Applicability

This policy applies during pre-enrolment interview, when monitoring student progress, or in dealing with a student complaint,

Mandated standards

- Clause 1.7 Supporting Students
- Clause 5.4 Keeping Students Informed
- Clauses 6.1 To 6.6 Managing Complaints and Appeals

  of the Standards for Registered Training Organisations 2015

Related documents

- ASQA Fact Sheet "Providing quality training and assessment services to students with disabilities"
- Enrolment procedure
- Complaints and Appeals Procedure
- Complaints register
- Refund policy
- Management calendar

Related websites

- South Australian Government Training Advocate
  http://www.trainingadvocate.sa.gov.au/Support/Individuals/tabid/75/Default.aspx
- Australian Skills Quality Authority (Student complaints)
  https://www.asqa.gov.au/complaints

Actions

Pre-enrolment

During pre-enrolment, the applicant must be assessed as meeting the entry requirements of the course:
- currently employed in the industry
- meeting the required LLN level of the ACSF
- physically able to complete the practical work

Language Literacy Numeracy Support (LLN)

It is the policy of tree systems to provide, as appropriate, internal or external support for all students.

All students will have fair and equitable access to treesystems training and assessment services.

During the pre-enrolment interview, treesystems will administer the LLN test, to ensure the applicant meets the entry requirements for the course. If not, the applicant will be advised to attend a Foundations studies course with another RTO, which treesystems will offer to help organise with the approval of the employer.

If the applicant is to be admitted into the course, treesystems will note any additional support for training or assessment that should be made.

No charge is made by treesystems to the student for referral to appropriate external support services and every effort will be made to access free or low-cost services. The student should be aware that costs directly associated with the support service will be payable by the student/employer. treesystems will assist the student to access appropriate funding or medical benefit rebates as may be available from time to time.

Student support officers

The Student Support Officers are:

Tessa Lind: 0432 476 525
Mike Ramsden: 0499 777 515

Internal support services

- **Clients who speak English as a second language**
  treesystems trainers are experienced in working with people from culturally diverse backgrounds for whom English is not their first language.

  The trainers have developed a range of practical devices to assist in overcoming the language barrier. These include pictures, diagrams and visual aids.

- **Literacy and numeracy**
  treesystems trainers are experienced in working with people who require some assistance with literacy and numeracy.

  All assessments are available in oral form.

- **Reasonable Adjustment**
  Reasonable adjustment of training and/or assessment is provided for all students who are identified as requiring or who ask for support.

- **Computer Literacy**
  Candidates/students needing to build computing skills will be provided with assistance in accessing appropriate computing training. Referral will be at no cost to the candidate/student and all costs associated with the training program will be the responsibility of the candidate/student/employer.

- **Personal Counselling**
  treesystems trainers and staff are not qualified counsellors and will not provide personal counselling. Please see below for information regarding referral to an

appropriate counselling service.

- **Academic Counselling**
  treesystems trainers and staff will provide additional academic assistance if a student requires it.
  This assistance is generally provided out of class hours for groups or in particular circumstances one-on-one appointment can be arranged.

- **Recognition of Prior Learning (RPL) & Credit Transfer (CT)**
  RPL & CT are available to all students and treesystems trainers and staff will provide students assistance to prepare for RPL or Credit Transfer.

- **Study Skills & Assignment Preparation**
  treesystems trainers and staff will provide students with assistance to develop their self-directed study skills and assignments.

- **Library Services**
  Assistance will be provided to students to register for and use the services of an appropriately located library facility if required.

  Assistance will be provided in identifying and accessing appropriate web based information sources.

External support services

No charge is made by treesystems to the student for referral to appropriate external support services and every effort will be made to access free or low-cost services. The student should be aware that costs directly associated with the support service will be payable by the student/employer. treesystems will assist the student to access appropriate funding or medical benefit rebates as may be available from time to time.

- **Academic Counselling**
  treesystems will provide additional support for those students require particular levels of assistance

  Students who require higher levels of support will be referred to an external specialist i.e. literacy and numeracy, language, mathematics, etc. This support is arranged on an as needs basis.

