ROYAL LIFE SAVING
WESTERN AUSTRALIA

Policy Student Support and Wellbeing

Policy Statement

Royal Life Saving Society Western Australia (RLSSWA) is committed to providing quality support for all students completing vocational education and training units of competency, skill sets and qualifications.

Definitions

The Standards for Registered Training Organisations (RTOs) 2015:

Educational and support services may include, but are not limited to:

    a) pre-enrolment materials;
    b) study support and study skills programs;
    c) language, literacy and numeracy (LLN) programs or referrals to these programs;
    d) equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
    e) learning resource centres;
    f) mediation services or referrals to these services;
    g) flexible scheduling and delivery of training and assessment;
    h) counselling services or referrals to these services;
    i) information and communications technology (ICT) support
    j) learning materials in alternative formats, for example, in large print;
    k) learning and assessment programs contextualised to the workplace; and
    l) any other services that the RTO considers necessary to support learners to achieve competency.

Services mean training, assessment, related educational and support services and/or any activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support.

Scope

This policy applies to all RLSSWA staff members, trainers and assessors who support students completing our nationally recognised training comprising units of competency, skill sets and qualifications.

This policy ensures that targeted and individual support is provided to students in accordance with their learning needs throughout the learner journey.

Support Services

RLSSWA students are supported throughout their enrolment with the RLSSWA team:

Vocational Training Administration Team

- Providing course information and directing students to the applicable learner information sheets, self -reflection checklists and website information.
- Proving information about course fees, transfers and withdrawals

- Providing information on course times, dates and venues
- Providing information on changes to scheduled courses including changes to venue or cancellations
- Guiding student how to create or retrieve a USI
- Assisting with online access and login issues
- Providing support in navigating the Learner Portal
- Responding to general support requests
- Directing students to specific sections of the learning resources in response to initial difficulty with assessment questions
- Escalating support regarding course content or assessment support to a VET trainer
- Explaining assessment process (online and classroom facets)
- Processing administrative requests and course outcomes
- Troubleshooting technology issues with RLSSWA resources
- Notifying trainers of students with special needs
- Proving information on VET policies and procedures

VET Trainers and Assessors

- Supporting students during classroom training
- Explaining course content
- Clarifying assessment questions
- Directing student to applicable training resources
- Applying reasonable adjustment
- Providing telephone and email support
- Conducting support sessions
- Developing training plans

Student Feedback

Formal and informal feedback from students is systematically captured and analysed to inform RLSSWA on the student experience together with support requirements. RLSSWA will use this feedback to implement improvements including but not limited to:

- Learning resources
- Online delivery
- Classroom training
- Administrative support
- Trainer support
- RTO processes

Our focus is to identify opportunities to enhance the student experience and ensure ongoing support to meet the needs of each learner cohort.

Trainer Feedback

RLSSWA trainers and assessors inform the RTO on improvements to the learning and assessment resources which support students in progressing through their training. In addition, they identify individual support requirements via their contact with student in the classroom setting or via one on one contact with an individual student.

Support Services

The list below outlines applicable support services for students whose support requirements fall outside the scope of the RTO. The list provides some options for students – additional support could also be considered.

Language Literacy and Numeracy

Name	Address	Phone Number	Web Page	Email	Service Provided
Centacare employment and training Free English conversation classes	Level 1, 823 Wellington Street, West Perth WA 6005	(08) 9482 7000	https://www.centacarewa.com.au/english-conversation-classes/	Reception@centacare.com.au	Help with fluency and accuracy when speaking English. Learn new words and vocabulary.
North Metropolitan TAFE Adult Migrant English Program (AMEP)	25 Aberdeen St Northbridge WA 6003	1300 300 822	https://www.northmetrotafe.wa.edu.au/english-employment-and-work-readiness-programs/adult-migrant-english-program-amep	enquiry@nmtafe.wa.edu.au	The AMEP provides free English lessons and childcare to eligible migrants, and refugees
Kaplan International English	1325 Hay Street, West Perth WA 6005	(08) 9322 4136	https://www.kbs.edu.au/courses/kaplan-english-australia	info@kbs.edu.au	Academic English programs for those students who need to improve their English proficiency.

Digital Literacy

Name	Address	Phone Number	Web Page	Email	Service Provided
Centacare employment and training *Free basic computing classes*	Level 1, 823 Wellington Street, West Perth WA 6005	(08) 9482 7000	https://www.centacarewa.com.au/free-computing-classes/	Reception@centacare.com.au	Computer skills for work. Help improve compute skills
Microsoft Support			https://support.microsoft.com/en-au		Use of Microsoft product suite
Mobile Mouse	Unit 1, 41 Action Rd Malaga WA 6090	(08) 9404 7041	https://mobilemouse.com.au/pc-computer-basics-course-perth/	https://mobilemouse.com.au/contact-mobile-mouse/	Basic computer skills
Be Connected *Free online learning for older Australians*		1300 795 897	https://beconnected.esafety.gov.au/	enquiries@esafety.gov.au	Digital skills, confidence and safety online computer classes.

Disability Support

Name	Address	Phone Number	Web Page	Email	Service Provided
Autism Association WA	Locked Bag 2 Subiaco WA 6904	(08) 9489 8900	https://www.autism.org.au/	autismwa@autism.org.au	Assistance to people living with autism and their families.
Western Australian Association of the Deaf Inc.			https://www.waad.org.au/	info@waad.org.au	State branch of the Deaf Australia, representing the needs and interests of the Deaf community of WA
Australian Dyslexia Association	Western Australian Support Group	Text service 0410 850 185	http://dyslexiaassociation.org.a u/	dyslexia.association@gmail.com	Assistance for people with dyslexia
Activ Foundation	327 Cambridge St Wembley WA 6014	(08) 9387 0555	https://www.activ.asn.au/	hello@activ.asn.au	Support and services to encourage people to live, learn and work with confidence.
Disability Services Commission	71/73 Norma Road, Myaree WA 6154	(08) 9329 2300	http://www.disability.wa.gov.au/	dsc@dsc.wa.gov.au	Advancing opportunities, community participation and quality of life for people with disability.
Life Without Barriers	LEVEL 1/632-634 Newcastle St, Leederville WA 6007	(08) 9208 3400	http://www.lwb.org.au/	info@lwb.org.au	Disability services to support daily living, independent living, health and wellbeing.

Mental Health and Wellbeing

Name	Address	Phone Number	Web Page	Email	Service Provided
Lifeline	Level 2, 50 Subiaco Square WA 6008	13 11 14	https://wa.lifeline.org.au/	lifeline.org.au/crisis-chat	24hr Crisis support for anyone experiencing personal crisis or thinking of suicide.
Beyond Blue	GPO Box 1883 Melbourne VIC 3001 Australia	1300 22 4636	https://www.beyondblue.org.au/	Contact us - Beyond Blue	24/7 Support for Anxiety, Depression, Mental Health and Suicide.
Hope Community Services	Level 1, 190 Stirling Street, Perth WA 6000	(08) 6391 0450	https://hopecommunityservices.org.au/service/mental-health	hellohope@hopecs.org.au	Mental Health Services

Associated Policies

- Policy – Access and Equity
- Policy – Enrolment and Entry Requirements
- Policy – Complaints, Grievances and Appeals

Associated Procedures

- Disability noted

Version Control			
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