Student Support & Welfare Policy

Purpose

To document the approach that Care Training Institute will take to ensure that it determines the support needs of each individual learner prior to enrolment and to provide access to that support to individual learners throughout their training.

Policy

Care Training Institute provides assistance and supports all clients to identify and achieve their desired outcomes in accordance with requirements outlined in the Standards for RTOs 2015.

To meet these requirements Care Training Institute will ensure that it conducts a comprehensive Pre Training Review for all students, prior to enrolment to ensure suitability of individual students for particular training programs.

This Pre Training Review will include a comprehensive Language Literacy and Numeracy (LL&N) Assessment, which will be used to determine any individual support, or reasonable adjustment that may be required throughout the duration of the training program.

Where the need for additional support is identified, Care Training Institute will work with individual students to ensure that support which may include the following, is provided:

- Language, Literacy and Numeracy (LLN) support
- Reasonable Adjustment
- Referral to external specialist organisations and/or agencies
- other mechanisms, such as assistance in using technology (where necessary)

If the required support involves an external organisation or agency and/or attracts an additional cost, this will be the responsibility of the learner. Care Training Institute ensures that this is made clear to the student at the pre-enrolment information stage.

All delivery, assessment and instruction are carried out in English unless otherwise stated.

Care Training Institute fosters a diverse, flexible and inclusive training environment.

We encourage Indigenous Australians, people with disabilities, women and men along with culturally and age diverse applicants to apply.

Procedure

Pre Training Review
Care Training Institute requires all students to complete a Pre Training Review prior to enrolment, which will be used to determine individual students’ suitability to enrol into a training program. The Care Training Institute Pre Training Review also contains a Language Literacy and Numeracy Assessment, as detailed below.
Language, Literacy & Numeracy
All students are required to complete a language, literacy and numeracy (LLN) assessment as part of the Pre Training Review - prior to enrolling into a training program with Care Training Institute. The LLN assessment will be used to determine any support that may be required for each individual student through the training program.

Examples of student support that Care Training Institute is able to provide include:
- study support and/or study skills programs
- language, literacy and numeracy (LLN) support/programs
- use of trained support staff including specialist teachers
- use of assistive technology
- additional tutorials
- assistance in using technology (where necessary)

Care Training Institute may also refer students to a LLN Course that is offered by an external provider or may refer students to external organisations and agencies for additional support. All costs relating to additional support will be the responsibility of the student or by the students employer or referring agency.

Where student support needs are identified as part of the pre training review and/or LLN assessment Care Training Institute may decide to make “reasonable adjustment” concerning the assessment process for individual students, or offer one-on-one support for the interpretation of course material. This will depend on the level of support required and the outcomes of the pre training review.

The level of support to be provided to individual students and/or any reasonable adjustment to be made to the assessment will be documented and information passed on to the individual student’s trainer assessor to ensure that appropriate support is provided throughout the delivery and assessment period.

A copy of the documented evidence will be kept in the student file.

Candidates with A Disability Or Special Needs
A person with a disability or special needs has the right to study at Care Training Institute in the same way as any other student.

At Care Training Institute, we offer people with disabilities the same educational opportunities as everyone else. Care Training Institute is committed to meeting their obligations under the Standards for Registered Training Organisations (RTOs) 2015, The Disability Discrimination Act (DDA) 1992 and the Disability Standards for Education 2005 and will endeavor to provide the following educational and support services to students who may have a disability, to assist them to meet course requirements. These include:
- providing equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity principles
- flexible scheduling and delivery of training and assessment, and
- the provision of learning materials in alternative formats
Care Training Institute will include a question on their enrolment form/s asking candidates whether they require adjustments to be made due to a disability. This is only for Care Training Institute to determine whether support or arrangements for reasonable adjustments can be made.

All personal information provided by the students will be handled by Care Training Institute confidentially and in accordance with the requirements of the Privacy Act 1988 and the Australian Privacy Principles - Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Students with disability will be provided with reasonable adjustments wherever possible and where reasonable adjustments will not cause unjustifiable hardship to Care Training Institute.

Reasonable adjustments will ensure that the inherent requirements of the course are met by the individual students, before they are deemed competent.

Care Training Institute will maintain all records (eg. Forms, documents, emails, action plans, etc) of all actions taken to provide students with support services or for all reasonable adjustments made to their assessment.

If Problems Arise or Support Is Required during the period of delivery

Students experiencing a problem with their course, should immediately speak with their trainer who can assist in finding the assistance needed. Some examples of support that may be arranged include:

- Mentoring
- Disability Support
- Telephone/email learners support
- Personal Counselling

Students can gain additional support from the following organisations:

- **Language, Literacy & Numeracy Support**
  - Centrelink Literacy & Numeracy Support - 132 850
  - **Reading Writing Hotline** – 1300655506

- **Counselling Services**
  - Lifeline Australia- 13 11 14
  - Local – 03 9666 1244

- **Drug & Alcohol Services**
  - Alcoholics Anonymous – 1800 888 236
  - Local – 03 9429 1833

- **Language Interpretation**
  - Telephone Interpreter Services - 13 14 50

- **Family Assistance**
  - Department of Human Services 1300 650 172
  (This includes: Health, Housing, Child Protection and Disability)
Persons affected by this policy
- Students
- RTO Management Staff
- RTO Administrative Staff
- Trainer Assessors

Relevant documents and forms
- Enrolment Policy and Procedure
- Training Plan
- Short course enrolment form (including LLN Assessment and Pre Training Review)
- Full Qualification LLN Assessment

Relevant standards
Standards for RTOs 2015
Standards 1.7, 1.8, 4.1, 5.1, 5.2