



# Student Support Policy

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## 1. Purpose

This document specifies Inventorium RTO Pty Ltd.'s (Inventorium RTO) student support policy.

The Inventorium RTO has an obligation to assist learners who may need to utilise educational and support services during their enrolment to complete their studies.

## 2. Scope

This document applies to all staff and learners in the Inventorium RTO.

## 3. Definitions

*Reasonable adjustment* in VET is the term applied to modifying the learning environment or making changes to the training and/or assessment delivered to assist a learner with a disability. Reasonable adjustment may require something as simple as changing classrooms, so a learner is closer to amenities, or installing a particular type of software on a computer for a person with vision impairment.

## 4. Policy statement

The Inventorium RTO provides support to students during their studies to maximise the likelihood of their academic success. The support can be in the following forms:

- Health and wellbeing
- Academic
- Language, literacy and numeracy (LLN)
- Disability support needs
- Reasonable adjustment

The Inventorium RTO will regularly review support services based on feedback and industry best practice as part of regular management meetings. Changes to support services, including relevant links to internal and external support services will be advised to staff and students by email as required.

- a. The Inventorium RTO endeavours to identify students with support needs at the enrolment stage to ensure early intervention. An assessment of LLN for all Learners who do not demonstrate past LLN capability, as part of the enrolment process provides information on the LLN levels and likely capacity of students to manage course requirements.

- b. During the enrolment process, the Inventorium RTO will engage with prospective students to understand their individual needs and how to best support them to successfully complete their course. This will involve:
  - i. A review of the completed enrolment form, and
  - ii. Review of whether an LLN assessment is required, and if it is, the outcome, and
  - iii. Interview (In person/Telephone/Zoom) with candidate where they have indicated that they may require support of any kind.
- c. If at the enrolment stage it is identified that a prospective student does not currently possess the basic skills to undertake the training and assessment, the student will be referred for appropriate assistance prior to enrolling with the Inventorium RTO.
- d. If at the enrolment stage, it is identified that the prospective students individual support need is such that the Inventorium RTO would be unable to provide appropriate support to meet the student's individual need, the student will be advised prior to enrolling with the Inventorium RTO.
- e. The Inventorium RTO ensures prospective and current students are aware of the support services available to them and how to gain access. This is detailed within the pre-enrolment information sent to prospective students and covered during orientation.
- f. The type of individual support the Inventorium RTO may provide is dependent on the level of disclosure by the student i.e., the Inventorium RTO may not be able to make an accurate assessment and provide the most appropriate support if the student chooses not to provide specific details and/or medical documentation.
- g. The Inventorium RTO proactively monitors student progression to identify any "students at risk" throughout the duration of their course.
- h. Students may seek support from the Inventorium RTO for any support needs they have at any time throughout their student journey.
- i. Individual student circumstances vary and there are a range of support strategies that may be appropriate. The table below provides some examples of the types of support services that the Inventorium RTO may provide.

## 5. Support Table

Individual need	Support services
Pre-enrolment support to ensure understanding	Students requiring additional support to understand the pre-enrolment information requirements will be engaged in additional one-on-one sessions to talk the student through the student information, the course information and fees and charges.
Self-declared need for support (whilst meeting general and academic entry requirements)	Students that identify in their enrolment form that they require support of any kind will be interviewed and a support plan prepared and actioned as part of the enrolment process.
Minor LLN needs that would inhibit course participation	A facilitator may provide individual support during learning activities and/or reasonable adjustment during assessment activities.
Significant LLN needs that would prevent participation and completion of the course	The student may be referred to another party or provider.
General academic support	The Inventorium RTO has a range of Student Intervention Strategies that can be implemented to support a student's academic and course progress.
Recognised difficulties in studying and learning	<p>Inventorium RTO will make all possible allowances and adjustments. This type of need would be assessed case by case.</p> <p>In some cases, the student may be provided with some additional resources for providing student study support.</p> <p>If the student has significant learning difficulties, it may be appropriate for the Inventorium RTO to refer the student to another party e.g., TAFE or a larger provider that has a greater support network in place.</p>
A nervous/anxiety disorder	The Inventorium RTO will make all possible allowances and adjustments. This type of need would be assessed case by case.
Counselling in relation to their personal situation	Students may be referred to another party e.g., Lifeline (13 11 14), Beyond Blue (1300 22 4636) or a third party Counsellor.
Disability or medical condition	The Inventorium RTO will make all possible allowances and adjustments. This type of need would be assessed case by case.
Visual impairment	Students with visual impairment can be supported by supplying internal learning resources with a larger printed font. This type of need would be assessed case by case.