

1. Purpose

This Policy governs the rationale for Learner Support during various stages of enrolment.

3. Application

This Policy applies to all students and ICAN Learn staff.

4. Review

This Policy is reviewed annually and as needed along with the Learner Support Procedure, Student Progress Policy and Procedure.

5. Policy

ICAN Learn implements the required language, literacy and numeracy (LLN) assessment at course enrolment to identify potential learning challenges for all students undertaking nationally accredited courses.

The ICAN Learn teaching team provides individual support relating to all aspects of study.

6. Quality management

6.1 The ICAN Learn Management team monitors its learner support measures and records adjustments within its Continuous Improvement System.

6.2 The Learner Support Procedure outlines avenues for teaching staff to obtain external advice about learner support.

6.3 Teaching staff are required to make reasonable adjustment to training delivery and assessment to support any learner identified as having a learning challenge as per the AQTF Guidelines and Standards for RTOs 2015.

6.4 Where reasonable adjustment is determined for a student, advice must be provided to the ICAN Learn management team so that training and assessment frameworks can be amended.

6.5 Reasonable adjustment applied to any individual training delivery and assessment must be recorded and maintained in the student record.

6.6 Learner support records are also kept through student progress documentation. ¹

7. Learner Support throughout Enrolment

7.1 At enrolment

7.1.1 Students identified as having learning support needs following the required LLN assessment may be advised by ICAN Learn that the course is unsuitable for them. This decision will only be made if the LLN assessment indicates that there are significant learning challenges which may set the student up to fail; ICAN Learn may not be able to provide suitable support for student's extensive needs.

7.1.2 ICAN Learn maintains LLN assessment outcome records for students.

7.1.3 If the ICAN Learn teacher assessing the LLN identifies learner support needs they will advise the teaching team that the individual student requires additional support.

¹ Student Progress Policy and Procedure

- 7.1.4 Teachers are made aware of specific learning support needs prior to course commencement to facilitate the preparation of additional study materials, different delivery strategies and any other action required to support a suitable student adequately.

7.2 Post enrolment

- 7.2.1 ICAN Learn teaching staff are available for every student on request; should the student identify a challenge they cannot resolve in relation to their learning. Students are provided with instructions to contact the teaching staff.
- 7.2.2 Teachers who notice a student struggling or failing to progress with assessments will connect with the student to enquire whether they need additional learner support.
- 7.2.3 Teachers who have concerns about students will contact the Teaching, Learning & Course Manager to discuss ways to support the student.
- 7.2.4 The Teaching, Learning & Course Manager will assist the teacher and the student to set up a learner support plan (may be informal or formal).
- 7.2.5 ICAN Learn will keep records of learner support provided to students in the student record.