

## RTO Learner Support Policy and Procedure

### PURPOSE

The purpose of this policy and procedure is to outline Music SA's obligations and processes in respect to the provision of educational and personal support services to students enrolled in Music SA courses.

### SCOPE

This policy and procedure applies to all students enrolled in Australian Qualifications Framework (AQF) qualifications offered by Music SA.

### POLICY STATEMENT

The *Standards for Registered Training Organisations (RTOs) 2015* require Music SA as a RTO to ensure that students receive training, assessment and support services that meet their individual needs.

Music SA is committed to ensuring that all students are given every opportunity to be successful in their chosen course of study. Providing students with access to a range of educational and personal support services is an important way in which Music SA can demonstrate this commitment.

### DEFINITIONS

**AQF Qualification** means an Australian Qualifications Framework (AQF) qualification type e.g. Certificate, Diploma or Advanced Diploma, that is endorsed in a national Training Package.

**Educational and support services** may include, but are not limited to:

- pre-enrolment materials
- study support and study skills programs
- language, literacy and numeracy (LLN) programs, or referrals to these programs
- equipment, resources and/or programs to increase access for students with a disability and other students in accordance with access and equity principles
- learning resource centres
- mediation services, or referrals to these services
- flexible scheduling and delivery of training and assessment
- counselling services, or referrals to these services
- information and communications technology (ICT) support
- learning materials in alternative formats e.g. large print
- training and assessment programs customised to the workplace; and
- any other services that the RTO considers necessary to support students to achieve competency.

**Mandatory Notifier** refers to a person who comes within one of the categories set out in Section 30 (3) of the Child and Young Person (Safety) Act 2017, and so has an obligation to report a suspicion of a type described in Section 31 of the Act.

## RTO Learner Support Policy and Procedure

### DEFINITIONS CONT.

**Reasonable Adjustment** in a vocational education and training setting is the term applied to modifying the learning environment or making changes to teaching, learning and assessment activities to ensure the maximum participation of students with a disability. For an RTO, this means:

- making sure that teaching, learning and assessment activities are sufficiently flexible
- providing additional support to learners where necessary; and
- where a learner cannot participate, offering a reasonable substitute within the context of the overall course.

**Young Person** means a person under the age of 18.

### REFERENCES

- MSA-RTO-POLP-ENR:1-V1.1 RTO Enrolment Policy and Procedure
- MSA-RTO-POL-LSP:3-V1.1 RTO Access and Equity Policy
- MSA-RTO POLP-LSP:7-V1.1 RTO Induction Policy and Procedure
- MSA-RTO-POLP-LSP:10-V1.1 RTO Child Safe Environment Policy and Procedure
- Standards for Registered Training Organisations (RTOs) 2015
- Users' Guide to the Standards for Registered Training Organisations 2015
- Disability Standards for Education 2005
- Child and Young Person (Safety) Act 2017

### DOCUMENTS

- MSA-RTO-D-ENR:1-V1.2 RTO Enrolment Form
- MSA-RTO-D-ENR:6-V1.1 RTO Pre-Enrolment Checklist
- MSA-RTO-D-LSP:4-V1.0 RTO Music SA Learner Induction Course
- MSA-RTO-D-LSP:5-V1.0 RTO Adjustment Plan

### RESPONSIBILITIES

The **Music SA Board** is responsible for:

- approving this policy and procedure and all subsequent revisions; and
- ensuring that the RTO has sufficient resources allocated in its budget to enable a 'reasonable' level of educational and personal support services to be made available to students enrolled in AQF qualifications offered by Music SA, in particular students with a disability.

The **Music SA Chief Executive Officer (CEO)** is responsible for:

- presenting any subsequent revisions of this policy and procedure to the Music SA Board for approval
- ensuring that all RTO staff understand their roles and responsibilities in relation to this policy and procedure; and
- ensuring that all Music SA Trainers/Assessors are allocated sufficient time and resources to enable them to make 'Reasonable Adjustments' to teaching, learning and assessment activities to maximise the participation of students with a disability, where it is appropriate and practicable to do so.

## RTO Learner Support Policy and Procedure

### RESPONSIBILITIES CONT.

The **Music SA Head of Training (HT)** is responsible for:

- ensuring that service and contact details are collected for a range of external agencies to whom students can be referred (if required), and making this information accessible to Music SA Trainers/Assessors
- ensuring that students have access to Language, Literacy and Numeracy (LLN) support (if required)
- ensuring that all students have access to Information Communications Technology (ICT) support
- ensuring that all RTO Training and Assessment Strategies and Assessment Tasks have been designed to accommodate 'Reasonable Adjustments' wherever appropriate and practicable to do so
- ensuring that RTO Enrolment Forms are analysed for student disclosures of a disability, and follow up contact is made with students (if requested) to discuss their specific needs
- determining if the RTO is able to meet the specific needs of students with a disability in collaboration with the Music SA CEO and the Music SA BM
- ensuring that all Music SA Trainers/Assessors discuss the educational and personal support services available to students during pre-enrolment interviews and induction sessions (as required in the RTO Pre-Enrolment and RTO Music SA Learner Induction Course Sign-Off)
- arranging for additional internal/external educational support for students, where this cannot be provided by Music SA Trainers/Assessors as part of their teaching duties
- providing sensitive and confidential personal support to students if unforeseen issues arise during their course of study; and
- fulfilling their legal responsibilities as a Mandatory Notifier, when working with young people.

