<table>
<tr><td>Policy and Scope</td><td>Armstrongs Driver Education is committed to supporting students with advice, assistance and/or training and assessment as per their individual needs to assist them to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course they have enrolled in.

Scope
This Policy and Procedure describes the processes to be followed by Armstrongs Driver Education to provide support to its students.</td></tr>
<tr><td>Responsibility</td><td>The Operations Manager is responsible for ensuring that the staff members and sessional trainers/assessors are aware of its application and that staff implement its requirements to provide appropriate support to students.</td></tr>
<tr><td>Standards and Conditions</td><td>The following table represents areas which this policy and procedure relates to in accordance with AQTF Essential Standards and Conditions, VRQA Guidelines, DTP Heavy Vehicle Business Procedures Manual, DTP Heavy Vehicle Service Agreement, DTP Motorcycle Business Procedures Manual DTP Motorcycle Service Agreement

<table>
<tr><th>AQTF Essential Standards and Conditions and VRQA Guidelines</th><th>DTP</th></tr>
<tr><td>AQTF Standard 2 - 2.1,2.3,2.5,
Standard 3 - 3.1</td><td>DTP Heavy Vehicle Business Procedures Manual
Clause 3 - 3.5
Clause 4 - 4.9,4.10

DTP Motorcycle Business Procedures Manual
Clause 3 - 3.5</td></tr>
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</td></tr>
<tr><td>Definitions or Reference Documents</td><td>Definitions
• VET Quality Framework – Outlines the standards for achieving consistency in how the Registered Training Organisations (RTOs) are monitored. The VET Quality Framework comprises:
o The Australian Qualifications Framework (AQF)
o The Fit and Proper Person Requirements
o The Financial Viability Risk Assessment Requirements
o The Data Provision Requirements
• Australian Qualifications Framework (AQF) – The AQF is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework
• National VET Regulator (NVR) – The Standards: Sets out the requirements that an organisation must meet to be a Registered Training Organisation</td></tr>
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	• **VET** - Vocational Education and Training (for the delivery of nationally recognised training) • **VRQA** - The Victorian Registration and Qualifications Authority (VRQA) is Victoria's education and training regulator • **VRQA Guidelines –** The Guidelines' purpose is to ensure the quality of training and assessment services in Victoria reflects a nationally consistent approach to VET regulation. The Guidelines align Victoria's regulatory settings to the National Standards for Registered Training Organisations 2015. • **AQTF Essential Standards and Conditions –** A national set of standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training (VET) system • **Recognition of Prior Learning (RPL)** – An assessment process that assesses the competency(cies) of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses • **National recognition (CT) -** The granting of exemption of credit by a Registered Training Organisation to students for units of competency completed under accredited training. These unit codes must identically match the units the students are applying for Credit • **Student** – A person being trained and or assessed by Armstrongs Driver Education Pty Ltd
Purpose	The purpose of this policy is to provide appropriate support to those students who have identified support needs. ADE provides assistance to maximise outcomes in all learning and development endeavours. To achieve the goals of this policy and to ensure that students receive a high standard of training and assessment delivery and services, Armstrongs Driver Education provides: • An induction on the first day of the students' training program. The induction provides an overview of support services available to students while undertaking training and assessment services conducted by Armstrongs Drivers Education • The opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements and maintaining their attendance • Assistance with the RPL and National Recognition application process • Support with Language, Literacy and Numeracy (LLN) ***– refer to Armstrongs Driver Education's Language, Literacy and Numeracy Policy and Procedure*** which outlines the support to students with identified LLN requirements Armstrongs Driver Education has an administration team who are the official point of contact for students.

	Armstrongs Driver Education ensures that its staff members who interact directly with students are aware of Armstrongs Driver Education's obligations under the Standards for Registration Training Organisations 2015 (RTOs) and the potential implications for students arising from the exercise of these obligations. Armstrongs Driver Education: • Provides appropriate and well-informed support services including study and learning advice and help, help with meeting and dealing with course requirements and attendance • Maintains and delivers up-to-date and correct information for students relating to study issues, facilities and resources • Makes information on institutional complaints and appeals processes accessible to students
Procedure	**1. Identification of learner support needs** Learner support needs are identified by the following processes: **1.1. Pre Enrolment** • Students are asked a series of pre-training review questions at the booking stage to ensure individual students are suitable to enrol into the training program. Questions are tailored according to the training program and are used to determine any support that may be required for each student through the course. ***Refer to Armstrongs Driver Education Pre-Training Review Policy and Procedure.*** • At this stage, students that are considered unsuitable for the training program are recommended to complete further pre-study prior to contacting ADE again for enrolment **1.2. Enrolment** • Students are required to undertake a LLN assessment as part of the enrolment process. Results from the assessment will be used to review the appropriateness of the course that the student has chosen to enrol. • Armstrongs Driver Education's trainers and assessors will be advised by administration of all LLN results that identify the provision of significant learner support to students who have been assessed with LLN scores that do not meet the requirements of the course. • Those learners identified as requiring significant support with their academic and/or vocational education and training due to being assessed with a low LLN score, Armstrongs Driver Education staff will consider if it is appropriate for those students to continue with the course and advise the student accordingly. • Those students identified as requiring LLN support during the enrolment process and have been enrolled into their course, will be advised by Armstrongs Drivers Education's staff of the support available.

2. Post Enrolment Provision of Vocational and/or Educational Support to Students

2.1. If it has been brought to the attention of the Operations Manager that a student is demonstrating poor performance and is encountering obstacles and setbacks which is impacting their ability to achieve learning outcomes, the Operations Manager will contact the student to make an appointment to discuss their progress.

The Operations Manager will provide guidance and advice to the students to assist them in overcoming obstacles and setbacks in order to improve their performance and reduce the risk of withdrawal from the course.

2.2. The Operations Manager will advise the student's trainer/assessor of the strategies discussed with the student to assist them with overcoming obstacles and setbacks so as to improve their performance. This information will assist the Trainer/Assessor to make any reasonable adjustments to their training and assessment methodologies if applicable. The Operations Manager will note this discussion on the file note in the student's file and enter details of the discussion into the student's record in the Student Management System.

3. Reasonable Adjustment

Where it has been identified that a learner will need support with undertaking assessments, Armstrongs Driver Education may decide to make "reasonable adjustment" concerning the assessment process for individual students, or offer one-on-one support for the interpretation of the knowledge test, this can be done in English by an ADE staff member or by a DTP approved interpreter in a language other than English (Heavy Vehicle only).

The level of support to be provided to individual students and/or any reasonable adjustment to be made to the assessment will be documented and information passed on to the individual student's trainer assessor to ensure that appropriate support is provided throughout the delivery and assessment period.

4. Unique Student Identifier

Students who are having difficulty in generating a USI can seek assistance from the Administration Team who will assist them in generating their USI.

Refer to Armstrongs Driver Education USI Policy and Procedure.