

LEARNER SUPPORT POLICY (IN ACCORDANCE WITH h&h REGULATIONS)

Scope:

This policy has been developed to protect the interests and reputation of h&h Accredited Training ('the business') and relates to each student enrolled with h&h having appropriate support provided in accordance with access and equity guidelines.

Purpose:

The purpose of this policy is to outline the educational and support services, resources and information h&h has available to students.

Guidelines:

h&h acknowledges that adults choose to learn for different reasons, more often related to their life and professional situations, plans and prospects. h&h understands that students have differing expectations and learning support needs.

Learner support includes (but is not limited to):

- identifying the individual's learner needs, including
 - o literacy/numeracy
 - o language skills
 - o working with others
 - o clearly explaining the requirements of the course
- identifying the individual's study skills, including
 - o improving awareness of the types and kinds of study skills
 - o study techniques
 - o using suitable methods and techniques for different skills development
 - o organisational skills
 - o time management
- helping learners to self-assess their different learning skills, including
 - o following a student evaluation
 - o as a part of an intervention strategy
 - o creating a positive and supportive environment
 - o self-referral processes, allowing analysis and comparison across the course, including involvement of trainers
- clarifying technical/industry jargon
- providing opportunities for 'hands-on' experience and practice (where applicable)
- offering telephone/email support and advice
- post studies support via email, telephone or visit

h&h has a range of educational and support services available for students. Learner support is provided to all enrolled learners without charge. h&h has staff dedicated to supporting student's including the General Manager or delegate, trainers/assessors, Distance Coordinator and Traineeship Coordinator.

The role of the above staff mentioned is to:

- provide support and guidance to the learner during his/her training program
- make regular contact with the learner during the training period
- help resolve any problems the learner may experience during training
- assist with learning and consolidating new knowledge and skills

h&h staff are available during normal business hours, and after business hours for urgent matters. Learner support may be direct support or information regarding other organisations that are able to provide appropriate support.

A fundamental element of the h&h training system is the provision of additional support and/or reasonable modifications for students requiring further assistance. For example, cultural barriers may limit a student's understanding of the units delivered. Trainers, in these instances, may investigate a different approach to their training style that adapts to the particular cultural background.

Trainers are available for individual counselling with the students. Appointments are generally made via email or message to the trainer. During these meetings it will be determined what additional support may need to be provided; and in what format it would be best suited.

When further support is required, students may be provided with contact details for local community service groups and State Training Services. In the event of a student experiencing language difficulties, h&h may obtain the services of interpreters and support staff from local migrant resource centres. This information is located at front reception.

Students will be directed to the complaints and appeals process should they feel they were not provided with adequate learner support services.

Related Legislation/Guidelines:

- Standards for Registered Training Organisations (RTOs) 2015
- Smart and Skilled Operating Guidelines (2.3; 2.4; 5.2)
- VET Student Loans Rule 2016 (34)

Version Dates	Policy Version 1 approved 9 November 2012 / Policy Version 2 approved 15 March 2013 Policy Version 3 approved 20 April 2016 / Policy Version 4 approved 29 March 2018 Policy Version 5 approved 24 June 2020
Review Date	Version 5 will be reviewed as policies are updated
Approved by	CEO: Susan Ellis Hill General Manager: Kate Lovett
Relevant to	All staff; trainers and assessors; students

Risk Rating (Please highlight the appropriate risk level):

5 = High Risk

4 = Medium Risk

3 = Medium to Low Risk

2 = Low Risk

1 = Very Low Risk or N/A