

# Learner Support Services Policy

## Purpose

To maximise the chance of students successfully completing their training, the RTO needs to determine the support needs of individual students and where possible provide them access to the educational and support services necessary for the individual to meet the requirements of the training product as specified in training packages or VET accredited courses.

## Policy

To maximise the chance of students successfully completing their training, the RTO will identify any support individual students need prior to their enrolment and provide access to that support throughout their training.

This may include providing:

- Language, Literacy and Numeracy (LLN) support;
- Assistive Technology
- Additional Tutorials, and / or
- Other mechanisms, such as assistance in using technology for online delivery components.

Where this support attracts an additional cost to the student, the RTO will make this clear in pre-enrolment information. If there are limitations to the support your RTO is able to provide, these limitations need to be made clear in information provided to potential students.

**Note:** A formal assessment process is not required, however, the RTO must be able to demonstrate how it identifies support needs (for example, by requiring students to complete a self-assessment as part of the enrolment process).

## Procedure

The RTO must, through the application for enrolment process identify, for each student, any additional support required.

The RTO will only be able to identify this support if informed by the student.

Where the RTO identifies required support, such as literacy or numeracy, English or other language barriers or physical capabilities, and it cannot provide such support directly, it will refer the student to a third party.

Where the RTO is not capable of offering an environment suitable for the needs of a student with specific identified needs, it will inform them accordingly and may direct the student to a provider that can, and thus will not process their enrolment.

## Related Standard

Clause 1.7

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