

Student Support, Welfare and Guidance

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. We will inform these students how we will plan deliver and assess training to take into account these needs.

In the event that you are experiencing any difficulties with your studies we would recommend that you see your trainer, or another member of Austrain Academy's personnel.

We will ensure that the full resources of our RTO are made available to ensure that you achieve the required level of competency in all nationally recognised qualifications.

Please click on the following link [Disability Support Good Practice Guide](#) for information on the types of support / adjustment 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.

Please do not hesitate to [contact us](#) if you would like more information or assistance. Any of our staff will be able to assist you or will refer you to the appropriate person for support.

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

- make adjustments to accommodate the special needs; or
- assist the student to locate another RTO who has the necessary resources

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

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):

- provision 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
- mobility scooter
- specialist software
- regular monitoring, encouragement and empowerment
- individual tutoring or training in the development of study skills
- online course materials, enabling more flexible access

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

However, 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

Should you be experiencing any personal difficulties you should make contact directly with Austrain Academy's CEO and / or Office Manager who 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.

You can seek support immediately by contacting:

Police / Fire / Ambulance

Phone: 000

Interpreting Services:

Translating & Interpreting Service (TIS)

Phone: 13 14 50

Lifeline:

Phone: 131 114

Literacy and Numeracy Support:

National:

Australian Council of Adult Literacy

Phone: 03 9546 6892

Email: info@acal.edu.au

New South Wales:

NSW Adult Literacy and Numeracy Council

Phone: 02 9514 3478

Web: <http://www.nswalnc.uts.edu.au>

Email: nswalnc@gmail.com

Industry Specialist Mentoring for Australia Apprentices (ISMAA)

Phone: 1300 363 831

Web: <https://www.nswbusinesschamber.com.au/How-We-Help/Apprenticeships-and-Trainees/ISMAA>

Location: Participant Handbook; Austrain SMS; CEO Hard Drive, Website