

1. Purpose

This policy & procedure supports the requirements to provide student support to all students.

2. Scope

This LLN policy and procedure applies to all

- trainers and managers involved in the development, delivery, assessment and review of training
- current and future Opengate Institute students

3. Responsibility

It is the responsibility of the prospective student to reveal any information about LLN needs, as part of the enrolment process.

Opengate Institute is responsible for organising additional internal post enrolment diagnostic assessment, if required, and ensuring use of individual learning plans and reasonable additional learning aids/strategies that might be required by the student during their learning.

4. Procedure

Student Orientation

- At the beginning of a course of study the students are to be given a short orientation and it must include the following:
- A tour of the training facility, class room, student area, fire exits and restricted areas
- Where it is not possible for student to have orientation then if requested student can be send a short mp3 of the training area and surrounds
- All students are provided with course flyer that includes link to Hand book and to Student Support Policy and Procedure and the referral person for access.

Fiona Werle is the Support Services person.

5. Policy

Opengate Institute is committed to providing high quality education and training to all students.

Opengate Institute is committed to providing any reasonable support necessary to help students with difficulties to complete their course.

The institute will have in place both pre and post enrolment mechanisms to determine whether a student's LLN level meets course requirements. The mechanisms will aim to help prospective students make informed decisions about whether Opengate Institute courses are suited to their needs.

6. Pre-enrolment

Prior to enrolment, all students must demonstrate that they have the language, literacy and numeracy skills sufficient to meet course requirements. A range of pathways is available to students to demonstrate whether they have the required level of LLN skills.

Where a student's LLN level is identified as being lower than the specified requirements for the course, Opengate Institute will:

- provide advice and information about alternative program choices or
- offer the student LLN assistance (refer below for examples of assistance offered).

Ultimately, it is the choice of participants as to whether to proceed with the enrolment.

Where support needs to go beyond what can be met with reasonable adjustment during the training and assessment process, and additional support is required, Opengate Institute directs participants to a literacy specialist.

A Commonwealth Government support service is:

The Reading Writing Hotline 1300 6555 06

Post-enrolment: Trainers are to ensure that they monitor student assessment submissions for any LLN issues. Where a trainer identifies LLN issues for a student that significantly impact upon the student's ability to complete the course, the trainer is to notify Opengate Institute's (or other) LLN specialist to discuss the support that can be given to the student.

The range of support options available include:

Providing student with additional time to complete assessment tasks

Meeting with student to discuss strategies that the student could employ to improve their language or numeracy skills

LLN specialist sitting in on class to assist teacher in helping student with LLN difficulties

For students of non-English speaking backgrounds, the option of enrolling in ELICOS or EAL courses. This may incur a fee. Referral to an external LLN expert. Additional support may occur on a fee for service basis.

6.2 Training in LLN

To support trainers in their understanding and application of LLN support in the classroom, Opengate Institute will conduct in-house PDs to inform trainers how to deal with LLN issues and to inform trainers of the literacy and numeracy standards expected within Opengate Institute courses.

6.3 Recording of LLN issues

All trainers are to ensure that they record LLN concerns, actions taken and conversations with a student and record on Student Support request form.

6.4 Information

LLN support offered by Opengate Institute is communicated to both students and staff via:

- Student orientation sessions
- Student Handbook
- Trainer induction

6.5 Confidentiality

The confidentiality of students who require additional support services are in accordance with Opengate Institute's Privacy Policy.