

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 access to and information about education and support services to its participants to achieve their learning outcomes and meet the requirements for Standards for RTOs 2015.

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

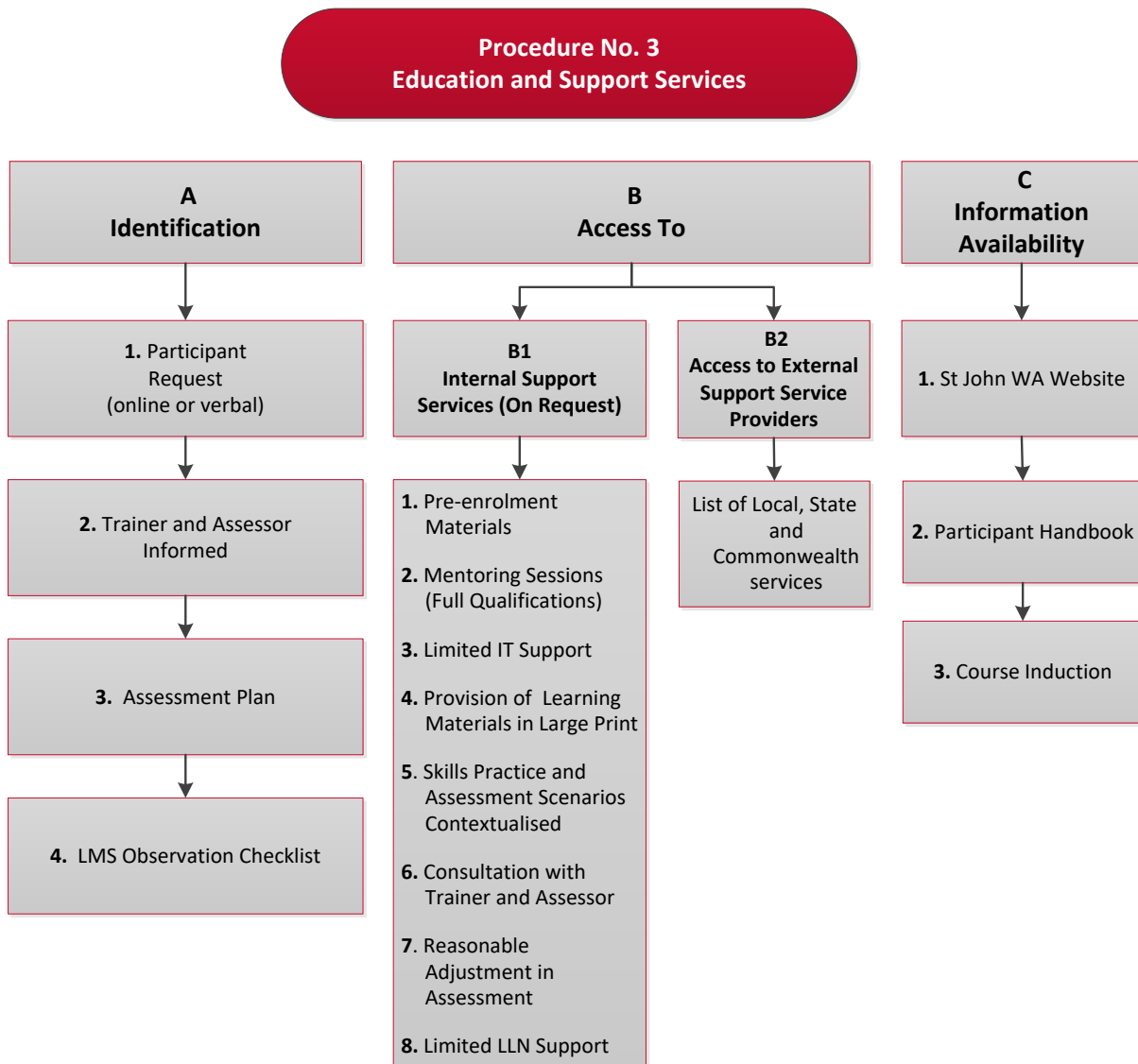
- ▶ Standard 1.3b
- ▶ Standard 1.7
- ▶ Standard 5.2.

