

# Support Services Policy

## PURPOSE

This policy outlines how Trainwest identifies, provides information and access to education and support services for our students so they may achieve their learning outcomes.

## SCOPE

This policy applies to all Trainwest students, clients, employees and third-party partners delivering training and assessment services under a third-party arrangement.

This policy should be read in conjunction with our Support Needs Identification Procedure. It constitutes an integral component of our Quality Management System (QMS).

## RESPONSIBILITIES

<b>General Managers</b>	Develop and promote policies and practices that ensure all students are provided with the available and suitable educational and support services they need to achieve their learning goals.
<b>Trainers and Assessors</b>	Determine educational and support services for students at the commencement of courses based on their identified needs. Provide students with available educational and support services available as required.
<b>Administration Staff</b>	Provide students with educational and support services information at enrolment or prior to course commencement. Record identified educational and support needs of students and provide relevant information to Trainers/Assessors.
<b>Partnership Coordinators</b>	Provide third-party partners with resources and support to identify support needs. Monitor and review resources to determine the effectiveness of the process. Identify and implement improvements to support services.
<b>Third-Party Partners</b>	Determine educational and support services for students at the commencement of courses based on their identified needs. Provide students with available educational and support services available as required.
<b>Students</b>	Communicate any support needs relevant to training and assessment services prior to enrolment, and during your course as required. Utilise available support services, including Trainer/Assessor support, throughout your training and support.

## Policy Statement

Trainwest is committed to providing support to students with identified needs by:

- Identifying any particular requirements, such as literacy, numeracy, English language or physical capabilities that learners would need to complete each course
- Developing strategies to make support available where gaps are identified.

Educational and support services may include:

- Pre-enrolment materials
- Study support and study skills programs
- Language, literacy and numeracy (LLN) programs or referrals to these programs
- Equipment, resources and programs to increase access for learners with disabilities
- Learning resource centres
- Flexible scheduling and delivery of training and assessment in clusters
- Learning materials in alternative formats, for example, in large print and ebooks
- Homework workshops
- Mentoring
- Access to quiet study areas
- Learning and assessment programs contextualised to the workplace
- Any other services that we consider necessary to support learners to achieve competency.

## Identification of Needs

If a student discloses a disability prior to enrolment, Trainwest will discuss what support needs the student has to determine if we are able to meet their needs, Trainwest will assess the needs of the student and determine suitability for course attendance and if offer other options if necessary.

If the student requires extra support or counselling, they are encouraged to make contact with Trainwest who will assist and refer them to the appropriate support services.

If the support services attract additional costs, students are made aware of this prior to enrolment.

Refer to our [Support Needs Identification Procedure](#) for more information.

## Provision of Services

Trainwest students may access the following educational and support services:

### Language, literacy and numeracy

- [ACER LLN Resources](#)
- [Adult Learning Australia](#)
- [Applied Scholastics Western Australia \(APSWA\)](#)
- [Australian Council for Adult Literacy \(ACAL\)](#)
- [Digital Literacy Self-Assessment Tool](#)
- [National Accreditation Authority for Translators and Interprets \(NAATI\)](#)
- [Reading and Writing Hotline, 1300 655 506](#)

## Physical disabilities

- Vision impairment:
  - [Visibility](#)
  - [Vision Australia](#)
- Hearing impairment:
  - [Western Australian Association of the Deaf \(WAAD\)](#)
  - [Better Hearing Australia WA](#)
- Physical impairment
  - [Life Without Barriers \(LWB\)](#)

## Learning disabilities

- [Developmental Disability WA \(DDWA\)](#)
- [Dyslexia – SPELD Foundation: Literacy & Clinical Services](#)
- [Learning Difficulties Australia \(LDA\)](#)
- [SpectrumSpace](#)

## Medical

- [Health Direct](#)
- [National Epilepsy Centre](#)

## Counselling and personal support

- [Beyond Blue](#)
- [Kids Helpline](#)
- [Lifeline](#)
- [MensLine Australia](#)
- [Relationships Australia](#)
- [Salvation Army WA](#)
- [Samaritans](#)

## Training and assessment

Trainwest can offer the following services:

- Individualised coaching for the relevant training course
- Direction and advice on study materials
- Training and assessment materials in alternative formats
- Resources in both print and/or electronic format
- Increased fonts of resources
- Variations in contrast for electronic media
- Live streaming services
- Computer and typing skills (practice online).

## Quality Management

In our commitment to uphold the highest standards of quality across all our operations, our Quality Management System (QMS) integrates measures for quality control, quality assurance and continuous improvement.

This policy undergoes a systematic review during our annual internal audit, as per our Internal Audit Procedure, reinforcing its role in achieving quality objectives and compliance standards. Ongoing review activities are documented as per our Quality Assurance Procedure.

Identified issues and improvements in this process, along with related practices and systems, are recorded in the CI Register, as per our Continuous Improvement Procedure. Employees are encouraged to contribute to continual improvement by submitting a CI Request if they identify any issues or improvement opportunities.

