



PURPOSE

WA Skills Training (WAST) Management and staff are committed to providing enrolling and enrolled Learners with Language Literacy and Numeracy (LL&N) Needs and/or learning differences, with advice and support intervention options to assist with a student's ongoing learning and progress through WAST courseware. WAST recognises that all people learn differently and acknowledge that some Learners may require additional support. WAST offers additional student support options and resources to help them with their assessments processes to achieve competency.

POLICY STATEMENT

WA Skills Training (WAST) has a commitment to providing support to individual learners to maximise the chance of learners successfully completing their training.

WAST will:

- Identify any support individual learners need prior to their enrolment or commencement.
- Provide access to that support throughout their training.

This may include providing:

- Language, Literacy and Numeracy (LLN) support.
- Assistive technology.
- Additional tutorials.
- Other mechanisms

POLICY

WAST caters to the needs of all learners and where necessary, arrangements will be made for learners requiring literacy and/or numeracy support programs. The RTO also has access to additional Learning Support services to support these needs some of these are at an additional fee to the learner. Please see WAST_TMS_FOR_007 External Support Services for this information.

All learner's will have involvement with some or all of the following processes, designed to establish their educational and support needs:

- Learning support plans.
- Reasonable adjustment processes.
- Referral to external support with the permission of the learner

The Training co-ordinator's / Support staff will:

- Ensure that potential course participants are aware of the recommended level of LLN required to undertake the various courses.
- Promote the LLN / Learner Support offered to course participants.
- Ensure trainers and assessor can identify course participants with LLN problems and can implement strategies to assist.

Trainers/Assessor will:

- Review and sign off the LLN assessment prior to a learner commencing a training course and determine if learner support is required for any learner.
- Check the enrolment form to see if the learner has listed any conditions. If so please discuss in private with the learner and note on the back of either the enrolment form (high risk only) or the back page of the assessment tool your notes of learner support.
- If learner support is required, determine the support required with the learner and implement
- Discuss any LLN / Learners Support at the commencement of each training course
- Provide regular guidance, support, direction and monitor the training while incorporating literacy and numeracy elements.
- Encourage Learners to approach their trainer or the WAST support team for support if required.
- Raise any learning difficulties with the General Manager or Training Coordinators if required for additional support

WAST Management

- Ensure WAST has the additional qualified staff outside of WAST casual trainer to assist with learner support for all of their scope of registered courses
- Ensure all trainer/assessors and support staff are made aware of the learning support that is available for students.
- Ensure WAST staff that are providing learner support are trained and qualified to do so

PROCEDURE

At enrolment

- At the time of the learner enquiry ensure information is provided regarding course criteria including LLN skills

- At the time of the learner being sent the booking confirmation, the LLN assessment shall be sent with the request for the learner to complete and return prior to commencement of the course
- If the learner informs the support staff at the time of booking that they have a learning disability or will require support to complete the LLN assessment, the support staff are to investigate with the learner what learning assistance they may require and to determine their suitability to the course.
- If required Support staff (without LLN qualifications), can ask assistance from other members of the WAST team to determine if suitable for course.
- WAST support staff to identify who the learner/s who have not returned their LLN assessment prior to the commencement of the course to complete their LLN assessment prior to the course commencing on the day of the course
- Learners identifying Learner Support needs during the enrolment process will be advised by WAST staff of the support measures available at WAST and/ or through referral to support agencies. This will usually be done via email.
- Each learner that is enrolled in a high risk course must be able to meet the minimum requirement for basic English reading and writing skills that is a requirement from Worksafe
- The trainer that is delivering the course will review all LLN assessments prior to the course commencing to ensure all learners enrolled in the course are suitable to the course requirements.
- If learner support needs are identified the trainer will determine which of the practical support options will be best suited to meet the learner's needs. The trainer will then organise the support and record the actions taken in aXcelerate.
- If external support is required then the trainer will refer the matter to the management team who will facilitate any required referrals to external agencies.
- All LLN assessment must be loaded into aXcelerate for each student.
- LLN assessments are valid for six (6) months.

Support needs of enrolling Learners.

- Learners identified as having significant Learner Support needs will be referred to support agencies. WAST_TMS_FOR_002 Additional Learning Support Form will need to be completed and signed off by the appropriate people.
- Completed WAST_TMS_FOR_002 Additional Learning Support Form must be kept on aXcelerate under the learner profile

Practical Support Options

- Learners identified as requiring extra support will be offered an extra trainer to assist them with their needs if required

- Learners identified as requiring extra support will be offered additional training hours to learn if required
- Learners identified as requiring extra support will be offered additional assessment hours to complete assessment if required
- Additional sessions to be made available if the learner does not demonstrate competency after their first attempt at the assessment. There will be no charge to the learner to attend a second course/complete the assessment. When this is the case, the learner should be offered the course manual, any additional learning material that may assist them. The trainer is to inform the learner they may contact WAST anytime for assistance if required to ensure we are assisting at all times.
- Where reasonable adjustment is determined as necessary for a Learner with learner support needs, the trainer must note this on the assessment tool (back page) informing what has occurred to assist the learner.
- Reasonable adjustment applied to any assessment must be recorded and maintained on a student's enrolment records and captured on the assessment tool (back page) informing what has occurred to assist the learner

Additional Resources Available

Internal

- Robert Butson – Managing Director
- Julie Farnham – General Manager
- Ingrid Goldsworthy – Team Supervisor / RCC Coordinator
- Tyler Henderson – Training Coordinator
- Danielle Butson – Training Coordinator
- Cecilia Muyshondt – Compliance Officer/Trainer Assessor

External

- WAST_TMS_FOR_007 External Support Services