

Purpose

The purpose of this Policy is to ensure that Vative Healthcare has mechanisms in place to support the welfare of students. To have in place adequate guidance and assistance measures to ensure all students are given the support required to achieve their learning goals and outcomes of their chosen qualification.

Standards and Conditions

The following table represents areas which this policy and procedure relates to in accordance with Federal and State contract guidelines.

ASQA: Standards	Delegate Requirements	HESG: VET Funding Contract
Standard 1.3 (b)	R4.1	Clause 5.2 (b, j)
Standard 1.7		Schedule 1, Clause 5.10 (a)
Standard 5.1		
Standard 5.2 (b)		

Responsible Parties

The Registered Training Organisation (RTO) Manager is responsible for ensuring that all personnel representing Vative Healthcare adhere to this policy.

Policy Outline

Vative Healthcare offers student support services to assist learners in achieving their education and developmental potential through the provision of specialised professional aid and reasonable adjustment. Student support services are established to assist students with additional needs or at risk of disengagement to strengthen the capacity of the education system.

Vative Healthcare can direct students to services such as psychologists, guidance officers, language, literacy & numeracy (LLN) program specialists, speech pathologists, interpreters, social workers, and other related professionals.

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3.1	1 June 2023	Carmie Walker	1 June 2026

Students that undertake training and assessment with Vative Healthcare receive every opportunity to successfully complete their chosen course. It is a requirement that all Vative Healthcare staff members do their utmost to meet the needs of students in accordance with this policy. Where a student's need is outside the scope or skill of Vative Healthcare they will be referred to an appropriate service.

Procedure Outline

Vative Healthcare has an extensive induction program, designed to invite students to disclose whether they require any adjustments to successfully complete their course.

Students are asked to identify their preferred method of learning and any issues that may potentially impact their learning journey on the pre-training review.

Students are requested to include information on their enrolment form that may be prohibitive in the progression of their training and assessment (for example, anything related to disability, impairment, long-term condition, or cultural background).

Language, Literacy & Numeracy (LLN) evaluations are conducted on the student's pre-training review and enrolment form, which is designed to address the student's capacity to engage with learning materials.

During this process educators observe the students and personally ask them whether they may require reasonable adjustments to assist their learning program.

Based on the results of the enrolment process and discussions with the student, the educator will then assess the suitability and appropriateness of the selected qualification for the student. At this point the educator may,

- a) suggest a different qualification level/stream
- b) recommend reasonable adjustments to the training program/material
- c) refer students to language literacy and numeracy programs
- d) recommend the use of trained support staff and interpreters
- e) factor in extra time or extensions for assessments
- f) make provisions for materials in accessible formats / provide learning aids
- g) any other services that are considered necessary to support learners achieve competency

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If the educator assesses that the student requires support beyond their capacity, they will contact the RTO Manager who will coordinate (or delegate) external support(s) in collaboration with the student in need. The information provided to the student will vary depending on the individual needs.

Vative Healthcare encourage students with a disability to commence a qualification and to access government funded subsidised training where applicable. The definition of a disability under the Disability Discrimination Act (1992) includes:

- Physical disabilities,
- Intellectual disabilities,
- Psychiatric disabilities,
- Sensory disabilities,
- Neurological disabilities,
- Learning disabilities,
- Physical disfigurement, and
- The presence in the body of disease-causing organisms

RTO Support Staff

The below listed staff members are available for any additional support ay need:

Job Title	Support
RTO Manager	Student records & portal update/access, USI, Student surveys, certificates, complaints, and anomalies
Quality Officer	Student records & portal update/access, USI, certificates, anomalies

Reasonable Adjustment

All adjustments made are to meet the needs of the students without impacting too much on other students. When determining if an adjustment is reasonable, Vative Healthcare will consider:

- a) The barriers, needs or challenges that face a student
- b) The views of the student
- c) Whether an adjustment will impact on the academic standards or requirements of the course
- d) What advantages or disadvantages the adjustments may create for the people affected by it
- e) The costs of making the adjustment

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Additional Support:

Personal support

Lifeline: 13 11 14 www.lifeline.org.auBeyond Blue: 1300 224 636 www.beyondblue.org.au

Language literacy and numeracy support

Reading writing hotline: 1300 655 506

<https://www.readingwritinghotline.edu.au/>

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