

## Student Support, Welfare and Guidance

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We will assist all students in their efforts to complete our training programmes. We will make all reasonable effort to make adjustments to support the needs of those we identify as requiring extra support.

There are many reasons students may need extra support. Some of these reasons may include: People with disability; long term unemployed people; people from culturally and linguistically diverse backgrounds and people experiencing poverty. We will discuss with these students how we will plan, deliver and assess training to take into account their needs.

If you are experiencing difficulties with your studies for any reason; we recommend that you contact your trainer or another member of Austrain Academy's staff.

Disclosure of a particular status (for example, diagnosis of a specific disability or condition) is not a requirement to access support. However, the more information we have, the easier it is to determine appropriate supports for you.

Please click on the following link [Disability Support Good Practice Guide](#) for information on the types of support / adjustment that may be available for students with disability or learning support needs. [A Disability Supplement](#) is available which will assist with answering the Disability question in our enrolment forms. Both of these documents may be found on our website under the Information heading.

Some students may be eligible for Fee Free or Concession Fee training.  
Please see our [Application Form](#) for more information and eligibility information.

If we do not have the resources to offer a student with additional needs the support they require, we will:

- Assist the student to find a more appropriate course; or
- assist the student to locate another Registered Training Organisation (RTO) who has the necessary resources

In all cases, we will comply with the Disability Standards for Education found at:  
<https://www.education.gov.au/disability-standards-education-2005>

Examples of supports that may be available:

E.G - Reasonable adjustments

Given the diversity of the student population, a wide range of different reasonable adjustments have been used for different students. These adjustments may include (subject to availability):

- use of a computer rather than writing by hand
- use of a scribe
- allowance of food and beverages
- extended exam time
- location moved to a quiet room to decrease anxiety
- extended assessment due dates
- changed assessment formats (for example, oral instead of written presentation)
- submission of assessment tasks via email rather than at the institution
- screen reader
- audio recorder
- adjustable seating
- specialist software
- regular monitoring, encouragement and empowerment
- additional tutoring or training classes
- individual / small group tutoring or training in the development of study skills
- online course materials, enabling more flexible access

Students may also choose to use some of the following strategies to manage their studies:

- using non-specialist equipment (for example, bags with wheels for carrying books)
- using mobile devices to organise their schedules, develop study skills, or record, watch and listen to lessons
- searching online for information and resources/tools to assist with their studies
- listening to audio books, where available, instead of using printed books
- adjusting study loads, such as studying part-time or taking study breaks
- developing and using stress management strategies

Please let us know if there is anything else that would assist you with the successful completion of your studies.

Please bear in mind the following is applicable to adjustments:

A reasonable adjustment is:

- an individualised modification made to the learning environment, training delivery or assessment method
- used to enable a student with a disability or an ongoing health condition to access and participate in education and training on an equal footing with other students.

It should not:

- advantage students with disabilities above other students
- alter course standards or outcomes
- guarantee success
- weaken the integrity of the qualification

Please do not hesitate to **contact us** if you would like more information or assistance.

Austrain Academy's staff will assist you to the full extent of our capacity.

If your needs exceed Austrain Academy's support capacity, we will refer you onto an appropriate external agency or an RTO with the appropriate resources to support you.

Below are some examples of external organisations that may be available to provide support. This list is not exhaustive – we can help you find others:

In an emergency:

**Police / Fire / Ambulance**

Phone: 000

**Lifeline:**

Web: [www.lifeline.org.au](http://www.lifeline.org.au)

Phone: 131 114

**Interpreting Services:**

Translating & Interpreting Service (TIS)

Web: <https://www.tisnational.gov.au>

Phone: 13 14 50

**Literacy and Numeracy Support:**

**National:**

Reading Writing Hotline

Web: <https://www.readingwritinghotline.edu.au>

Phone: 1300 6555 06

Email: [info@acal.edu.au](mailto:info@acal.edu.au)