



trainwest
training your future

Support Services Policy

Trainwest is committed to providing support to those with identified needs.

In line with the Standards for RTOs (2015), educational and support services which 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
- » Access to quiet study areas
- » Learning and assessment programs contextualised to the workplace, and
- » Any other services that the RTO considers necessary to support learners to achieve competency.

Trainwest is committed to the welfare of our students and acknowledge some, at times may require support.

If a student discloses a disability prior to enrolment Trainwest Student Support will discuss what support needs the student has to determine if Trainwest is able to meet these 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 will be made aware of this prior to enrolment.

Trainwest will identify educational and support services using *TW-FORM-033 Support Needs Identification Checklist* and in accordance with *TW-PRO-005 Support Needs Identification Procedure*.

Trainwest students may access the support services below:

Language, literacy and numeracy support

- Reading and Writing Hotline – 1300 655 506 and <http://readingwritinghotline.edu.au/>
- National Accreditation Authority for Translators and Interprets - <https://www.naati.com.au/>
- Australian Council for Adult Literacy – www.acal.edu.au
- LLN resources for teaching and learning - <https://www.acer.org/cspa/lln-resources-for-teaching-and-learning>
- Government information about literacy and numeracy programmes and activities - <https://www.australia.gov.au/information-and-services/education-and-training/literacy-and-numeracy>
- Information and advice for VET practitioners and students- <https://www.readingwritinghotline.edu.au/information-and-advice/>
- Information portal for VET practitioners - <http://www.ivet.com.au/a/297.html>
- Adult learning Australia centres - <https://ala.asn.au/>
- Volunteer tutors helping adults to read - <http://www.read-write-now.org/>
- Applied scholastics Western Australia provides tutoring programmes on Reading & Comprehension, Grammar, Punctuation, Spelling and Mathematics.- <http://www.apswa.org.au/home.htm>

Physical disabilities

- Vision impairment - <https://www.visibility.com.au/>
- Vision impairment - www.visionaustralia.org 1300 84 74 66
- Hearing impairment - www.waad.org.au
- Hearing impairment - <http://betterhearingwa.org>
- Physical impairment - Life Without Barriers <https://www.lwb.org.au/> 08 9395 6800

Learning disabilities

- Dyslexia - <https://dsf.net.au/>
- Learning difficulties Australia – www.ldaustralia.org
- Developmental disability - <https://ddwa.org.au/>
- ADHD - ADHD WA <http://ladswa.nationbuilder.com> 08 6457 7544
- Autism - AutismWest <http://autismwest.org.au> 08 9431 2111

Medical

- Health Direct - Health Direct www.healthdirect.gov.au 1800 022 222
- Epilepsy - Epilepsy Centre <https://epilepsycentre.org.au/> 1300 850 081

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 or electronic format
 - Increased fonts of resources
 - Variations in contrast for electronic media
- » Live streaming services
- » Computer and typing skills (practice online)

Counselling and personal support

- Lifeline – 13 11 14 or www.lifeline.org.au
- Relationships Australia - 1300 364 277 <http://www.relationships.org.au>
- MensLine Australia – (For men of any age) 1300 78 99 78
- Kids Helpline (For young people aged 5-25) – 1800 551 800
- Crisis Care – 9223-1111
- Beyond Blue - <https://www.beyondblue.org.au/>
- Salvation army – 9442 5777 and www.salvationarmy.org.au/wa/
- Samaritans - www.thesamaritans.org.au 24 hr Suicide line Phone: 9381-5555 Youthline Phone: 9388-2500