

Learner Support Policy and Procedures

1. Introduction

This policy covers ABP's policy statements and procedures for its learner support policy during various stages of enrolment while undertaking any of ABP's training courses and/or qualifications.

This policy applies to all casual, part-time and full-time employees as well as current and future learners of ABP.

2. Learner Support Policy

ABP is committed to providing enrolling and enrolled learners with Language Literacy and Numeracy (LL&N) Needs and/or learning differences, with advice and support intervention options to assist with a student's ongoing learning and progress through its courses.

3. Learner Support Procedures

3.1 At enrolment:

- 3.1.1 Learners identifying learner support needs during the enrolment process will be advised by ABP staff of the support measures available;
- 3.1.2 ABP staff may request that a learner with support needs undertake an LL&N test. Results from the test will be assessed and the course being enrolled in reviewed for appropriateness;
- 3.1.3 ABP's management must be advised of all LL&N test results that identify significant learner support needs of enrolling learners.

3.2 Post-enrolment:

- 3.2.1 Following enrolment all training staff will be available by appointment to provide required support to enrolled learners.

3.3 Pre-assessment:

- 3.3.1 All ABP training staff must review the specific support requirements of all learners with support needs prior to each assessment event;
- 3.3.2 Where reasonable adjustment is determined as necessary for a learner, advice must be provided to the concerned ABP Senior Officer detailing the reasonable adjustment being planned prior to the assessment event (email);
- 3.3.3 The concerned ABP Senior Officer must approve each assessment that contains planning of reasonable adjustment;
- 3.3.4 Reasonable adjustment applied to any assessment must be recorded and maintained on a learner's enrolment records.