

Support Services Policy

PURPOSE

This policy outlines how Trainwest identifies, provides information and access to education and support services for our students so they may achieve their learning outcomes.

SCOPE

This policy applies to all Trainwest students, clients, employees and third-party partners delivering training and assessment services under a third-party arrangement.

This policy should be read in conjunction with the Support Needs Identification Procedure.

RESPONSIBILITIES

General Managers	<ul style="list-style-type: none"> Develop and promote policies and practices that ensure all students are provided with the available and suitable educational and support services they need to achieve their learning goals.
Trainers and Assessors	<ul style="list-style-type: none"> Determine educational and support services for students at the commencement of courses based on their identified needs. Provide students with available educational and support services available as required.
Student Services Team	<ul style="list-style-type: none"> Provide students with educational and support services information at enrolment or prior to course commencement. Record identified educational and support needs of students and provide relevant information to Trainers/Assessors.
Partnership Manager	<ul style="list-style-type: none"> Support third-party partners to identify and manage support needs. Monitor and review resources to determine the effectiveness of the process. Identify and implement improvements to support services.
Third-Party Partners	<ul style="list-style-type: none"> Determine educational and support services for students at the commencement of courses based on their identified needs. Provide students with available educational and support services available as required.
Students	<ul style="list-style-type: none"> Communicate any support needs relevant to training and assessment services prior to enrolment, and during your course as required. Utilise available support services, including Trainer/Assessor support, throughout your training and support.

Policy Statement

Trainwest is committed to providing support to students with identified needs by:

- Identifying any particular requirements, such as literacy, numeracy, English language or physical capabilities that learners would need to complete each course
- Developing strategies to make support available where gaps are identified.

Support services may include:

- Pre-enrolment materials
- Study support and study skills programs
- Language, literacy and numeracy (LLN) programs or referrals to these programs
- Equipment, resources and programs to increase access for learners with disabilities
- Learning resource centres
- Flexible scheduling and delivery of training and assessment in clusters
- Learning materials in alternative formats, for example, in large print and ebooks
- Homework workshops
- Mentoring
- Access to quiet study areas
- Learning and assessment programs contextualised to the workplace
- Any other services we consider necessary to support learners to achieve competency.

Identification of Needs

If a student discloses a disability prior to enrolment, Trainwest will discuss what support needs the student has to determine if we are able to meet their needs. We will assess the needs of the student and determine suitability for course attendance and if offer other options if necessary.

If the student requires extra support or counselling, they are encouraged to make contact with Trainwest who will assist and refer them to the appropriate support services.

If the support services attract additional costs, students are made aware of this prior to enrolment.

Refer to the Support Needs Identification Procedure for more information.

Provision of Services

Trainwest students may access the following educational and support services:

Language, literacy and numeracy

- [ACER LLN Resources](#)
- [Adult Learning Australia](#)
- [Applied Scholastics Western Australia \(APSWA\)](#)
- [Australian Council for Adult Literacy \(ACAL\)](#)
- [National Accreditation Authority for Translators and Interprets \(NAATI\)](#)
- [Reading and Writing Hotline, 1300 655 506](#)

Digital literacy

- [Digital Literacy Self-Assessment Tool](#)

Physical disabilities

- Vision impairment:
 - [Visibility](#)
 - [Vision Australia](#)
- Hearing impairment:
 - [Western Australian Association of the Deaf \(WAAD\)](#)
 - [Better Hearing Australia WA](#)
- Physical impairment
 - [Life Without Barriers \(LWB\)](#)

Learning disabilities

- [Developmental Disability WA \(DDWA\)](#)
- [Dyslexia – SPELD Foundation: Literacy & Clinical Services](#)
- [Learning Difficulties Australia \(LDA\)](#)
- [SpectrumSpace](#)

Medical

- [Health Direct](#)
- [National Epilepsy Centre](#)

Counselling and personal support

- [Beyond Blue](#)
- [Kids Helpline](#)
- [Lifeline](#)
- [MensLine Australia](#)
- [Relationships Australia](#)
- [Salvation Army WA](#)
- [Samaritans](#)

Training and assessment

Trainwest can offer the following services:

- Hire of laptops and computer hardware for use during classroom time
- Individualised coaching for the relevant training course
- Direction and advice on study materials
- Training and assessment materials in alternative formats
- Resources in both print and/or electronic format
- Increased fonts of resources
- Variations in contrast for electronic media
- Student laptops for hire
- Attendance to sessions via video conferencing, where possible
- Computer and typing skills (practice online).

