



trainwest
training your future

Support services

Trainwest staff are committed to providing support to those with identified needs.

According to the Standards for RTOs 2015, Educational and 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
- » access to quiet study areas
- » learning and assessment programs contextualised to the workplace, and
- » any other services that the RTO considers necessary to support learners to achieve competency.

Trainwest is committed to the welfare of our students and acknowledge some, at times may require support.

If a candidate displays a disability, distress or discomfort Trainwest staff will offer direct assistance when able to do so.

If candidates require 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, candidates will be made aware of this prior to enrolment.

Trainwest will identify educational and support services using TW-FORM-033 Support Needs Identification Checklist and in accordance with TW-PRO-005 Support Needs Identification Procedure.

Trainwest may access the support services below:

Language, literacy and numeracy support

- » Reading and Writing Hotline – 1300 655 506 and <http://readingwritinghotline.edu.au/>
- » National Accreditation Authority for Translators and Interpreters - <https://www.naati.com.au/>
- » Australian Council for Adult Literacy – www.acal.edu.au

Physical disabilities

- » Vision impairment - <https://www.visability.com.au/>
- » Hearing impairment www.waad.org.au

Learning disabilities

- » Dyslexia - <https://dsf.net.au/>
- » Learning difficulties Australia – www.ldaustralia.org

Trainwest can offer the following services:

- » Individualised coaching
- » Direction and advice on study materials
- » Training and assessment materials in alternative formats
 - Resources in both print or electronic format
 - Increased fonts of resources
 - Variations in contrast for electronic media
- » Voice dictation services (dragon dictation)

Counselling and personal support

- » Lifeline – 13 11 14 or www.lifeline.org.au
- » Relationships Australia - 1300 364 277 <http://www.relationships.org.au>
- » MensLine Australia – (For men of any age) 1300 78 99 78
- » Kids Helpline (For young people aged 5-25) – 1800 551 800
- » Beyond Blue - <https://www.beyondblue.org.au/>