

Policy 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 RTO) 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 1.7; and
- ▶ Standard 5.2.

2. Policy

1. This Policy and Procedure version is effective as of 1 November 2017.
2. St John RTO will identify the need, offer access and information about Education and Support Services to its course participants.
3. St John RTO will identify participant education and support needs by:
 - ▶ Providing an online declaration or requesting a verbal declaration prior to enrolment;
 - ▶ Informing St John RTO Trainers and Assessors of participants needs prior to course commencement;
 - ▶ Assessment plan for non St John RTO Learning Management System (LMS) courses and access to assessment information and requirements via St John RTO LMS; and
 - ▶ Providing opportunity to discuss the need for support with the St John RTO Trainer and Assessor.
4. St John RTO will provide access to St John RTO Support Services and externally provided Support Services.
5. St John RTO will provide access to internal Support Services such as:
 - ▶ Pre-enrolment materials;
 - ▶ Mentoring sessions for participants undertaking full Qualifications;
 - ▶ Limited IT support;
 - ▶ Learning materials in large print on request;
 - ▶ Contextualised skills practise and assessment scenarios to meet a participants individual needs;
 - ▶ Consultation with St John RTO Trainers and Assessors on request;

- ▶ Reasonable Adjustment during assessment; and
 - ▶ Limited language, literacy and numeracy support.
- 6.** St John RTO will provide access to externally provided support services by providing a full list of Local, State and Commonwealth Services in form of:
- ▶ Company or Department Name;
 - ▶ Type of Service;
 - ▶ Address;
 - ▶ Phone Number; and
 - ▶ Web Address.
- 7.** St John RTO will provide information about available Education and Support Services via:
- ▶ St John Ambulance Website;
 - ▶ Participant Handbook; and
 - ▶ Course Induction.
- 8.** This Policy and Procedure is to be read in conjunction with:
- ▶ St John RTO Policy and Procedure No. 15 Pre-enrolment and Enrolment; and
 - ▶ St John RTO Policy and Procedure No. 28 Access and Equity.
- 9.** St John RTO Stakeholders may have written Workplace Instructions in place to supplement this Policy and Procedure.

Policy Administration		
Directorate:		Responsible Manager:
Community Services		Executive Manager Education Services
Risk Rating:	Review Cycle:	Review Next Due:
High	Annual	July 2018
Compliance References:		
Statutory:	Standards for RTOs 2015	
Industry	Vocational Education and Training	
St John Ambulance:	RTO	
Quality Management System:		
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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