

RTO003 Policy Learner Support Services

1. Purpose

The purpose of this policy is to ensure that Health Information Management Association of Australia Limited (HIMAA) provides support services that are necessary to the individual learner.

2. Scope

This policy applies to all HIMAA Education Services Staff and the Quality and Compliance Officer.

3. Standard Clause 1.7

The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

4. References

- Standards for registered training organisations (RTO's) 2015
- Users' Guide Standards for Registered Training Organisations (RTO's) 2015
- RTO003 SOP Learner Support Services
- RTO012 Policy Learners Informed and Protected
- RTO012 SOP Learners Informed and Protected
- RTO013 Policy Complaints and Appeals
- RTO013 SOP Complaints and Appeals
- RTO007 Policy Transitioning of Training Products
- RTO007 SOP Transitioning of Training Products
- RTO008 Policy Quality Assurance of RTO Operations
- RTO008 SOP Quality Assurance of RTO Operations
- RTO001 Policy Training and Assessment Strategies and Practices
- RTO001 SOP Training and Assessment Strategies and Practices
- RTO004 Policy Assessment
- RTO004 SOP Assessment
- RTO009 Policy Issuing, Maintaining and Acceptance of AQF Certification and Providing Learners Access to Records
- RTO009 SOP Issuing, Maintaining and Acceptance of AQF Certification and Providing Learners Access to Records
- RTO010 Policy Unique Student Identifier (USI)
- RTO010 SOP Unique Student Identifier (USI)
- RTO011 Providing Accurate and Accessible Information and Advertising and Marketing

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- RTO011 SOP Providing Accurate and Accessible Information and Advertising and Marketing
- ORG002 Policy Privacy, Confidentiality and the Australian Privacy Principles (APP)
- ORG002 SOP Privacy, Confidentiality and the Australian Privacy Principles (APP)
- ORG003 Policy Work Health and Safety (WHS)
- ORG003 SOP Work Health and Safety (WHS)
- Student Handbook
- ORG004 Policy Human Resource
- ORG004 SOP Human Resources
- ORG006 Policy Continuous Improvement
- ORG006 SOP Continuous Improvement
- ORG005 Policy Customer Service
- ORG005 SOP Customer Service
- RTO004 Form Assessment Appeal
- RTO005 Form Complaint
- ORG002 Form Continuous Improvement Action Request
- ORG003 Form Privacy Complaint
- RTO006 Form Reasonable Adjustment
- RTO007 Form Deferment Request
- RTO008 Form Extension Request
- RTO009 Form Application for Timetable Transfer
- Enrolment form

5. Policy

5.1 HIMAA will provide learner support services to all its learners. This will include but not limited to:

- Access and Equity
- Reasonable adjustment
- Extension or deferment of courses
- Transferring timetables
- Literacy and numeracy (LLN) support where HIMAA can provide this or referral to an organisation for further assistance.

5.2 HIMAA will do this on request at any stage during the course or if HIMAA finds the learner is struggling with the course.

5.3 HIMAA monitors the learner's progress and communicates with its learners on a regular basis.

5.4 HIMAA ensures that Education Officers engage the learners in training activities.

5.5 HIMAA has staff to help support its learners to complete their chosen course.

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- 5.6 HIMAA provides support to the individual learner to meet the requirements of the training package.
- 5.7 HIMAA ensures that all learners are aware of the enrolment process and course information and what is expected from the learner prior to enrolment.
- 5.8 HIMAA ensures that learners meet the entry requirements prior to admission to a course.
- 5.9 HIMAA does not provide learners with false and misleading information about its courses or entry requirements.
- 5.10 HIMAA ensures that all learners seeking to enrol are assessed and admitted using a fair, equitable and transparent procedure.
- 5.11 HIMAA supports learners who have LLN issues. HIMAA will assess learner's LLN skills during the enrolment process to ensure the learner has the skills and knowledge necessary to complete the course.
- 5.12 HIMAA will refer learners to an external LLN consultant if the learner cannot be helped by HIMAA's Education Officers.
- 5.13 HIMAA will make services available to anyone who is entitled to them, free of any form of discrimination on the basis of
 - 5.13.1 Country of birth
 - 5.13.2 Language
 - 5.13.3 Race
 - 5.13.4 Colour
 - 5.13.5 Religion
 - 5.13.6 Disability
 - 5.13.7 Gender
 - 5.13.8 Age
 - 5.13.9 Marital status
 - 5.13.10 Physical or mental impairment
 - 5.13.11 Pregnancy
 - 5.13.12 Sexual preference or transgender
 - 5.13.13 Political conviction
- 5.14 HIMAA will develop and deliver services on the basis of fair treatment for all learners/staff and clients who are eligible to receive them.
- 5.15 HIMAA will be sensitive to the needs and requirements of all learners/staff and clients and be responsive as far as practicable to particular circumstances of individuals regardless of (see point 5.13).
- 5.16 HIMAA will be focused on meeting the needs of learners/staff and clients regardless of (see point 5.13).
- 5.17 HIMAA will make adjustments to its training and assessment, employment conditions or other activities to assist learners, staff and clients with a disability to complete the course, employment activities or other activities.

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- 5.18 HIMAA will assess the needs of its learner/s, staff members and clients to incorporate suggested reasonable adjustments when required.
- 5.19 HIMAA will not discriminate against any learner, staff member or client due to disability.
- 5.20 HIMAA will, where it does not create a financial hardship or hardship for HIMAA learners, staff or clients meet the learner's requested reasonable adjustment.
- 5.21 HIMAA understands that a learner may be unable to commence or continue their course schedule due to illness, work commitments or family problems. In these instances a learner can either defer or extend their course.
- 5.22 HIMAA informs learners at enrolment that they may request a transfer to a longer timetable within the same intake. HIMAA informs learners that this option can only be requested and processed once.
- 5.23 HIMAA ensures that the learner/s understand they cannot return to the original timetable once they have applied and been approved for the transfer.
- 5.24 HIMAA customises and contextualises its assessments and training and assessment strategies to meet learners and industry needs without losing the integrity of the unit of competency.
- 5.25 HIMAA ensures that learners' needs are taken into account when creating assessment tools and when deciding the delivery method.

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