

LEARNER SUPPORT POLICY

Clause 1.7 The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

Policy Statement

To maximise the chance of learners successfully completing their training, the CITC will:

- Identify any support individual learners need prior to their enrolment or commencement.
- Provide access to that support throughout their training.

This may including providing:

- Language, Literacy and Numeracy (LLN) support.
- Other mechanisms.

Learning Support Procedure

The CITC caters to the needs of all students and where necessary, arrangements will be made for students requiring literacy and/or numeracy support programs.

The CITC will:

- Ensure that potential course participants are aware of the recommended level of LLN required to undertake the various courses.
- Promote the LLN policy to course participants.
- Ensure staff can identify course participants with LLN problems and can implement strategies to assist.

Trainers/Assessor will:

- Provide regular guidance, support, direction and monitor the training while incorporating literacy and numeracy elements.
- Encourage students to approach them for support if required.

See CITC 5.24 – Language, Literacy and Numeracy Policy and CITC 5.40 – Interpreter Policy for further information and support services available.