



Learner Support Procedure

Learner Support Policy

This Policy details the ways in which MHRC can assist learners with Language Literacy and Numeracy (LLN) needs and/or learning differences. It provides advice and support intervention options to assist with a student's ongoing learning and progress through MHRC course work.

Learner Support Procedures

Before enrolment

Our trainers can advise you on measurement of your written English and numeracy skills before you enrol. If you wish to self-check first, online tests are available to help people identify their written English skill levels and/or numeracy skills. While online tests may not perfectly assess the literacy or numeracy levels you need to successfully complete your course, they can provide useful insights.

OLA (Open Learning Australia) provide online tests for measuring the skills relevant from Certificate III to Diploma level. <https://www.opencolleges.edu.au/online-learning-assessment>

The Australian Government Language, Literacy and Numeracy Program has links to other resources from their literacy and numeracy page: see <https://www.australia.gov.au/information-and-services/education-and-training/literacy-and-numeracy>

At Enrolment

- Students identifying Learner Support needs during the enrolment process will be advised by MHRC staff of the support measures available at MHRC and through referral to support agencies. (Please refer to the support agencies list)
- MHRC trainers may request that a student with identified learner support needs undertake an LLN test. Results from the test will be assessed and considered against the course being enrolled in for appropriateness. MHRC trainers can arrange LLN testing.
- MHRC management must be advised of all LLN test results that identify significant Learner Support needs of enrolling students
- Students identified as having significant learner support may be enrolled at MHRC with a reduced study load.
- Referrals will include: South West Institute of TAFE.

Post Enrolment

- Following enrolment, all MHRC training staff will be available by appointment to provide Learner Support to enrolled students and may request students to attend specially convened Learner Support classes.
- Students identified by MHRC staff as requiring Learner Support will be provided with a written schedule of Learner Support classes.
- Learner Support provided by MHRC may include specific interventions identifying Australian Core Skills Framework (ACSF) training needs for learners at varying performance levels. Our trainers are familiar with the matrices involved and will demonstrate them in training.

Pre Assessment

- All MHRC training staff must review the specific support requirements of all students with learner support needs of students prior to each assessment event.
- Where reasonable adjustment is determined as necessary for a student with learner support needs a learner support report must be provided to the MHRC Training Coordinator detailing the reasonable adjustment being planned prior to the assessment event.

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- The MHRC Manager must approve each assessment that contains planning of reasonable adjustment.
- Reasonable adjustment applied to any assessment must be recorded and maintained on a student's enrolment records

Learner Support Review

MHRC Management will monitor its ongoing Learner Support measures within its continuous improvement systems and within each internal audit conducted. Monitoring may include a post course survey of students receiving Learner Support assistance at MHRC.

Literacy and learning support agencies.

- **AUSPELD**, The Australian Federation of SPELD Associations, responds to the needs of children and adults with Specific Learning Difficulties/Disabilities, such as dyslexia.
<https://auspeld.org.au/>
- **DSF Literacy and Clinical Services** provides information for people with learning difficulties. Their website provides links to assessment services. <https://dsf.net.au/consultations-assessments/>
- **Australian Council for Adult Literacy** www.acal.edu.au
The Australian Council for Adult Literacy promotes adult literacy and numeracy policy and practice. Its resources help understanding of adult literacy and numeracy issues.

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