

# Policy – Learner Support

Navitas Professional

## Document

<b>Document I.D.</b>	NP-01.01-05P Learner Support Policy
<b>Responsibility</b>	National Learning and Teaching Manager, NP
<b>Initial Issue Date</b>	10 November 2015

## Version Control

<b>Issue Date:</b>	<b>Summary of Changes</b>	<b>Review Date</b>
10 November 2015	Initial document, v1.0	10 November 2017
2 May 2016	Update position titles, v1.1	10 November 2017
12 October 2020	Full review, update BU & position titles, v1.2	12 October 2022
29 January 2021	Update to position titles, v1.3	12 October 2022

## 1. Purpose and Scope

The purpose of this policy is to ensure that all participants are provided with support while undertaking study with Navitas Professional (NP).

## 2. Policy

### 2.1 Participant Support during Training and Assessment

2.1.1 Trainers will take a learner-centred approach to training, using a range of teaching strategies to meet participant learning needs and provide learning experiences that:

- allow for differing learning styles or preferences
- recognise learner differences
- ensure no one is excluded

2.1.2 During training, Trainers will monitor the progress and participation of each participant to determine whether extra learning support may be required.

2.1.3 Trainers will refer participants requiring support to the National Learning and Teaching Manager (NP)

### 2.2 Pre-assessment

2.2.1 Prior to each assessment, participants will be required to notify the Trainer of any learning support needs via the assessment coversheet.

2.2.2 Trainer will liaise with the National Learning and Teaching Manager (NP) to determine if any reasonable adjustment is required.

2.2.3 Where reasonable adjustment is determined as necessary for a participant with learning support needs, the trainer will consult with the National Learning and Teaching Manager (NP) to develop an individual assessment strategy for the participant.

The results of learner support review and the individual assessment strategy will be copied to the location State/Territory Operations Manager.

## 3. Responsibilities

- The **General Manager, NP** is accountable for the ongoing development, approval, implementation, awareness and effectiveness of this Policy and the supporting processes and documentation.
- **National Learning and Teaching Manager, NP** and **State/Territory Operations Managers, NP** are responsible for ensuring that all team members are aware of this Policy and their responsibilities defined herein.
- **NP Employees** are responsible for being aware of, and complying with this Policy.

## 4. Definitions

Unless the contrary intention is expressed in this Policy, the following words (when used in this policy) have the meaning set out below:

- **Reasonable Adjustment** – Reasonable adjustment in VET refers to the modification of the learning environment to assist a learner with learning difficulties.

## 5. Review

This Policy is reviewed every two years by the National Learning and Teaching Manager, NP in accordance with RTO Standards 2015 and organisational risk assessment.

## 6. Records

All records in relation to this policy will be managed as follows

Record type	Responsible	Location	Retention
Participant's file notes	State/Territory Administration Office	Participant File	7 years

## 7. Related documents

- NP-01.01-28D Participant Handbook
- NP-01.01-27D Trainer Handbook
- NP-01.01-03P Assessment Policy
- NP-01.01-04P Assessment Moderation and Validation Policy
- Assessment Cover Sheets (Moodle)