2. Policy

1. This Policy and Procedure version is effective as of February 2022.
2. For the purposes of this Policy and Procedure “St John RTO Stakeholders” refers to the First Aid Training Services Administration 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 the need, offer access and information about education and support services to its course participants.
6. St John RTO will identify participant education and support needs by:
 - ▶ Providing education and support information on St John website online or verbally asking participants prior to enrolment
 - ▶ Informing St John RTO Trainers and Assessors of participants’ needs prior to course commencement
 - ▶ Providing an assessment plan for non-St John RTO Learning Management System (LMS) courses and access to assessment information and requirements via St John RTO LMS
 - ▶ Providing opportunity to discuss the need for education support with the St John RTO Trainer and Assessor.
7. St John RTO will provide access to St John RTO education and support services and externally provided support services.
8. St John RTO will provide access to internal education support services on request such as:
 - ▶ Pre-enrolment materials

- ▶ Mentoring sessions for participants undertaking qualifications
 - ▶ Limited IT support
 - ▶ Learning materials in large print
 - ▶ Contextualised skills practise and assessment scenarios to meet a participants' individual needs
 - ▶ Consultation with St John RTO Trainers and Assessors
 - ▶ Reasonable adjustment during assessment
 - ▶ Limited language, literacy and numeracy support.
- 9.** St John RTO will provide access to externally provided support services by providing a list of Local, State and Commonwealth Services in form of:
- ▶ Company or department name
 - ▶ Type of service
 - ▶ Address
 - ▶ Phone number
 - ▶ Web address.
- 10.** St John RTO will provide information about available education and support services via:
- ▶ St John WA Website
 - ▶ Participant Handbook
 - ▶ Course Induction.
- 11.** 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
- 12.** St John RTO Stakeholders may have written Workplace Instructions in place to supplement this Policy and Procedure.

3. Procedure Flowchart



4. Procedure

EDUCATION AND SUPPORT SERVICES			
A – IDENTIFICATION			
1. Participant Request			
STEP	WHO?	WHAT?	WHEN?
1.1	Customer Service Call Centre/ Regional Administration Officer/ Online	<ul style="list-style-type: none"> ▶ Participant accesses education and support services from website or ▶ Asks participant if support services required when booking/enrolment face to face or via phone or email. ▶ Support services identified for the participant's course booking 	Prior to enrolment
2. Trainer and Assessor Informed			
2.1	First Aid Training Services Administration	Trainer and Assessor informed of enrolled participant with additional support services support via: <ul style="list-style-type: none"> ▶ Email ▶ TLC notes section ▶ Telephone, or ▶ In person. 	Prior to course commencement
3. Assessment Plan			
3.1	Trainer and Assessor	<ul style="list-style-type: none"> ▶ Ensures the privacy of participant is guaranteed at all times. ▶ For face-to-face only courses the assessment plan document identifies the participant's need for education and support services prior to an assessment taking place. 	At all times
			Prior to conducting assessment
4. LMS Observation Checklist			
4.1	Trainer and Assessor	<ul style="list-style-type: none"> ▶ Ensures the privacy of participant is guaranteed at all times. 	At all times
		<ul style="list-style-type: none"> ▶ Discusses support required with the course participant and provides access to education and support services internally or arrange access to external support services list for the participant once the need is identified. 	During the course
		<ul style="list-style-type: none"> ▶ Records agreed support and reasonable adjustment into LMS OCL. 	Prior assessment

