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Meeting Individual Learner Needs Policy and Procedure

The purpose of this policy outlines how Skillwise Training Pty Ltd will ensure learners receive training, assessment and special support services that meet their individual needs as per the clauses of the *Standards for Registered Training Organisations (RTOs) 2025*. This will occur through the following processes:

Language, Literacy, and Numeracy (LLN) Activity

Skillwise Training Pty Ltd will review all enrolment applications to ensure standards are being met prior to acceptance into a course. Prior to course commencement at Skillwise Training Pty Ltd, students are required to complete a Language, Literacy, and Numeracy (LLN) Assessment, to be assessed for LLN capabilities. If the student cannot complete the LLN Activity satisfactorily then an LLN Support form will be completed which includes the required actions to be taken to assist the student to be able to complete the course.
For details, please refer to Skillwise Training Pty Ltd LLN Policy and Procedure.

Student Support and Special Need Services

Skillwise Training Pty Ltd has a documented Student Support Policy that ensures students have access to student support staff that can provide assistance and guidance to students. The student support services can also provide referrals to appropriate support organizations to assist the student with personal or academic issues that Skillwise Training Pty Ltd does not have the ability to support internally. The student support services are documented through Policies and Procedures and the Student Information Handbook. All students are provided information on student support services through the pre-enrolment and orientation/ induction process. Where additional student needs are identified, a Student Needs form is completed, and the student is referred to a student interview which is recorded on a Student Interview form.

Student Support Officer also provides disability liaison for any student with a diagnosed disability to assist them in their progress through SSO respond to the individual needs, to maximise their learning opportunities.

Skillwise Training Pty Ltd will provide positive action for the student with a disability and provide assistance with various processes which a person without a disability may not require. Amongst other things, institute will:

- Assist students who have difficulty with the application and enrolment process

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- Assist with results, course advise, RPL and credit transfers
- Provide or refers students to counselling service and intensive literacy and numeracy support when required
- Skillwise Training Pty Ltd will liaise on behalf of the student with special needs. The Institute will:
    - Organise and allocate appropriate internal and external disability support staff
    - Provide student on delivery, assessment and learning support services
    - Provide advocacy on conflict resolution services if any grievances arise
    - Apply for and account for disability support funding and liaise with external agencies including new Apprenticeship centres and skills Victoria
    - Assess the students learning support needs in consultation with each student
    - Recommend reasonable adjustments to delivery and assessment you appropriate teaching staff
    - Tutor and assist students with understanding tasks, including the planning, and reviewing of assignments, editing and proof reading
    - Provide appropriate disability support, e.g. interpreter, note taker, participation assistant, special equipment.
    - Supervise and scribe for tests
    - Review reasonable adjustment arrangements as required to allow for changing needs of students

Strategies for Training and Assessment

The strategies for training and assessment have been developed in line with Training Package requirements and in consultation with industry. This includes the consideration for specific industry groups in the delivery and assessment arrangements and includes all strategies in place within Skillwise Training Pty Ltd, to ensure that students receive training and assessment services to meet their individual needs.

Skillwise Training Pty Ltd allows reasonable adjustment for any student with a disability to assist them to meet their requirements. Teaching staff will:

- Work with learning support staff and follow reasonable adjustment recommendation
- Develop alternative assessment for students and support students through assessment tasks

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- Reassess students where required
- Ensure that admissions and enrolment procedures do not discriminate against people with a disability

Qualified Trainers

While recruiting trainers, Staff Capability Policy and Procedure is followed. All Trainers employed by Skillwise Training Pty Ltd are required to meet the vocational competence and qualification requirements. This ensures that at Skillwise Training Pty Ltd, all training and assessment services are delivered and assessed by appropriately qualified staff. Trainers are notified of any special needs for the students as declared by them in application and AVETMISS form so that appropriate support can be provided. The analysis of the support services is done by **CEO/ RTO/Training Manager** with student as required and trainer notified or advised to provide support or access/reference to support.

For more details regarding trainers and their competence and further professional development, please refer to the Skillwise Training Pty Ltd Staff Recruiting, Staff Professional Development policies.

Relevant Documents

- Student Contact Details Form
- Student Interview From
- Special Needs form