## DEFINITIONS

<b>Access and Equity</b>	Policies and approaches aimed at ensuring that VET is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.
<b>Australian Core Skills Framework (ACSF)</b>	A tool which assists both specialist and non-specialist English language, literacy and numeracy practitioners describe an individual's performance in the five core skills of learning, reading, writing, oral communication and numeracy.
<b>Australian Skills Quality Authority (ASQA)</b>	The national regulator for Australia's Vocational Education and Training (VET) sector.
<b>Educational and Support Services</b>	<p>These may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Pre-enrolment materials</li> <li>• Study support and study skills programs</li> <li>• Language, literacy and numeracy (LLN) programs or referrals to these programs</li> <li>• Equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity</li> <li>• Learning resource centres</li> <li>• Mediation services or referrals to these services</li> <li>• Flexible scheduling and delivery of training and assessment</li> <li>• Counselling services or referrals to these services</li> <li>• Information and communications technology (ICT) support</li> <li>• Learning materials in alternative formats, for example, in large print</li> <li>• Learning and assessment programs contextualised to the workplace</li> <li>• Any other services that the RTO considers necessary to support learners to achieve competency.</li> </ul>
<b>Language, Literacy and Numeracy (LLN)</b>	Describes three separate components in the way words and numbers are used to communicate ideas or information.
<b>Learner</b>	A person being trained and/or assessed by the RTO for the purpose of issuing AQF certification documentation. Refer to Student.
<b>Recognition of Prior Learning (RPL)</b>	An assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.
<b>Registered Training Organisation (RTO)</b>	Organisations in the Australian VET system authorised to deliver and assess nationally recognised training, issue nationally recognised qualifications and statements of attainment and apply for government VET funding.
<b>Standards for Registered Training Organisations (RTOs) 2015</b>	Also referred to as the Standards, they form part of the VET Quality Framework, a system which ensures the integrity of nationally recognised qualifications. The Standards are enabled by the National Vocational Education and Training Regulator Act 2011 (NVR Act). RTOs are required to comply with these Standards in order to be an RTO in Australia.
<b>Student</b>	Person receiving training and/or assessment services provided by Trainwest, or by a third party on our behalf. This includes learners, participants, candidates and trainees. Refer to Learner.

<b>Student Support</b>	Any educational and support services that a learner may need to assist them in their training.
<b>Third Party</b>	Any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee.
<b>VET Quality Framework</b>	The VET Quality Framework comprises the: <ul style="list-style-type: none"> <li>• Standards for Registered Training Organisations (RTOs) 2015</li> <li>• Financial Viability Risk Assessment Requirements 2021</li> <li>• Data Provision Requirements 2020</li> <li>• Australian Qualifications Framework.</li> </ul>
<b>Vocational Education and Training (VET)</b>	Learning that directly relates to getting a job. The VET system delivers education and training services for individuals at every stage of their work life, whether you're a student, a job seeker or already employed.

Refer to our Glossary for a list of all Trainwest terms and definitions.

## RELATED DOCUMENTS

### Internal

<b>Policies</b>	<ul style="list-style-type: none"> <li>Access and Equity Policy</li> <li>Anti-Discrimination and Harassment Policy</li> <li>Enrolment Policy</li> </ul>
<b>Procedures</b>	<ul style="list-style-type: none"> <li>Assessment Procedure</li> <li>Assessment System Procedure</li> <li>Enrolment Procedure</li> <li>Support Needs Identification Procedure</li> <li>Training and Assessment Strategy Procedure</li> </ul>
<b>Guides</b>	<ul style="list-style-type: none"> <li>Student Handbook</li> <li>Third-Party Student Handbook</li> </ul>
<b>Forms</b>	<ul style="list-style-type: none"> <li>Enrolment Form</li> <li>Enrolment Form (Funded)</li> <li>Enrolment Form (PowerPro)</li> <li>Microsoft Teams Verification of Competency</li> </ul>
<b>Templates</b>	<ul style="list-style-type: none"> <li>Pre-Existing Skills and Knowledge Checklist</li> <li>Support Needs Identification Checklist</li> <li>Training and Assessment Strategy (TAS)</li> </ul>
<b>Systems</b>	<ul style="list-style-type: none"> <li>PowerPro (Student Management System)</li> <li>Quality Management System (QMS)</li> <li>Trainwest Intranet</li> <li>Trainwest Website</li> </ul>

### External

<b>Legislation</b>	<ul style="list-style-type: none"> <li><a href="#">Standards for Registered Training Organisations (RTOs) 2015, Clauses 1.3b, 1.7 and 5.2</a></li> <li><a href="#">National Vocational Education and Training Regulator Regulations 2011</a></li> </ul>
<b>Compliance</b>	<ul style="list-style-type: none"> <li><a href="#">ASQA – Learner Support</a></li> <li><a href="#">ASQA – Online Student Support</a></li> <li><a href="#">ASQA   Spotlight On – Series 4: Student support strategies</a></li> </ul>
<b>Resources</b>	<ul style="list-style-type: none"> <li><a href="#">Australian Core Skills Framework (ACSF)</a></li> <li><a href="#">Digital Literacy Self-Assessment Tool</a></li> </ul>