



33. STUDENTS SUPPORT POLICY

GTPS is committed to the welfare of all students undertaking our courses and seeks to provide appropriate guidance and support to assist all learners facing any issues that can affect their learning including support to students who have a disability.

Support before the course:

- ✓ GTPS PTR application and enrolment processes gather valuable information to help GTPs make decision related to student support e.g. existing cultural issues, LLN issues and any disabilities
- ✓ Referrals are provided as deemed necessary if identified at this stage
- ✓ Any information about student support is communicated to the Trainer/Assessor before classes commences for continued personalised support
- ✓ Have individual training schedules/plans and variations of the same to address any special needs the student may have
- ✓ Emergency numbers provided in the Students Information booklet for students use during their course duration

Learning Support:

- ✓ Student struggling with literacy and numeracy (LLN) issues, GTPS provides where possible, mentoring and appropriate referrals to organisations like AMES, Learn Local, Community West and other charitable organisations who provide such assistance
- ✓ Availing bilingual support/trainer where required and where it is possible
- ✓ Provision of Student Support Room – dedicated uninterrupted study area
- ✓ Designated support days by RTO Trainer/Assessor
- ✓ Computers in study room and access to internet for assessments
- ✓ Learner resources in alternative formats (electronic and hard copy). There is no additional fee to this service
- ✓ One on one support where cultural adjustment and academic concerns exist
- ✓ Captioned versions of videos for deaf or hard of hearing
- ✓ Written and verbal feedback on assessments by trainer
- ✓ Varied assessment methods for fairness to suit individuals
- ✓ Provision of copies in alternative formats (Hard Copies and CDs)
- ✓ Use of audio and visual training aids in class deliveries
- ✓ Use of simulated and actual learning opportunities
- ✓ Extension for assessment deadlines and training plan variation
- ✓ Varied assessment methods for fairness
- ✓ Resubmission opportunities
- ✓ Complaints/Appeals procedures provided
- ✓ Provide work placement, monitoring and assessment support while on placement - extra support given to those with special needs.
- ✓ GTPS email and phone contacts including After Hours provided to students



Other Support

- ✓ Ramp access and Disability parking in all our delivery locations
- ✓ External Referral for counselling on issues not related to learning e.g. grief or domestic violence counselling
- ✓ Training & Career Pathways information
- ✓ Personal Development Opportunities
- ✓ Resume Writing and interview skills assistance
- ✓ Job linkages when approached by employers
- ✓ Provision of reference checks for all our students who needs this service
- ✓ Zoom – meeting support
- ✓ Online learning resources and IT support

Person responsible: RTO Manager or Designate

Forming part of this policy is:

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Authorised: GTPS CEO	<i>Sonia Bhatia</i>	Date	10 Jan 2022
Approved: GTPS Executive Board Member		Date	