B – ACCESS TO

B1 – Internal Support Services

STEP	WHO?	WHAT?	WHEN?
1.	Customer Experience/ First Aid Training Services Administration	Provides access to: 1. Education and support services information to potential participants in a range of materials, but not limited to: ▶ Website ▶ Online enrolment ▶ General training information ▶ Online Participant Handbook ▶ Course information sheets	Prior and during the course
2.	Trainer and Assessor	Provides: 2. Limited mentoring sessions for course participants completing a full qualification, in the form of but not limited to: ▶ After hours one-on-one or small group mentoring sessions, and ▶ Reasonable access to the St John RTO Trainers and Assessors. 3. Limited IT Support on request for course participants completing a full qualification based on St John IT personnel availability and business needs priority.	During the course
3.	First Aid Training Services Administration	4. Request learning materials in large print to be developed by People Learning. NOTE: RTO Stakeholders are responsible for printing of learning materials in large print as requested.	48 hours prior to course start date
4.	Learning Designers	Arranges for large print learning materials PDF files to be emailed on request to First Aid Training Services Administration within forty-eight (48) hours prior to course start date.	Prior to course commencement
5.	Trainer and Assessor	5. Contextualises skills practice and scenario to participant needs during the course delivery.	During the assessment
6.	Trainer and Assessor	6. Discusses participant needs with the course participant.	During the course

STEP	WHO?	WHAT?	WHEN?
7.	Trainer and Assessor	<p>7. 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 to participants with a disability may be in the form of, but not limited to:</p> <ul style="list-style-type: none"> ▶ Providing adjustments in reasonable time and in mutual consultation with the participant ▶ Adjusting communication style such as verbalising written questions to the participant with a learning disability ▶ Providing flexibility such as step-by-step instructional guidance in an assessment task for participants 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 ▶ Providing learning materials and assessment tools in large print for visually impaired participants ▶ Encouraging use of assistive technologies. 	During the assessment

B – ACCESS TO

B2 – Access to External Education and Support Service Providers

STEP	WHO?	WHAT?	WHEN?
1.	People Learning	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: <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.	People Learning	Checks the list on a quarterly basis in February, May, August and November each year for accuracy.	Quarterly
3.	People Learning	Provides list of external services to Marketing to publish on St John RTO website.	5 business days
4.	People Learning	Informs Marketing department of changes to the list.	5 business days
5.	Marketing	Updates the website.	5 business days

C – INFORMATION AVAILABILITY

1. St John Website

STEP	WHO?	WHAT?	WHEN?
1.1	People Learning	Provides list of external services to Marketing to publish on St John RTO website.	5 business days
1.2	People Learning	Informs Marketing department of changes to the list.	5 business days
1.3	Marketing	Updates the website.	5 business days

2. Participant Handbook

2.1	RTO Compliance Specialist	Updates the Handbook.	When required
2.2	People Learning	Informs Marketing of Handbook updates.	5 business days
2.3	Marketing	Uploads new version of Handbook onto website.	5 business days

3. Course Induction

3.1	Trainer and Assessor	Provides information to participants about education and support services during course induction.	At the beginning of the course delivery
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Policy Administration		
Directorate:		Responsible Manager:
People and Culture		Head of People Learning
Risk Rating:	Review Cycle:	Review Next Due:
High	Annual	February 2023
Compliance References:		
Statutory:	Standards for RTOs 2015	
Industry	Vocational Education and Training	
St John Ambulance:	RTO	
Quality Management System:		
Document Location	G:\04. RTO Compliance\2021-22\RTO Policies and Procedures	
Version:	Decision Reference:	Synopsis:
1	Document Created	VET Reform and Standards for RTOs 2015
2	Document Amended	St John RTO Stakeholder Feedback provided on 26/6/2015
3	Changes to Numbers in Documents Related Updated Spelling/Formatting	Following Review of Compliance Documentation
4	Annual review by RTO Stakeholders	<ol style="list-style-type: none"> 1. New format 2. Section 5 reduced 3. Section 6 added t 4. Effective as of 1.11.2017
4.1	Annual review	<ol style="list-style-type: none"> 1. FABS Removed 2. Minor wording changes
5	Update	<ol style="list-style-type: none"> 1. Stakeholder roles and responsibilities updated