Student Support

Procedure to ensure that the student is supported throughout the Training Program	
Review of LLN Assessment	1. The trainer is provided with the outcome of the LLN Assessment. The ***ACSF LLN Indicator Checklist*** is available for the trainer to interpret the assessment results. 2. The trainer is also informed of any disclosures in the enrolment form or at the pre-training review. 3. It the student has identified strategies that would support successful learning, these are provided to the trainer. The trainer is requested to maintain record of any meetings with students or one on one support.
Student informed of outcome of LLN assessment	4. Students are informed of the outcome of the LLN assessment. 5. The student is asked about what they believe would support their successful learning. 6. Reasonable adjustments are discussed. Where these may help support the student at assessment this is discussed with the trainer and agreed. 7. The RTO Manager discussed the group with the trainer and identifies students who may need additional support.
Deliberate planning of training program to support student needs	8. Students are encouraged to undertake taster programs and career planning sessions to be sure that the selected training product meets their individual needs and job aspirations. 9. Prior learning and experience is discussed at the ***Pre-training Review*** and RPL and Credit Transfer is offered where applicable. Documentation of this process is captured in the ***Pre-training Review*** records and on the ***Training Plan***. 10. Cire Training provides one on one support to students who have identified learning difficulties. 11. Trainers monitor student progress and interaction in class and provide support as required.
High Quality Delivery of Training and Assessment	Training and Assessment is conducted by qualified personnel who meet the requirements of the industry, VET Regulator Standards and National Training Package. Students are provided with: 12. Support in line with individual needs, including pre-accredited training in study skills, career planning and digital literacy, in addition to one on one support and additional time where required. 13. Training delivery is active with opportunities to practice in a simulated environment prior to undertaking work placement in a relevant Accredited Workplace. All work placements are supported by a Workplace Agreement. 14. The amount of training and length of programs is determined based on previous student experience, guidelines outlined in the Training Package Implementation Guide, the AQF and guidelines and studies by the VET Regulators. 15. Information collected at the **Pre-training Review** and *Enrolment interview* also informs the amount of training provided and additional supports or time allocated to practice and completion of work outcomes. 16. Students are encouraged to discuss difficulties with their trainer and identify supports that they require. 17. Additional time, one on one mentoring and further training are provided for the student.
Responsive Feedback systems	18. Cire Training collects feedback from students and employers which is used to inform improvements to the quality of the training and assessment. 19. Feedback is also sought from each student, where difficulties or slow progress is occurring. 20. Feedback from work placement may also prompt the Trainer/assessor to raise concerns with students. The RTO Manager may be involved as the need arises. 21. Cire Training takes all reasonable steps to support each learner to achieve their goals and successful support completion of their selected course.

Responsive Feedback systems cont…	22. Records of student meetings are recorded in emails.
	23. The Complaints and appeals processes are also used to investigate issues and identify strategies to meet the needs of all parties. Successful resolution of complaints is the aim during this process.
	24. Cire Training undertakes surveys throughout the learning journey in addition to implementing the QI surveys and participation in all initiatives driven by the Department.

Related Documents

Standards for Registered Training Organisations 2015 Clause 1.7
Skills First Quality Charter
Skills First Victorian Funding Contract

Organisational Area

Cire Training and Community Hubs

Approved by

The Board

Signature: Date: November 2021

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