

PTR, LLN, AND PARTICIPANT SUPPORT POLICY

INITIAL DATE:	16/11/2022
APPROVAL AUTHORITY:	Chief Executive Officer
DATE FOR REVIEW:	This policy is due for review two years from its date of last review or earlier if required by legislative or regulatory changes.
Version:	1.0

POLICY

IPWEA is committed to ensuring that all participants receive adequate learning support to ensure their full potential is reached.

Therefore, IPWEA ensures that:

- All participants are supported, assisted, and engaged throughout the training program (from pre-enrolment to completion)
- Recognition of Prior Learning (RPL) or Credit Transfer (CT) is undertaken prior to the commencement of training as part of the pre-enrolment process.
- This policy is designed to meet relevant legislative and contractual requirements including:
 - The VET Quality Framework (ASQA Standards for Registration 2015)
 - Standard 1: Clause 1.7 Support Learners
 - Standard 5: Clauses 5.1 -5.2 Inform and Protect Learners
- Relevant State Training Authorities for Government Funding (if applicable)

PROCEDURE

All prospective Participants enrolling in full qualification, skills set and accredited courses are encouraged to complete a Pre-Training Review and Language, Literacy, and Numeracy assessment (LLN) prior to the commencement of training. This Pre-Training Review (PTR) will determine if a student has the required skills to undertake training at the AQF level chosen. Participants wishing to enrol into single Units of Competency are not required to undertake a Pre-Training Review and can move straight to LLN.

The Enrolment process incorporates 2 stages:

- **Stage 1 -Pre-Enrolment** (this policy)
- **Stage 2 - Enrolment** (see Enrolment & Participant Selection Policy if the participant meets the pre-enrolment requirements)

Stage 1: Pre-Enrolment:

- Prospective participants enquire about the course through the website or phone.

- Prospective participants are advised to attend the information session where the RTO delegate discusses course content, entry requirements, prerequisites and provides feedback as well as recommendations on course suitability and LLN requirements (*VQF Clause 5.1*).
- Prospective participants are also informed to bring along with them the identification documents, the certificate for completed qualification, statement of attainment and health/pension cards if any at the PTR session.

All prospective participants are referred to the www.ipweansw.org website to source additional information in electronic format (Course Flyers) as well as the Participant Handbook. These two documents allow the participant to make an informed decision about undertaking training at IPWEA and include (*VQF Clause 5.1, 5.2*):

- The Code, title and currency of the training product as per www.training.gov.au.
- Training, assessment, and support services including course duration, locations, mode of delivery, and any workplace arrangements or practical placement requirements (if applicable)
- IPWEA obligations to the student, including AQF Certification documentation and timeframes
- Participants' rights including complaints and appeals
- Participants' obligations including entry requirements, materials, and equipment
- Information on government subsidies and training entitlements (if applicable)

Pre-Training Review and Interview

For enrolment into a unit of competency, full qualification or accredited course the student may need to undertake the pre-enrolment interview (including application for RPL/CT) and the pre-training review (language, literacy, and numeracy assessment) at a suitable time PRIOR to course enrolment.

The pre-enrolment interview is designed to ensure the participant has the relevant skills and interest to undertake the training at both the AQF level chosen and in the relevant industry of interest, taking into account the learners existing skills and competencies. (*VQF Clause 5.1, 5.2*).

For participants applying for any certificate level qualification, a variety of methods are utilised to undertake the Pre-Training Review. These include scheduled course information sessions, face-to-face meetings with trainers or relevant staff as well as on-the-job meetings with employees and employers.

Recording the Results of the Pre-Training Review

The LLN-qualified trainer and assessor will recommend and document the supporting mechanisms where additional support is identified by:

- Assessing the results of the participant's answers to the Numeracy and Literacy questions
- Assessing the overall completion of the participant's Pre-Enrolment Interview Form, documenting the answers (as per instructions in the Trainer Guide)
- Determine areas of participant's strengths and weaknesses to identify key focus points for training delivery (LLN support)
- Determining that the qualification is suitable for the participant
- Determining that the chosen industry field is the most appropriate for the participant

Learning Support

All participants are provided with a range of learning support options and resources to help them achieve competency. This includes:

- gathering information about each participant's prior formal and informal learning and encouraging them to seek recognition for this through the RPL process
- develop an individual training and assessment record and plan for each participant during the initial stages of a qualification
- mentoring from appropriately qualified educators including the provision of phone and email contact
- notification of tutorials and educator availability sessions times
- industry experience program assistance for those participating in courses that require practical experience
- assistance to access computers and the internet
- referral to external support services, as necessary.

If the prospective participant *cannot meet the relevant entry requirements* of the training program they will be advised accordingly and provided guidance as to what further steps to take. This may include referral to additional training and/or support services such as (*VQF Clause 1.7*):

- 26Ten Literacy Program (TAS)
- The Reading and Writing Hotline (all States)
- The Skills for Education and Employment (SEE Program)
- The Adult Migrant English (AMES) Program
- The Adult Community Education (ACE) Training Providers (all States).

As well, if the results of the prospective participant's Pre-Training Review identify that access to additional support services may be necessary for the student to *successfully complete* the training program, the trainer, and the participant develop whereby develop strategies to assist that participant: (*VQF Clause 1.7*):

- A structured plan to assist with any LLN requirements within the classroom hours
- If external to classroom hours, or additional support is required that is outside of the trainer's scope and ability; the trainer must advise the GM of these requirements.
- Where appropriate, referral to other agencies
- One-to-one support with a trainer
- Assistance in using technology.

This meeting will confirm and document the additional support that may be required before, during and after the completion of the training program to assist the participant to meet the requirements. At this time, we will also discuss any additional charge involved depending on the resources required, the time scheduled and the level of support and assistance provided. If the support program is agreed upon the prospective participant can commence the enrolment process.

Other Support Services

IPWEA recognises that all people learn differently and acknowledges that some participants may require additional support. Additional services will be recommended for any participants experiencing:

- disability and access issues
- language barriers

- language, literacy, and numeracy issues
- mental health issues
- domestic violence
- any other issues that may affect their ability to achieve their training goals.

The following organisations can assist:

Disability

Disability Advocacy Network Australia <https://www.dana.org.au/>

Mental Health

Lifeline www.lifeline.org.au 13 11 14
 Beyond Blue www.beyondblue.org.au 1300 224636
 Headspace www.headspace.org.au 1800 650 890

Domestic Violence

1800 RESPECT www.1800respect.org.au 1800 737 732

Records

Any Pre-Training Review signed will be kept on the participant's file along with all other proof of eligibility documents relevant to the participant's enrolment.

Any original documents submitted as part of the enrolment process will be copied and maintained on the participant file. All originals will be returned to the participant.

Revision Date	Version	Summary of changes	Staff name