Learner Support Policy and Procedure

1. Purpose of the policy

1.1   This policy covers ICAN Learn's policy statements and procedures for its learner support policy during various stages of enrolment while undertaking any of ICAN Learn's training courses.

2. Learner Support Policy

2.1   ICAN Learn's management and staff are committed to providing enrolling and enrolled students with Language Literacy and Numeracy (LL&N) Needs and/or learning differences, with advice and support intervention options to assist with a student's ongoing learning and progress through ICAN Learn's courseware**.**

3. Application of the policy

3.1   This Policy applies to all casual, part time and full time employees ICAN Learn and current and future students of ICAN Learn.

4. Commencement of the policy

4.1   This Policy will commence from 1st January, 2017

5. Policy review

5.1   This policy will be reviewed annually from the time of commencement

6. Learner Support Procedures

6.1   **At enrolment**

6.1.1   Students identifying Learner Support needs during the enrolment process will be advised by ICAN Learn staff of the support measures available at ICAN Learn and through referral to support agencies. (Please refer to the following support agencies list)

6.1.2   ICAN Learn's enrolment staff may request that a student with learner support needs undertake an LL&N test. Results from the test will be assessed and the course being enrolled in reviewed for appropriateness.

6.1.3   ICAN Learn's management must be advised of all LL&N test results that identify significant Learner Support needs of enrolling students.

6.1.4   Students identified as having significant Learner Support needs will be referred to support agencies and may be enrolled at ICAN Learn with a reduced study load.

6.2 Post enrolment

6.2.1 Following enrolment all the ICAN Learn's training staff will be available by appointment to provide Learner Support to enrolled students.

6.2.2 Learner Support provided by ICAN Learn's staff may include specific interventions identifying Australian Core Skills Framework (ACSF) training needs for learners at varying performance levels.

6.3 Pre assessment

6.3.1 All ICAN Learn training staff must review the specific support requirements of all students with learner support needs prior to each assessment event.

6.3.2 Where reasonable adjustment is determined as necessary for a student with learner support needs advice must be provided to ICAN Learn's Business and Sector Development Manager detailing the reasonable adjustment being planned prior to the assessment event (email).

6.3.3 ICAN Learn's Business and Sector Development Manger must approve each assessment that contains planning of reasonable adjustment.

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

7. Learner Support Review

7.1 ICAN Learn's Management will monitor its ongoing Learner support measures within its Continuous Improvement Systems and within each Internal Audit conducted. Monitoring will include post course survey of students receiving Learner Support assistance at ICAN Learn.

7.2 Learning Difficulties Australia is an association of teachers and other professionals dedicated to assisting students with learning difficulties through effective teaching practices based on scientific research, both in the classroom and through individualised instruction.
Please refer to the following list of available support agencies.
Learning Difficulties Australia www.ldaustralia.org

7.3 The Australian Council for Adult Literacy promotes adult literacy and numeracy policy and practice. The council exists to:

   i.   provide leadership in Australian debate on adult literacy and numeracy practices and policy;

   ii.   build understanding of adult literacy and numeracy issues;

   iii.   advocate on behalf of equitable adult literacy and numeracy provision for all Australians;

iv.   build links between people, organisations and systems; the participants and stakeholders in the adult literacy and numeracy field;

v.   work with other organisations on issues of mutual concern.
      Australian Council for Adult Literacy www.acal.edu.au