All **Music SA Trainers and Assessors** are responsible for:

- discussing educational and personal support services available to students during pre-enrolment interviews and induction sessions (as required in the RTO Pre-Enrolment and RTO Music SA Learner Induction Course Sign-Off)
- ensuring that the Music SA HT is alerted of any student disclosures of a disability in the enrolment interview and/or on the RTO Enrolment Form, so that the necessary follow-up action can be taken (if required)
- providing educational support to students as part of their normal teaching duties
- arranging for additional internal/external educational support to be provided to students where this cannot be provided as part of their normal teaching duties
- providing sensitive and confidential personal support to students if unforeseen issues arise during their course of study; and
- fulfilling their legal responsibilities as Mandatory Notifiers, when working with young people.

## RTO Learner Support Policy and Procedure

### RESPONSIBILITIES CONT.

All **Music SA Students** are encouraged to:

- disclose information about any disability they may have to the RTO, particularly if they believe their disability will impact on their ability to be successful in their studies without 'Reasonable Adjustments'. This should be done in a timely manner to enable the RTO sufficient time to put in place any necessary arrangements; and
- seek support from a Music SA staff member if they are experiencing any education or personal issue/situation that is having, or has the potential to have, a negative impact on their performance.

### PROCEDURES

Music SA Head of Training to:

- 1 confirm what educational and personal support services are to be made available to students by Music SA on an annual basis, and ensure that this information is communicated to staff and students
- 2 establish a list of high quality, professional referral services and review this list on an annual basis
- 3 ensure that Music SA Trainers/Assessors have access to the list of referral services
- 4 make contact (if requested) with students who have disclosed a disability in their Enrolment Form, to discuss their specific learning needs. This must be done prior to their enrolment being accepted
- 5 discuss the resource implications of meeting the needs of students with a disability with the Music SA CEO and Music SA BM to determine what 'Reasonable Adjustments' are possible. This must be done prior to student enrolments being accepted
- 6 where Music SA Trainers/Assessors are deemed able to provide 'Reasonable Adjustments', formulate an Adjustment Plan documenting appropriate adjustments, to be distributed to the learner and the learner's Music SA Trainer/Assessor
- 7 store the Adjustment Plan in the learner's record on the Student Management System
- 8 organise additional internal/external educational support for students, where this is unable to be provided by Music SA Trainers/Assessors as part of their normal teaching duties
- 9 provide sensitive and confidential personal support to students throughout their course of studies (where requested); and
- 10 report any instances of harm or suspicion of risk of harm to young people, where this is either revealed to them or symptoms are observed, in accordance with the RTO Child Safe Environment Policy and Procedure.

## RTO Learner Support Policy and Procedure

### PROCEDURES CONT.

#### Music SA Trainers/Assessors to:

- 1 discuss the educational and personal support services available to students, including the 'Reasonable Adjustments' that can be made for people with a disability, when conducting pre-enrolment interviews
- 2 inform the Music SA HT of student disability information disclosed on enrolment forms, so that necessary follow-up actions can be taken e.g. contact with the student and putting in place an Adjustment Plan (if requested)
- 3 discuss the educational and personal support services available to students, when completing the student induction process at the commencement of each course
- 4 Implementing any 'Reasonable Adjustments' outlined in the learner's Adjustment Plan (if available)
- 5 provide educational support to students as part of their normal teaching duties
- 6 inform the Music SA HT if students require educational support that cannot be provided within their normal teaching duties
- 7 provide sensitive and confidential personal support to students throughout their course of studies (where requested)
- 8 seek the advice and support of the Music SA HT if they do not have the necessary knowledge and/or expertise to assist students with their personal issues; and
- 9 report any instances of harm or suspicions of risk of harm to young people, where this is either revealed to them, or symptoms are observed, in accordance with the RTO Child Safe Environment Policy and Procedure.

#### Music SA Students to:

- 1 approach their Trainer/Assessor, Music SA HT, or whoever they find most comfortable approaching, if they require any kind of educational or personal support during their course of study; and
- 2 understand the legal responsibility of all Music SA staff to report instances of harm or suspicion of risk of harm to young people in their role as Mandatory Notifiers.

## RTO Learner Support Policy and Procedure

### STATUS AND DETAILS

Category:	Learner Support and Progression
Reference Code:	MSA-RTO-POLP-LSP:6-V1.1
Version No:	V1.1
Status:	Current
Commencement Date:	27/05/2019
Review Date:	27/05/2022
Authorising Authority:	Music SA Board
Authorisation Date:	27/05/2019
Accountable Officer:	Music SA Head of Training