



Policy Statement

The RTO will determine the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages.

Purpose:

To meet the requirements of:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations 2015

Scope

The scope of this policy covers all Footscray City College clients, employees and/or third parties acting on behalf of Footscray City College.

The policy relates to all units of competency, training package qualifications, and accredited courses delivered by the College or any of its teaching partners.

Implementation Guidelines & Strategies

To maximise the chance of learners successfully completing their training, the RTO:

1. identifies any support individual learners need prior to their enrolment or commencement (whichever is the earliest)
2. provide access to that support throughout their training.

This includes providing:

1. Language, Literacy and Numeracy (LLN) support
2. assistive technology
3. additional tutorials

This support does not attract an additional cost to the learner, as informed in the pre-enrolment information.

If there are limitations to the support the RTO is able to provide, these limitations will be made clear in information provided to potential learners.

The RTO identifies, for each learner, any additional support required and that this support is made available.

At minimum, support includes:

1. identifying particular requirements such as literacy, numeracy, English language or physical capabilities learners would need to complete each course, by asking each learner to complete a LLN assessment as part of the enrolment process.
2. developing strategies to make support available where gaps are identified, such as additional one-on-one support, extra time for assessments, deliver more drafts than required for the improvement of literacy.
3. We have an open door policy with our students at the College, so the process for self improvement is ongoing, in addition we use email and phone contact whenever it is required.
4. Many of our students still return for support once they have completed their qualifications and are working.