

Meeting Individual Learner Needs Policy and Procedure

This policy has been developed to support National Code 2018 and RTO 2015 standards in order to confirm that the RTO is able to ensure learners receive training, assessment, and special support services that meet their individual needs. This will occur through the following processes:

Language, Literacy, and Numeracy (LLN) Activity

Mint International College will review all enrolment applications to ensure international standards are being met prior to acceptance into a course. Prior to course commencement at Mint International College, students are required to complete a Language, Literacy, and Numeracy (LLN) Assessment, to be assessed for LLN capabilities. If the student cannot complete the LLN Activity satisfactorily then an LLN Support form will be completed which includes the required actions to be taken to assist the student to be able to complete the course.

For details, please refer to Mint International College LLN Policy and Procedure.

Student Support and Special Needs Services

Mint International College has a documented Student Support Policy that ensures students have access to student support staff that can provide assistance and guidance to students. The student support services can also provide referrals to appropriate support organizations to assist the student with personal or academic issues that Mint International College does not have the ability to support internally. The student support services are documented through Policies and Procedures and the Student Information Handbook. All students are provided information on student support services through the pre-enrolment and orientation/ induction process. Where additional student needs are identified, a Student Needs form is completed and the student is referred to a student interview which is recorded on a Student Interview form.

Student Support Officer also provides disability liaison for any student with a diagnosed disability to assist them in their progress through SSO response to the individual needs, to maximise their learning opportunities.

Mint International College will provide a positive action for the student with a disability and provide assistance with various processes that a person without a disability may not require. Amongst other things, the institute will:

- Assist students who have difficulty with the application and enrolment process
- Assist with results, course advise, RPL, and credit transfers
- Provide or refers students to counselling service and intensive literacy and numeracy support when required

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- Mint International College Will liaise on behalf of the students with special needs. The Institute will:
 - Organise and allocate appropriate internal and external disability support staff
 - Provide students with delivery, assessment, and learning support services
 - Provide advocacy on conflict resolution services if any grievances arise
 - Apply for an account for disability support funding and liaise with external agencies including new Apprenticeship centres and skills Victoria
 - Assess the student's learning support needs in consultation with each student
 - Recommend reasonable adjustments to the delivery and assessment you appropriate teaching staff
 - Tutor and assist students with understanding tasks, including the planning and reviewing of assignments, editing, and proofreading
 - Provide appropriate disability support, e.g. interpreter, note taker, participation assistant, special equipment.
 - Supervise and scribe for tests
 - Review reasonable adjustment arrangements as required to allow for the changing needs of students

Strategies for Training and Assessment

The strategies for training and assessment have been developed in line with Training Package requirements and in consultation with the industry. This includes the consideration of specific industry groups in the delivery and assessment arrangements and also includes all strategies in place within Mint International College, to ensure that students receive training and assessment services to meet their individual needs.

Mint International College allows reasonable adjustment for any student with a disability to assist them in meeting their requirements. Teaching staff will:

- Work with learning support staff and follow reasonable adjustment recommendation
- Develop alternative assessments for students and support students through assessment tasks
- Reassess students where required
- Ensure that admissions and enrolment procedures do not discriminate against people with a disability

Qualified Trainers

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While recruiting trainers, NSSC policy in relation is followed. All Trainers employed by Mint International College are required to meet the vocational competence and qualification requirements. This ensures that at Mint International College, all training and assessment services are delivered and assessed by appropriately qualified staff. Trainers are notified of any special needs for the students as declared by them in the application and AVETMISS form so that appropriate support can be provided. The analysis of the support services is done by the **CEO/ Training Manager** with the student as required and the trainer notified or advised to provide support or access/reference to support.

For more details regarding trainers and their competence and further professional development, please refer to the Mint International College Staff Recruiting, Staff Professional Development policies.

Relevant Documents

- Student Contact Details Form
- Student Interview Form
- Special Needs form

Other Relevant Documents

- Mint International College LLN Policy & Procedure
- Student Support Policy
- Student Information Handbook
- Staff Recruitment Policy & Procedure