

Policy and Procedure No. 3

Education and Support Services

1. Policy Objective

The objective of the Education and Support Services Policy and Procedure for St John Ambulance Western Australia Ltd (St John WA) Registered Training Organisation (RTO) No. 0392 (St John RTO) is to ensure that the RTO identifies, provides information and access to education and support services for its students so they may achieve their learning outcomes. St John RTO aims to meet the requirements for Standards for RTOs 2015.

This Policy and Procedure supports the following Standards for Registered Training Organisations 2015:

- ▶ Standard 1.3b
- ▶ Standard 1.7
- ▶ Standard 5.2

2. Policy

1. This Policy and Procedure version is effective as of March 2023.
2. For the purposes of this Policy and Procedure “St John RTO Stakeholders” refers to the First Aid Training team, the Customer Experience team, the Marketing Programs team and other relevant departments in St John Ambulance.
3. St John RTO Stakeholders will inform their staff of the requirements of this RTO Policy and Procedure.
4. St John RTO Stakeholders will adhere to this Policy and Procedure at all times.
5. St John RTO will identify its course students’ need for education and support services and reasonable adjustment and provide relevant students with access to these.
6. St John RTO will identify students’ education and support needs by:
 - ▶ Asking them about their Language, Literacy, Numeracy and Digital literacy (LLND) needs at enrolment at every customer touch point:
 - Online bookings on St John WA website
 - Walk-in bookings at St John WA offices
 - Phone bookings
 - Email bookings
 - Corporate bookings
 - ▶ Asking students to complete an LLND self-assessment form as part of their enrolment process
7. St John RTO will provide students who have been identified as having LLND support needs with LLND support by:
 - ▶ Providing access to St John RTO education and support services
 - ▶ Providing information on externally provided support services

- ▶ Informing St John RTO Trainers and Assessors of students' needs prior to course commencement to allow for reasonable adjustment in class
 - ▶ Providing students with the opportunity to discuss their LLND support needs with the St John RTO Trainer and Assessor
- 8.** St John RTO will provide access to internal education support services on request such as:
- ▶ Pre-enrolment materials
 - ▶ Mentoring sessions for students undertaking qualifications
 - ▶ Limited IT support
 - ▶ Contextualised skills practise and assessment scenarios to meet a student's individual needs
 - ▶ Consultation with St John RTO Trainers and Assessors
 - ▶ Reasonable adjustment during assessment
 - ▶ Limited language, literacy and numeracy support.
- 9.** St John RTO trainers and assessors are able to provide additional support and reasonable adjustments such as:
- ▶ Adjustment to delivery pace
 - ▶ Kneeling aids (additional cushions and mats)
 - ▶ Adjusted seating plans
 - ▶ Access to printed student guides for students completing online knowledge assessments
 - ▶ Providing additional time to complete assessments
 - ▶ Conducting verbal knowledge assessments
- 10.** St John RTO trainers and assessors will records all additional LLND support provided to students and reasonable adjustments made during assessment on LMS against the individual student's assessment record.
- 11.** St John RTO will provide information about available education and support services via:
- ▶ St John WA Website
 - ▶ Participant Handbook
 - ▶ Course Induction
- 12.** This Policy and Procedure is to be read in conjunction with:
- ▶ St John RTO Policy and Procedure No. 15 Pre-enrolment and Enrolment
 - ▶ St John RTO Policy and Procedure No. 28 Access and Equity
- 13.** St John RTO Stakeholders may have written Workplace Instructions in place to supplement this Policy and Procedure.

