

# Learner Support Services Policy and Procedure

---

## PURPOSE

This policy outlines the services Innov8 provides to students to adjust to study, achieve their learning goals and objectives and satisfactorily complete their studies by meeting the requirements of their course outcomes.

Innov8 will be proactive in the provision of student support by:

- Ensuring the student support services are oriented towards the needs of a diverse student group and are appropriate in their range and quality
- Ensuring the networks of support established have been well researched and sourced and are effective in delivery of services
- Ensuring that feedback regarding student support is used in the further development of student support services
- Ensuring all Innov8 learners/clients are made aware of the student support services offered

## SCOPE

This policy applies to the refund of fees and charges for students enrolled in VET courses and units.

## STANDARDS

Standards that are relevant to this policy are:

Standard 1  
Clause 1.1-1.7

## TYPES OF SERVICES

- Library and access to internet for research
- Referral to outside agencies for the purposes of:
  - Counseling services
  - Medical advice
  - Legal advice
  - Disability services advice
- Career and pathway counseling
- Language, Literacy and Numeracy support (LLN)

Innov8 is a specialist Foundation Skills provider equipped to identify, advise and manage the learning needs of those learners presenting with learning difficulties such as dyslexia, brain processing disorder, ADHD or other cognitive disorders. Innov8 has specialist staff able to conduct pre-training assessment and prepare individual learning plans or reasonable adjustments to ensure learners are able to meet their learning needs.



# Learner Support Services Policy and Procedure

## PROCEDURE

Students are able to access any of the above services by approaching their trainer /assessor in the first instance.

1. Innov8 staff will make students aware of Types of Student Support Services available to them
  - a. At Pre-enrolment Interview
  - b. During course duration, and in particular at course Interview sessions
  - c. Directing students to [www.innov8education.com.au](http://www.innov8education.com.au)
  - d. Any time by contacting an Innov8 staff member
2. Innov8 will make any necessary referrals to outside agencies when student support needs lie outside the scope of practice of the RTO.

Name:		Date Effective:		Responsible Authority		Drive:	
Page		Review date:		Organisation		Version:	