

STATEMENT

All RTO personnel are committed to providing potential and enrolled students who may have additional LLND needs, learning differences, or other support needs, with the necessary advice and support intervention options. To assist with a student's ongoing learning and progress through training courses, the RTO offers the following support to all enrolled students:

- Academic support
- Assistance with transport to and from selected training venues
- Light lunches at selected training venues

DEFINITIONS

ACSF – Australian Core Skills Framework

AQF – Australian Qualifications Framework

CEO – Chief Executive Officer

COO – Chief Operating Officer

LLND – Language, Literacy, Numeracy and Digital Skills

RTO – Registered Training Organisation:

- ABV Training & Consulting Pty Ltd (ABV) (RTO 52592)

SCOPE

This policy applies to all enrolled students of the RTO.

RESPONSIBILITY

The RTO Management is responsible for ensuring that this policy is applied for all students.

PROCEDURE

AT ENROLMENT – LLND

All prospective students may be required to undertake an LLND test prior to enrolment via the LLND Robot assessment tool administered by the enrolling officer. This diagnostic tool has been designed to assess each candidate's ACSF level across learning, reading, writing, oral communication skills, numeracy and digital. Depending on the course requirements and the RTO expectations on the use of digital skills, students in some courses may be expected to sit a Digital Literacy Test.

The assessment is used to determine whether the candidate's capabilities align with the course AQF level. Assessment scores are monitored by the RTO Administration Team who, in the case of scores that are lower than required, will contact the course trainer to monitor outliers.

Candidates will be advised via email whether they will be given the opportunity to make a second attempt of the LLND quiz. i.e., where a genuine attempt hasn't been made on all questions.

Comments to be recorded on the student management system and results saved to the LLND Register. If it is identified that the student may find it difficult to complete the course in part or full with their existing LLND levels, a number of options may be available to them including:

- One-on-one tutoring with in-house trainers is available, and LLND support is offered to students who need assistance improving their language, literacy and digital skills to meet course requirements.
- Provide LLND Training Supplements to encourage learners to engage with self-paced activities that reinforce their learning.
- Modification to the delivery and assessment methodology.
- Access to LLND specialist services (at the student's own cost).
- Transition into a more suitable course with the RTO or recommendation on other courses

The outcome of the LLND assessment and, in the case of scores lower than required, what subsequent action to be taken will be discussed with the student and their representative (if applicable) by the enrolling officer prior to course commencement.

When a prospective student can provide evidence of at least Year 10 High School Certificate (Australian Curriculum) or a VET qualification if the student is attending a short course for renewal e.g. First Aid Course, the student may not be required to undertake an LLND test.

If the student is applying for a higher VET qualification course and provide evidence of a lower AQF qualification, the student is expected to undertake the LLND test.

The RTO Administration Team will maintain a register of all students identified with LLND needs for ongoing tracking and monitoring of progress.

AT ENROLMENT – DISABILITY

Where a learner self-discloses a disability during the enrolment process, enrolment staff are responsible for following up on gathering more information on the nature of the disability and its likely impact on the student's learning using the Student Disability Form.

Where an identified disability requires adjustment of the physical premises, learning materials and/or training and assessment methods, this must be reported to the RTO Management and together with the Trainer/Assessor, Training Manager and/or Resource Developer a tailored learning strategy will be devised for the student.

Where reasonable adjustment is made, it must not change the unit of competency, must be able to be replicated in the workplace, must not interfere with the learning of other students and must be financially viable. If adjustment is offered, it must be documented in a signed written agreement between the student and the RTO. If an adjustment is not offered, the student must be advised in writing with justification.

The RTO Administration Team will be responsible for maintaining a Disability Register and tracking the progress and ongoing needs of all identified students.

POST ENROLMENT

Post enrolment, students can approach their trainer for any study-related support needs. The Student Handbook and Student Orientation PowerPoint direct students to trainers as their first point of contact. Trainers can direct students to other appropriate staff as required, including the COO – Training and, where relevant, via escalation to the CEO.

Students are supplied with the telephone number of the main office and the email address of the training organisation via the Student Handbook and the Student Orientation PowerPoint as alternative points of contact should they require support or assistance.

Where the RTO is unable to provide specialist support services required by a student, they may be directed to external support services at the student's own cost. Students are provided with an external services support list upon enrolment confirmation.

POST ENROLMENT – DISABILITY

All RTO training staff must review the specific agreed support requirements of all students with self-disclosed support needs prior to each assessment event.

Where reasonable adjustment has been agreed for a student with support needs, the trainer must liaise with the RTO Administration Team and a report must be provided to the RTO Management detailing the reasonable adjustment being planned prior to the assessment event. This can be put in place at the beginning of the course, listing all assessment events that will require reasonable adjustment to be approved by RTO management. Considerations must be made to ensure that the adjustment does not change the criteria required for competence in the unit.

Reasonable adjustment applied to any assessment must be recorded and maintained on a student's enrolment records.

ADMINISTRATION SUPPORT TEAM

Offer guidance on how students can manage their enrolment, including information about attendance, course progression, and any applicable deadlines.

The information about the Training Product is clear, accurate and current. Any changes are made aware to the students if it affects them.

Provide a clear process for students to request extensions or deferments if they encounter personal or academic challenges.

Ensure students are aware of how to provide feedback on their course progress or instructors, and how they can submit complaints or grievances.

Provide information about mental health resources available to students through the Student Support Guide, which is available on the RTO website.

Conduct end-of-course surveys to assess student satisfaction, learning needs, and any challenges they may have faced throughout the course.

CAREER AND EMPLOYMENT SUPPORT

Advise on job search resources and assist with networking opportunities.

Through third-party arrangements and connections with external employment agencies, help individuals secure employment, improve their well-being, and engage more fully in their communities.

Support students in connecting with relevant industry partners, allowing them to gain insights into career pathways and potential job opportunities.

OTHER FORMS OF SUPPORT

The RTO provides additional support to students in the form of transport assistance and the provision of lunches at select training venues.

STUDENT SUPPORT POLICY

All students have the opportunity to return as an 'ad hoc' student once their course ends as long as it is within their enrolment end date. Students are assessed on a case-by-case basis to determine outstanding unit requirements regarding learning/ training and assessment. The Training Coordinator will schedule the student into a current class, after consulting COO and the course Trainer/ Assessor. The student's attendance will be recorded as 'ad-hoc' in the student management system.

All students are also provided with a link to create an account on the Student Portal. This gives them access to their course details, unit outcomes, and class details. They can also update their details here and there is the option to directly correspond with admin and trainer/ assessor staff.

STUDENT SUPPORT REVIEW

The RTO's management will monitor its ongoing student support measures within its Continuous Improvement Systems and within each Internal Audit conducted. Monitoring will include post course survey of students receiving specific Student Support assistance at the RTO as well as students accessing general support for course related or personal difficulties.

ENDORSEMENT / REVISION NOTES

Approved by COO Training

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Approved Date: 09/09/2025