3. Procedure

EDUCATION AND SUPPORT SERVICES			
A – IDENTIFICATION			
1. Prospective Students' Needs Identified			
STEP	WHO?	WHAT?	WHEN?
1.1	Customer Service Call Centre/ Regional Administration Officer/ Online	<ul style="list-style-type: none"> ▶ Asks prospective students if LLND support services are required when booking/enrolment face to face or via phone or email ▶ Prospective students are provided the opportunity to inform RTO of their LLND support needs on SJA website online booking form ▶ Support services are identified for the student 	Prior to enrolment
1.2	Customer Experience Team	An automated email is sent to all students asking them to complete an LLND self-assessment as part of their enrolment process	Prior to enrolment
2. Trainer and Assessor Informed			
2.1	First Aid Training Team	Trainer and Assessor informed of enrolled student with additional support services support via: <ul style="list-style-type: none"> ▶ Email ▶ TLC notes section ▶ Telephone, or ▶ In person. 	Prior to course commencement
B – ACCESS TO			
B1 – Internal Support Services			
STEP	WHO?	WHAT?	WHEN?
1.	Customer Experience/ First Aid Training Team	Provides access to education and support services information for prospective students in a range of materials, but not limited to: <ul style="list-style-type: none"> ▶ Website ▶ Online enrolment ▶ General training information ▶ Online Participant Handbook ▶ Course information sheets 	Prior and during the course
2.	Trainer and Assessor	Provides limited mentoring sessions for students completing a full qualification, in the form of, but not limited to: <ul style="list-style-type: none"> ▶ After hours one-on-one or small group mentoring sessions, and 	During the course

		<ul style="list-style-type: none"> ▶ Reasonable access to the St John RTO Trainers and Assessors. ▶ Limited IT support on request for students completing a full qualification based on St John IT personnel availability and business needs priority. 	
3.	Trainer and Assessor	<p>Asks at the start of the course if any student requires LLND support. If any student indicates they do:</p> <ul style="list-style-type: none"> ▶ Discusses support required with the course student and provides access to education and support services internally or arrange access to external support services list for the student 	During the course
4.	Trainer and Assessor	<p>Provides support to the student according to their identified needs in the form of, but not limited to:</p> <ul style="list-style-type: none"> ▶ Adjustment to delivery pace ▶ Kneeling aids (additional cushions and mats) ▶ Adjusted seating plans ▶ Access to printed student guides for students completing online knowledge assessments 	During course
5.	Trainer and Assessor	<p>For face-to-face only courses the assessment plan document identifies the student's need for education and support services prior to an assessment taking place</p>	Prior to assessment
6.	Trainer and Assessor	<p>Contextualises skills practice and scenario to student's needs during the course delivery</p>	During the assessment
7.	Trainer and Assessor	<p>Provides reasonable adjustment in assessment in line with:</p> <ul style="list-style-type: none"> ▶ Disability Discrimination Act 1992 ▶ Disability Standards for Education 2005 ▶ Equal Opportunity Act 1984 (WA) ▶ Training Package requirements ▶ RTO business capabilities. <p>Reasonable adjustment made for students with LLND needs may be in the form of, but not limited to:</p> <ul style="list-style-type: none"> ▶ Adjusting communication style such as verbalising written questions to the student with a learning disability ▶ Providing flexibility such as step-by-step instructional guidance in an assessment task for students with a learning disability ▶ Allowing extra time for theoretical assessments ▶ Providing clarification of new terms and key concepts ▶ Allowing extra time and preparation for assignments and assessments 	During the assessment
8.	Trainer and Assessor	<p>Records additional LLND support provided to students and reasonable adjustments made during assessment on LMS.</p>	After the assessment

B – ACCESS TO

B2 – Information on External Education and Support Service Providers

STEP	WHO?	WHAT?	WHEN?
1.	First Aid Quality Team	<p>Creates a list of Local, Regional, State and Commonwealth education and support services. NOTE: List for education and support services needs to include the following:</p> <ul style="list-style-type: none"> ▶ The name of the organisation ▶ Type of service provided ▶ Address ▶ Contact number (if available) ▶ Web page (if available). 	Annually
2.	First Aid Quality Team	Checks the list on a quarterly basis in February, May, August and November each year for currency.	Quarterly
3.	First Aid Quality Team	Provides list of external services to Marketing to publish on St John RTO website.	5 business days
5.	Marketing Team	Updates the website.	5 business days