

Support Services Policy

PURPOSE

This policy is to ensure that 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 students, clients, employees and partners delivering training and assessment services under a third party arrangement.

RESPONSIBILITIES

Managers	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.
Trainers and Assessors	Provide their students with the educational and support services available through Trainwest.

Policy Statement

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 that some, at times, may require support.

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 will be made aware of this prior to enrolment.

Trainwest will identify educational and support services using [Support Needs Identification Checklist](#) and in accordance with [Support Needs Identification Procedure](#).

Provision of Services

Trainwest students may access the support services below.

Language, Literacy and Numeracy (LLN)

- [ACER LLN Resources](#)
- [Adult Learning Australia](#)
- [Applied Scholastics Western Australia \(APSWA\)](#)
- [Australian Council for Adult Literacy \(ACAL\)](#)
- [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 maintaining high-quality standards and compliance with the VET Quality Framework, regular monitoring and review activities take place, documented in our current [QA Calendar](#).

This policy undergoes a systematic review during our annual internal audit, reinforcing its role in achieving quality objectives and compliance standards.

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.

To ensure the effectiveness of these actions, the Management Team and QA Coordinator oversee the review process, ensuring implementation within our [Quality Management System \(QMS\)](#) and across all operations.

DEFINITIONS

Access and Equity	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.
Learner	A person being trained and/or assessed by the RTO for the purpose of issuing AQF certification documentation. Refer to Student.
Learner Support	Any educational and support services that a learner may need to assist them in their training.
Registered Training Organisation (RTO)	An organisation, registered with ASQA in accordance with the requirements of the VET Quality Framework, to provide specific vocational education and training and/or assessment services.
Standards for Registered Training Organisations (RTOs) 2015	The national standards against which applicants for registration as a VET (vocational education and training) provider, and existing VET providers, are assessed. Also referred to as the Standards.
Student	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.
Third Party	Any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee.
Vocational Education and Training (VET)	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

Policies	Access and Equity Policy Anti-Discrimination and Harassment Policy Assessment Policy Complaints and Appeals Policy Enrolment Policy
Procedures	Assessment System Procedure Complaints and Appeals Procedure Enrolment Procedure Support Needs Identification Procedure
Guides	Code of Conduct Employee Handbook Student Handbook Third Party Student Handbook
Forms	Support Needs Identification Checklist
Templates	Training and Assessment Strategy (TAS)
Systems	Canvas CI Register PowerPro Quality Management System (QMS) Trainwest Intranet Trainwest Website

External

Legislation	Standards for Registered Training Organisations (RTOs) 2015, Clauses 1.3b, 1.7 and 5.2
Resources	ASQA – Learner Support ASQA – Online Student Support ASQA Spotlight On – Series 4: Student support strategies