

Compliance Focus

ASQA Standards, Clauses: 1.3, 1.7

Policy

Learners are required to have a range of support services available. This policy is to provide an overview of how all relevant staff can identify and assist any learners who may require additional support and offer appropriate support to maximise the learner outcomes.

Learners

Learners are treated fairly and with respect. They are offered advice and support services, to assist in achieving their study outcomes. Learners requiring support or assistance are advised to contact the trainer, who will implement strategies to support their study or may refer them to external support services. As per Smart & Skilled Operating Guidelines (if applicable), students are to be made aware how to access support and assistance during the training and the contact details for various support services. All requests for support are managed independently and confidentially.

Internal Support

A range of no-cost support strategies is provided such as:

- LLN assessment and assistance
- Confidential support sessions
- Individual learning support plan
- Dedicated trainer
- 1:1 additional assistance during training
- 1:1 support in managing assessment workload
- Reasonable adjustments can be made to teaching and assessment processes, which focuses on flexibility and fairness whilst still maintaining validity.

External Support

Commitment to supporting the student's wellbeing by providing information regarding assistance agencies. Learning Sphere acknowledges that it is not an expert in providing emotional or mental support and any learner who reaches out or a trainer identifies as "at risk" will be provided with this information.

Cultural Support

An environment of cultural safety for all students including those from diverse backgrounds and First Nations People.

Learners at risk

Some learners may require additional monitoring and support to reach their study objectives. Staff and trainers to offer support and encouragement to all students. Non- attendance, inactivity and missing assessment deadlines are monitored to assist in identifying any learners at risk of not progressing.

Employers

We collaborate with our clients to monitor academic progress and wellbeing of learners. Where appropriate and with permission, we will collaborate with employers to ensure the progression and wellbeing of the learner.

Responsible Officer

The responsible officer for the implementation of this Policy is the General Manager

Publishing details

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