete training.

This includes, but is not limited to, any disability or impairment that restricts access, as well as computer literacy or English language, literacy and numeracy (LLN) information obtained from learners prior to enrolment and prior to the commencement of their training.

Educational 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. flexible scheduling and delivery of training and assessment;
- h. counselling services or referrals to these services;



- i. information and communications technology (ICT) support; learning materials in alternative formats, for example, in large print;
- j. learning and assessment programs contextualized to the workplace;
- k. adult migrant education; and
- l. any other services that the RTO considers necessary to support learners to achieve competency.

(Standards for RTOs 2015)

PROCEDURE

All potential students are asked to provide information prior to enrolment regarding additional support requirements. The enrolment form provides students with the opportunity to select options identifying if they have a disability or impairment, which may impact their study.

Disability or Impairment

The Administration Coordinator (s) is advised by Student Administration Officers when students indicate a disability or impairment during the enrolment process, that may impact on their studies. The Administration Coordinator (s) is responsible for reviewing the information provided and where necessary making contact with the student to determine any additional support requirements. The support will vary depending on the individual needs of the student. The Administration Coordinator (s) will then liaise with relevant training staff, to both draw their attention to the information and to arrange for reasonable adjustment to be applied where appropriate. Any reasonable adjustment applied, must ensure it does not detract from or impact the integrity of the training package requirements.

All trainer/assessors are advised by administrative staff if students with a disability or impairment are attending, irrespective of any prior to any additional support measures being implemented. Westbourne College will endeavour to work with the student to determine and provide reasonable access to training facilities, materials and resources to allow them to undertake their studies. Where appropriate, Westbourne College will seek external assistance to ensure additional support services are available. Westbourne College will inform students in case additional costs may be incurred providing access to external additional support services.

Language, Literacy and Numeracy (LLN)

Where the learner's LLN skills do not meet the Australian Core Skills Framework benchmarks, and pose a barrier to course enrolment, Westbourne College will advise the learner of support options available to them.

LLN evaluation is a pre-requisite to all courses provided by Westbourne College and must be conducted prior to any enrolment taking place and prior to the day of training commencing. This evaluation is designed to assess each learner's current LLN skills against the relevant



requirements of each program and the relevant AQF and ACSF levels. Where the assessor determines that the learner's LLN skills are below the required level, they will discuss the results of the LLN evaluation with the learner. The trainer/assessor will consult with the CEO if required, to organise a further evaluation and determine the support needed or determine whether the learner has the required LLN skills to commence training at all. If the later is the case, Westbourne College will refer and/or recommend external support services which can assist a learner to improve their LLN skills. Westbourne College will further recommend that the learner spend a period of time, 3 to 6 months, improving these skills, before they return to attempt future enrolment.

Learners Requiring LLN Support

Where the LLN assessor makes a determination that the learner **has** adequate language, literacy and numeracy level to continue their course with a support plan in place, the Trainer and Assessor will:

- Contact the learner to discuss their LLN results and the impact it may have on their learning.
- Offer guidance on support services available to assist with improving the learners LLN.
- Discuss with the CEO any reasonable adjustment to assessment tasks that can be made to ensure the learners are not disadvantaged in assessment, e.g. oral assessment where reading skills are below the required level and still ensure that the competency requirements of the assessment are maintained.
- Provide regular phone contact/on-site assistance to offer support and monitor the progress of the learner

Learners Who Require External LLN Support

Where Westbourne College trainer/assessors make a determination that the learner **does not have the required** LLN skill levels to enrol in a training program with a support plan in place, the trainer/assessor will:

- Explain the challenges that will be encountered in completing the course with their existing LLN level.
- Offer the option to defer their enrolment for a period of up to 6 months to allow the learner to engage in an LLN skilling program. Learners will enrol in their program once they are within one ACSF level of the requirements for the course of study.
- Provide information on where they can obtain assistance with their LLN skills.
(see LLN support services at the end of this document)

Equal Access

Westbourne College does not discriminate against any learner enrolling or engaging in any course. Our aim is to advise learners as much as possible on how they can attain additional support if required and how Westbourne College can support them. Westbourne College will also advise on its own limitations of support. Ultimately, the learner is left to decide as to whether or not they wish to proceed with their



enrolment, if they have the minimum skill level required. If a learner has an extreme deficit in their LLN skills level, Westbourne College will not allow them to enrol, as it is neither fair to the learner, other students or training staff, if the learner will struggle.

Centrelink

Centrelink may be able to assist learners with additional training support, in the form of extra education payment supplements. Payments are in accordance with asset tests and also determined based on the duration of the course and whether it is full or part-time. The supplements may include:

- Youth allowance
- Austudy payment
- Newstart allowance
- ABSTUDY

Students seeking assistance from Centrelink will discuss their personal circumstances and opportunities with their local Job Services Australia (JSA) or Disability Employment Services (DES) provider. They will advise on additional support funding and supplements which may be available and the physical location of program providers and the skill building programs available.

LLN Support Services

Learners with LLN difficulties should be referred to the following services to discuss any additional LLN support services available to them:

- **Adult Migrant English Program (AMEP):**
<https://immi.homeaffairs.gov.au/settling-in-australia/amep/about-the-program>
- **Skills for Education and Employment**
[Skills for Education and Employment \(SEE\) Program - Department of Employment and Workplace Relations, Australian Government \(dewr.gov.au\)](https://www.dewr.gov.au/education-and-workplace-relations/skills-for-education-and-employment)
- **Literacy Net:** [Literacy Net - Department of Employment and Workplace Relations, Australian Government \(dewr.gov.au\)](https://www.dewr.gov.au/education-and-workplace-relations/literacy-net)
- **Reading and Writing Hotline:** <https://www.readingwritinghotline.edu.au/> 1300 6 555 06