

Policy Name:	LEARNER SUPPORT
Policy No.	SP5.0
Issued:	20 March 2023
Reviewed:	

Purpose

HITsa has established processes and networks with service providers to support the learning and well being of its learners, as detailed in this document.

Policy

HITsa will recognize and support individual needs of each and every learner to offer the best opportunity for their success.

Areas Affected

All existing and prospective learners of accredited and non-accredited courses

General

HITsa learners may include students who face barriers that risk impacting their ability to complete their training.

Educational and support services will be offered when need is identified.

Per Appendix 2, Glossary to the Standards for RTOs 2015, Educational and support services may include, but are not limited to:

- Pre-enrolment materials
- Study support and study skills programs
- Language, literacy and numeracy (LLN) programs or referrals to these programs
- Equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity
- Learning resource centres
- Mediation services or referrals to these services
- Flexible scheduling and delivery of training and assessment
- Counselling services or referrals to these services
- Information and communications technology (ICT) support
- Learning materials in alternative formats, for example, in large print
- Learning and assessment programs contextualised to the workplace
- Any other services that the RTO considers necessary to support learners to achieve competency

HITsa Learner Support Strategies

HITsa endeavors to provide an environment that promotes open and honest communication with learners. Developing trusting, positive relationships is essential to effectively supporting learner needs. Strategies have been developed to identify and address learner needs at the earliest opportunity.

- **Inclusive Teaching and Learning Environment**
 - Strong focus on practical training with opportunities for group work
 - Provision of meals during the learning day where appropriate for project
 - Training delivery in high standard facilities, providing simulated work environments wherever possible
 - Start and finish times for each day will be considerate of other learner responsibilities outside of the training room
 - Deliberate selection of training facilities to be local and close to public transport
- **Flexible Delivery**
 - All learners enrolled in accredited training courses will undertake Language Literacy and Numeracy (LLN) testing that is in line with Skills SA requirements (www.skills.sa.gov.au) prior to the commencement of their course (most commonly on Day 1)
 - Flexible learning methods, and the opportunity of “catch up” days will be made available to those learners who need extra time and/or tutoring
- **Disability Access**
 - HITsa training facilities are compliant with all building regulations associated with disability access.
 - Training delivery will be addressed on a case-by-case basis to support disability needs which will be reflected in the student’s training plan
 - Physical requirements of a course (for example, First Aid participants must be able to perform two minutes of continuous adult CPR on the floor) are communicated up front to allow the prospective learner to be fully informed
- **Individual Support and Community Referrals**
 - All prospective learners will receive a Learner Support Services flyer as part of their confirmation of enrolment email
 - Mentoring is a key component of many projects delivered with or on behalf of Job Service Providers.
- **Employment Transitions**
 - Individual Support learners will receive a Screening Questionnaire as part of their confirmation of enrolment email. This information provides additional information to assist in the early identification of potential barriers to completion of the qualification and/or employment.
- **Professional Development**
 - All staff will undertake “accidental counsellor” training at the earliest opportunity following the commencement of their employment to better prepare them to appropriately manage difficult conversations or situations with learners
 - All staff will undertake “cultural awareness training” (preferred provider Tauondi Aboriginal College) to be confident in supporting Aboriginal and Torres Strait Islander learners

END

Date	Version	Amendment(s)
20.03.23		Original Document