Quality Management

Our Quality Management System (QMS) integrates quality control, quality assurance and continuous improvement, demonstrating our commitment to upholding the highest quality standards across all our operations.

This policy undergoes a systematic review during our annual internal audit, as per our Internal Audit Procedure, reinforcing its role in achieving quality objectives and compliance standards. Ongoing review activities are documented as per our Quality Assurance Procedure.

Identified issues and improvements in this process, along with related practices and systems, are recorded in the CI Register as per our Continuous Improvement Procedure. Employees are encouraged to contribute to continual improvement by submitting a CI Request if they identify any issues or improvement opportunities.

DEFINITIONS

Access and Equity	Policies and approaches aimed at ensuring that VET is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.
Australian Core Skills Framework (ACSF)	A tool that assists both specialist and non-specialist English language, literacy and numeracy practitioners describes an individual's performance in the five core skills of learning, reading, writing, oral communication and numeracy.
Australian Skills Quality Authority (ASQA)	The national regulator for Australia's Vocational Education and Training (VET) sector.
Reasonable Adjustments	Any adjustments for a VET student with a disability made by an NVR registered training organisation in a manner consistent with the <i>Disability Standards for Education 2005</i> .
Recognition of Prior Learning (RPL)	An assessment process that involves assessment of an individual's relevant prior learning and experience (including skills and knowledge obtained through formal and informal learning) to determine the extent to which the individual meets requirements specified in the training product.
Registered Training Organisation (RTO)	An organisation registered with ASQA in accordance with the requirements of the VET Quality Framework that provides specific vocational education and training and/or assessment services.
Student	Person receiving training and/or assessment services provided by an RTO, or by a third party on their behalf, and includes learners, participants, candidates and trainees.
Third-Party	Any person who has an arrangement with an NVR RTO to deliver services, but does not include: <ul style="list-style-type: none"> • Employees of the organisation • Experts engaged by the organisation • Government agencies and government-funded agencies that refer VET students to the organisation and do not receive any payment from the organisation for doing so.
Training Support Services	Services and resources designed to support and skill VET students to meet training product requirements and complete the training product in which they are enrolled.
Vocational Education and Training (VET)	Formal, accredited post-compulsory education designed to develop knowledge, skills, and attributes of a vocational nature and provided by Registered Training Organisations (RTOs).
Wellbeing Support Services	Support services and resources to assist with VET students' physical, mental, and emotional wellbeing.

Refer to our [Glossary](#) for a list of all Trainwest terms and definitions.

RELATED DOCUMENTS

Internal

Policies	<p>Access and Equity Policy</p> <p>Anti-Discrimination and Harassment Policy</p> <p>Assessment System Policy</p> <p>Diversity and Inclusion Policy</p> <p>Enrolment Policy</p>
Procedures	<p>Assessment Procedure</p> <p>Enrolment Procedure</p> <p>Pre-Enrolment Procedure</p> <p>Support Needs Identification Procedure</p> <p>Training and Assessment Strategy Procedure</p>
Work Instructions	<p>LLN Robot and Course Ready Work Instruction</p>
Guides	<p>Communication Template Toolkit</p> <p>Trainwest Student Handbook (website)</p> <p>Trainwest Third-Party Student Handbook (website)</p>
Forms	<p>Enrolment Form</p> <p>Enrolment Form (Funded)</p> <p>Enrolment Form (PowerPro)</p> <p>Microsoft Teams Verification of Competency</p>
Templates	<p>Pre-Existing Skills and Knowledge Checklist</p> <p>Support Needs Identification Checklist</p> <p>Training and Assessment Strategy (TAS)</p>
Systems	<p>PowerPro (Student Management System)</p> <p>Quality Management System (QMS)</p> <p>Trainwest Intranet</p> <p>Trainwest Website</p>

External

Legislation	<p><i>National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025</i></p> <p><i>National Vocational Education and Training Regulator Regulations 2011</i></p> <p><i>Disability Standards for Education 2005</i></p>
Resources	<p>Australian Core Skills Framework (ACSF)</p> <p>Digital Literacy Self-Assessment Tool</p> <p>The Learning Resources Group: LLN Robot</p>