



P-006 LEARNER SUPPORT POLICY AND PROCEDURE

P-006 Learner Support Policy and Procedure V1

Purpose

This policy outlines how Dijan Training Program Ltd (DTP) identifies and supports the individual needs of each learner. It ensures all learners are provided with appropriate assistance to successfully complete their training, in alignment with the **Standards for RTOs 2015**, particularly **Standards 1.7, 1.8, 4.1, 5.1, and 5.2**.

Policy Statement

Dijan Training Program Ltd is committed to providing inclusive education and access to support that enables learners to successfully complete their training. This is in line with:

- Clause 1.7: Supporting learners
- Clause 1.8: Reasonable adjustment in assessment
- Clauses 4.1, 5.1, 5.2: Clear information, consumer rights, and informed decision-making

Dijan Training Program will use a Pre-Training Review (PTR) to assess individual needs and ensure suitability for the intended course. This includes a Language, Literacy and Numeracy (LLN) assessment, conducted via the LLN Robot, to identify the learner's Australian Core Skills Framework (ACSF) levels and inform support strategies.

Where the PTR identifies individual needs, the following support services will be offered:

- Language, Literacy and Numeracy (LLN) support
- Reasonable adjustment in delivery or assessment
- Assistance with technology for online learning
- Referral to external specialist services
- Personalised Support Plans

All information will be provided clearly before enrolment (Clause 5.1). Where additional support incurs costs, learners will be advised upfront.

Procedure

1. Pre-Training Review (PTR)

All learners must complete a Pre-Training Interview and LLN Assessment. This is conducted before enrolment, using the LLN Robot platform. Includes automatic ACSF mapping to training product levels. Determines:

- Suitability for the program (Clause 1.7)
- Required LLN support
- Reasonable adjustments needed (Clause 1.8)
- Digital literacy needs for online delivery

2. LLN Assessment via LLN Robot

Required for all learners, including those in funded programs. Assesses reading, writing, numeracy, learning, and oral communication skills.

Results:

- Stored in learner records
- Reviewed by trainers and the RTO Business Manager
- Used to activate Personalised Support Program if needed

3. Learners with Disability or Special Needs

Supported under the Disability Discrimination Act 1992. Learners are entitled to equitable access to education and assessment. Adjustments may include:

- Alternative formats
- Assistive technology
- Modified assessment arrangements
- Support programs tailored to individual needs

4. Ongoing Support

Learners are encouraged to communicate with their trainer or Student Support Officer at any time. Support options include:

- Language, Literacy and Numeracy (LLN) support
- Study skills coaching
- Disability access arrangements
- Mentoring or counselling referrals
- Modified training or assessment delivery (reasonable adjustment)
- IT assistance for online components
- Referral to external community or government services

Where additional support incurs a cost, learners will be informed prior to enrolment.

Support Type Organisation / Contact

LLN Support Reading Writing Hotline: 1300 655 506

Support Type Organisation / Contact

Counselling Lifeline: 13 11 14; EAP services

Drug & Alcohol Alcoholics Anonymous: 1800 888 236

Mental Health Headspace Katherine: 08 8912 4000

Family Support Dept. of Human Services: 1300 650 172

Interpreting Translating & Interpreting Services: 13 14 50

People Affected by This Policy

- Learners
 - RTO Business Manager
 - Senior Compliance Manager
 - Administration Officer
 - Trainers/Assessors
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Related Documents and Forms

- Learner Enrolment Policy and Procedure
 - Personalised Support Program Form
 - Enrolment Form
 - Training Lesson Plan
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Alignment with the Standards for RTOs 2015

Standard Requirement

- 1.7** Learners receive support to meet training package requirements.
- 1.8** The RTO assesses learner needs prior to training commencement.
- 4.1** Accurate and accessible information is provided to prospective learners.
- 5.1** The RTO provides clear advice about support services prior to enrolment.
- 5.2** Learners are informed about how to access support services and their rights.