

EDUCATIONAL AND SUPPORT SERVICES POLICY

Introduction

1. This Educational and Support Services Policy (the Policy) details what educational and support services Group 314 provides and how the individual support needs of students are determined.

Educational and Support Services

2. Group 314 provides all reasonable and feasible educational and support services to students from before enrolment and for the duration of training and assessment.

Pre-enrolment and Enrolment

3. Group 314 has processes in place to assist students enrol in courses that are suitable for them including:
 - a. Inclusion of entry requirements in pre-enrolment information so students can self-determine whether a course is suitable for them prior to enrolment. Entry requirements may relate to things such as: minimum age; foundation skills; computer skills; access to certain resources; pre-requisite qualifications and physical capability (for courses such as outdoor recreation).
 - b. Gathering of information during the enrolment process to help Group 314 confirm suitability of the selected course and provide a starting point for initial discussions with the student. Information gathered includes: country of birth; main language spoken at home; any learning disability or special requirement regarding delivery of the training and assessment; education level; and employment type.
 - c. Conduct of a pre-course evaluation for each student to determine whether the student has enrolled into a suitable training product. The evaluation includes an initial interview between Group 314 and the student and an evaluation of:
 - (i) Existing skills, knowledge and experience.
 - (ii) Language, literacy and numeracy skills.
4. If students do not meet the entry requirements for a course at any stage of the above process, the student's enrolment will be cancelled, fees refunded and where possible the student referred to an appropriate provider to obtain the required skills prior to enrolment.

Training and Assessment

Individual Support

5. For each student accepted for training and assessment, Group 314 uses the information obtained during enrolment to identify support required to fill gaps in student capabilities and develop a student training plan tailored to the special learning needs of the student. Educational and support strategies could include contextualisation of the course to the workplace, flexible scheduling and delivery of the course and any other reasonable and feasible support strategy required to support students to achieve competency.

General Support

6. General educational and support services provided by Group 314 to all students for the duration of training and assessment include:
 - a. **Training and assessment support** - Group 314 trainers / assessors are available to mentor students, provide study support, provide reasonable language, literacy and numeracy support and make reasonable adjustments to training and assessment methods to ensure course delivery suits the needs of the student.

Students are encouraged to contact their allocated trainer / assessor throughout the duration of a course if additional support is needed in relation to training or any special training needs.

Group 314 trainers / assessors are contactable by phone (during standard business hours), email and for online courses - learning management systems.

- b. **Administrative support** – For support requirements that are not related to training and assessment, students are encouraged to contact Group 314 Management. Group 314 will provide all reasonable and feasible assistance within its expertise. Where required support services are outside the scope of Group 314 expertise (such as counselling and mediation services), students can be assisted to source an external organisation that can provide the required support.

Note: Group 314 is not responsible for the cost of any support service obtained from external organisations. Any costs of these services are the responsibility of the student.