

LEARNER SUPPORT POLICY

Fluid First Aid is aware of the need to identify the individual support needs of learners and to provide access to support services to enable them to meet the requirements of the training product in which they are enrolled.

Procedure

- Learners will be provided with information regarding the course content and any entry requirements prior to enrolment via our course information sheets, learner handbook and on our website.
- Individual support needs will be identified prior to enrolment or commencement in the course through completion of the enrolment form.
- Support may include the following:
 - Language, Literacy and Numeracy (LLN) support
 - Technological access and support
 - Inbuilt “text-to-speech” feature in online learning and assessment component.
 - other mechanisms, such as assistance in using technology for online delivery components for example,
- If a learner identifies as requiring LLN support or would like to find out if they would require support, the learner will be directed to the LLN indicator tool. The LLN indicator tool is a free online program accessible through our Learner Management System where learners complete a series of questioning from which an evaluation of their LLN level in the recognised five key areas.
Further information and access to the indicator tool can be found at the following link: #####.
Learners are required to have a basic level of LLN skills as outlined in the Course Requirements but if a Learner is identified as meeting these requirements but needing some support to complete the learning and assessment, reasonable adjustment will be applied.

Learner Support

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on behalf of Fluid First Aid RTO 45508



- Learners who identify as such are contacted to ensure appropriate support is put in place and/or reasonable adjustments are made to learning and assessment processes.
- Any additional cost for support will be made clear to the learner prior to enrolment.
- Prior to each assessment task the assessor will review the learners ability to complete the task and apply reasonable adjustments where required. Any reasonable adjustment made to assessments will be noted on the assessment record.
- In a situation where it is outside our capacity to provide the necessary support we will refer the learner to relevant support organisations.

Evidence

The following will be retained as evidence of compliance with Standard 1, Clauses 1.3(b) and 1.7:

- Enrolment Forms
- Completed Learner Needs Support Plans
- Course Brochures and Pre-enrolment Information
- Assessment records showing reasonable adjustments made