

11. Provision of Support Services

RTO Policy

Purpose

To state the Department's policy with regard to the provision of support services at or following a Training Event or assessment organised by the RTO.

DSE recognises that difficulties may arise for many people undertaking training and assessment. To help maximise the learning and minimise potential difficulties, a range of learning support services is offered.

Information on how to gain access to these services is provided in the DSE Student Information Booklet.

Compliance with AQTF RTO Standards 2005

This policy relates to Standard 6.3 (Access and equity and client service).

Position Statement

1. Special support during assessment

DSE believes that the assessment is part of the learning process, not just an end point. All Trainers and Assessors are to invite students to discuss their assessment queries, questions, and concerns.

2. Disability services and special needs

Disabilities and special needs may be physical, emotional or dietary needs.

Persons with a disability or a special need are to be invited to make their needs known to RTO staff, either on the enrolment form or directly, so that their learning needs and any special support can be planned.

RTO staff will strive to address any disability or special need that is identified.

Any information provided to RTO staff regarding a disability or special need will be treated in the strictest confidence in accordance with DSE's Privacy Policy.

It should be noted that many fire roles require staff to undergo full medical and Task Based Assessments.

3. Language, literacy and numeracy

Persons who believe that they have difficulties in this area are to be invited to contact RTO staff so they can arrange for assessment and specific follow-up action.

4. Guidance and welfare services

RTO staff are able to provide limited personal guidance.

However, if it becomes obvious that a person's needs could be more appropriately addressed elsewhere then RTO staff will, with the person's permission, seek to refer them to the appropriate service.

Training Event participants may apply for assistance through the Department's program "Employee Assistance Program" (EAP) that provides professional counselling and assistance for DSE employees free of charge.

The contact number is 1300 366 789.

Inform People Centre Link: <http://inform/intranet/wcmn101.nsf/childdocs/-9D9CA41215C9ED46CA256F2600176A09?open>