

1.0 Purpose

The purpose of this policy and procedure is to determine the support needs of individual learners and to provide access to the academic support and support services necessary for the learner to meet the requirements of the training or a course, as specified in training packages or VET accredited courses.

2.0 Related Standard

Standard 1 – Clause 1.7

3.0 Responsibility

The Training Manager is responsible for the implementation of this policy and procedure and to ensure that staff are aware of its application and implement its requirements.

4.0 Policy Requirements

- Ultimate Institute will assess and identify any learning support that individual will or may need to successfully complete their training, prior to their enrolment or commencement (whichever is earlier).
- Identify particular requirements such as English language, literacy, numeracy, and physical capabilities learners would need to complete each course.
- Where gaps are identified, develop strategies to make the support available.
- Provide access to appropriate support throughout the learner's training; either through the Institute's internal resources or appropriate external third parties.
- An assessor who is qualified in unit of competency TAELLN411 or equivalent will undertake the review of learner's language and numeracy skills.
- Ultimate Institute will clearly outline in all its pre-enrolment and marketing information any requirements learner needs to complete the course and state any additional cost associated with additional support, if any, to the learner. To describe any limitations on support that may be available by Ultimate Institute or third parties recommended by them.
- Ultimate Institute will monitor the progress made by learner throughout the training and intervene where the learner is found to be at risk of not successfully completing their training.

5.0 Procedure

- a. Assess and review individual's training needs with the learner and identify appropriate training content, level and pathways (core and elective units).
- b. Conduct a pre-training review of each learner's previous education and training and identify any RPL or National recognition that may be applicable.
- c. Assess language, literacy and numeracy levels and requirements referring learners to appropriate assistance if required. *Generally, if a learner has previously completed Australian Year 12 or a Certificate IV level qualification, their language, literacy and numeracy could be assumed as sufficient unless the proposed qualification has high demands in numeracy and literacy.*
- d. Initial assessment of the learner's language, literacy and numeracy training needs, and their physical needs, through the questionnaire contained in the domestic student enrolment form.

- e. Candidates who cannot complete the questionnaire on the enrolment form or who are assessed as possibly being deficient in language, literacy and numeracy skills may be requested to undertake Ultimate Institute's language, literacy and numeracy test prior to enrolment being accepted.
- f. Physical needs, that the learner outlines on their enrolment form, will be discussed with the learner to determine a strategy to undertake the course or to out-line grounds for not being accepted into the course.
- g. Enrol the learner in an appropriate course based on the learner training needs and each individual learner's pre-training review and language literacy and numeracy levels, and physical needs, in consultation with each learner.
- h. Adjust the learning material to satisfy the needs of any particular learner, such as converting learning materials in alternative formats, such as to large print, contextualising learning and assessment programmes, providing information and communications technology (ICT) support, assistive technology, one on one attention and/or flexible scheduling and delivery of training and assessment.
- i. Assist students with issues related to studying, assessment, English language problems and offer support by providing extra training classes, one on one sessions, buddying up with another student, referring them to online resources and providing more examples.
- j. The academic staff will be available on campus at consultation time and contactable through email.

6.0 Related documents

Pre-enrolment Review Form (on domestic student enrolment form)

LLN Test Form

LLN Test Marking Guide

Intervention Form

Student Handbook

7.0 Approval

This policy and procedure has been endorsed by the CEO and the management of the Ultimate Institute in March 2016 and will be implemented upon approval as an RTO by ASQA.

8.0 Revision history

Version	Date	Description of modifications
1.0	March 2016	Policy created and approved
1.1	August 2016	Updated