- **Personal Counselling**
  treesystems will provide students with and assist them to access reasonable counselling options.

  Generally, students less than 18 years of age are referred to Child and Youth Health Services for personal counselling.

  Adult students registered with Centrelink may wish to speak with their Centrelink Case Manager for referral to an appropriate agent.

- **Financial Counselling**
  treesystems will provide students with and assist them to access reasonable counselling options.

  Adult students registered with Centrelink and facing financial issues should be referred to their Case Manager.

  Students less than 18 years of age, without family support, should be referred to Child and Youth Health Services.

- **Addiction Support Services**
  Where a student has been identified as or has identified themselves as requiring assistance regarding an addiction the SSO will report the information to the CEO. The CEO will endeavour to provide the student to access appropriate information/services.

Additional support strategies

- If the student needs more time to study, they can be timetabled into an additional training block
- If the student has language difficulties, they may be paired to work with a partner
- If the student's written language requires support, then more emphasis can be placed on oral questions
- If the student is an experienced arborist, they could be placed with the Learner cohort for some training blocks, to allow them more time for study and theory assessment
- Additional time can be provided through workplace training, delivered by treesystems, if approved by the employer
- Other strategies include discussion with the employer; helping the student to gain better familiarity with the employer's requirements, policies and procedures.

Disability

The applicant should be encouraged to disclose any disability which may affect their study with Treesystems. Where appropriate, Treesystems will make reasonable adjustments for disability in the following ways:

- note-taking support
- providing course material in alternate formats
- use of laptop for assessments
- extra time or extensions for assessments
- alternate assessment tasks
- ergonomic chair/desk
- use of assistive technology
- extra training blocks/workshops
- for hearing impaired students, greater use of signs and recognising the student's need for lip reading

If the applicant needs to improve their LLN skills before starting the course, treesystems will refer the applicant to an alternative RTO to complete the necessary Foundation Studies before enrolling with treesystems.

Intervention Strategy

When a student is identified as not meeting either course progress or attendance an Intervention Strategy is negotiated with individualised special supports to assist the student to successfully complete

Responsibility

The CEO is responsible for ensuring:

- appropriate support services are available for students;
- students are informed as to the services that are included in fees and those that the students will be required to pay for;
- approve all external support services prior to arrangements being finalised;
- Trainers and Assessors are fully informed in regards to student support services;
- Trainers and Assessors are appropriately trained to conduct support services;
- Trainers and Assessors and other staff are aware that they are not to provide counselling services and the consequences of doing so.

Trainers & Assessors
It is the responsibility of trainers/assessors to identify learning or language difficulties and to advise the CEO to facilitate support and intervention at the earliest possible time.

treesystems trainers/assessors are not qualified counsellors and therefore there is not an expectation that they have the capacity to identify personal or financial issues. However, the relationship between a trainer/assessor should be one of openness and trust and if a student confides such issues to their trainer/assessor the trainer/assessor is responsible for encouraging and assisting them to access appropriate assistance.

Access

All treesystems students have access to the support mechanisms and networks.

Changes to Agreed Services

If there are any changes to agreed services, treesystems will advise its students as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

Complaints and Appeals

Complaints and appeals must be recorded in the Complaints Register, acknowledged and dealt with fairly, efficiently and effectively. They must be dealt with according to treesystems Complaints and Appeals Procedure.

A copy of the Complaints and Appeals Procedure must be given to applicants during pre-enrolment.

Details of the complaint or appeal must be made available to the Training Advocate for review, if requested by the individual making the complaint or appeal, if treesystems normal processes fail to resolve the complaint or appeal.

If treesystems management considers more than 60 calendar days are required to process and finalise the complaint or appeal, the treesystems will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required and will provide regular updates to the complainant or appellant on the progress of the matter.

treesystems will securely maintain records of all complaints and appeals and their outcomes and will identify potential causes of complaints and appeals and take appropriate corrective action to eliminate or mitigate the likelihood of re-occurrence.