

# Additional Support Procedure



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<b>Authority</b>	Chief Executive Officer or Nominee
<b>Next review</b>	27 December 2022
<b>Related policies</b>	<ul style="list-style-type: none"> <li>▪ Training and Assessment Policy</li> <li>▪ RPL and Credit Transfer Policy</li> <li>▪ Enrolment Policy</li> <li>▪ Continuous Improvement Policy</li> <li>▪ Records Management Policy</li> <li>▪ Complaints and Appeals Policy</li> </ul>
<b>Related procedures</b>	<ul style="list-style-type: none"> <li>▪ RPL Procedure</li> <li>▪ Enrolment Procedure</li> <li>▪ Continuous Improvement Procedure</li> <li>▪ Records Management Procedure</li> <li>▪ Complaints Procedure</li> </ul>
<b>Forms and supporting documents</b>	<ul style="list-style-type: none"> <li>▪ Training and Assessment Strategy</li> <li>▪ Training Plan</li> <li>▪ Amount of Training Analysis Template</li> <li>▪ Formal Written LLN Assessment</li> <li>▪ LLN Assessment</li> <li>▪ Pre-enrolment Interview</li> <li>▪ Enrolment Form</li> <li>▪ Continuous Improvement Form</li> <li>▪ Continuous Improvement Register</li> <li>▪ Complaints and Appeals Form</li> <li>▪ Complaints and Appeals Register</li> </ul>

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# Additional Support Procedure

## PURPOSE

Australian Polytechnic Institute is responsible for ensuring the educational and support services it provides meet the needs of the student cohort/s undertaking the training and assessment.

The purpose of this Procedure is to outline the procedures for Australian Polytechnic Institute's mechanisms in collecting, analysing and acting on any support requirements that are additional to the provision of standard services. This ensures individual students are provided access to the educational and support services necessary for them to meet the requirements of the training product as specified in training packages or VET accredited courses.

This Procedure ensures that Australian Polytechnic Institute determines the amount of training required in accordance with the requirements of the relevant training package and in consideration of each individual student's existing skills, knowledge and experience with respect to the relevant vocational competency.

Changes to this Procedure must only be made upon approval of the Training Manager.

## SCOPE

This Procedure applies to all Australian Polytechnic Institute Enrolments, including all admissions staff and students enrolling to any nationally accredited training offered by Australian Polytechnic Institute, regardless of the location and mode of delivery.

## PROCEDURES

### 1. Pre-enrolment Process

Person Responsible	Step	Resources / References
Student	Student enquires about the program/qualification through phone or website.	
Administrative staff	<p>An initial phone interview is arranged with the student. Detailed information is provided to the student through the RTO website, marketing materials, pre-enrolment information, and student handbook. Other student enquiries are answered accordingly.</p> <p>During the phone interview, the admin staff will conduct an initial assessment of the student's relevant prior knowledge, skills and experience using the Pre-enrolment Interview Form. Based on this initial assessment, the admin staff will recommend whether an LLN assessment or a competency assessment is needed:</p> <ul style="list-style-type: none"><li>• Competency Assessment:<ul style="list-style-type: none"><li>○ Students declaring that they do not have prior knowledge, skills and/or experience relevant to the course are automatically considered</li></ul></li></ul>	<p>Pre-enrolment Interview Formal Written LLN Assessment LLN Assessment</p>



	<p>beginners. Competency assessment is deferred.</p> <ul style="list-style-type: none"> <li>○ Students declaring that they have prior knowledge, skills and/or experience relevant to the course are interviewed further to assess for possible RPL or credit eligibility. Additional interview questions may include: <ul style="list-style-type: none"> <li>- How many relevant years of experience do you have?</li> <li>- How recent is this experience?</li> <li>- What kind of evidence can you provide to prove this?</li> <li>- (The assessor may refer to the competency assessment for further guidance on what kind of experience would be relevant to each course)</li> </ul> </li> <li>○ Students with sufficient, relevant and recent experience (preferably no less than 1 year) will be provided with the competency assessment to confirm eligibility for credit transfer or RPL.</li> </ul> <ul style="list-style-type: none"> <li>• LLN Assessment <ul style="list-style-type: none"> <li>○ Students are asked during the interview if they foresee any possible LLN challenges throughout the course: <ul style="list-style-type: none"> <li>- Students declaring that they may have LLN challenges are provided with the LLN assessment</li> <li>- Students who struggle to articulate their thoughts during the initial interview are provided with the LLN assessment</li> <li>- Students who indicate that they do not foresee any LLN challenges in completing the course will be briefed accordingly: <ul style="list-style-type: none"> <li>▪ This will be recorded in writing in the enrolment form</li> <li>▪ The RTO will continuously assess the student's LLN skills throughout the delivery of the course. Should</li> </ul> </li> </ul> </li> </ul> </li> </ul>	
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	<p>LLN challenges be identified, corresponding additional support strategies will be put in place</p> <ul style="list-style-type: none"> <li>▪ Should the student have LLN issues that prevents him/her from completing the course, the student will not hold Australian Polytechnic Institute responsible for providing LLN training outside of the additional support strategies offered by the RTO as outlined in its additional support policy.</li> </ul>	

## 2. LLN Assessment

Person Responsible	Step	Resources / References
Administrative staff	<p>Conduct LLN assessment by checking the completed LLN Assessment against LLN criteria/ ACSF level requirements for the relevant training program.</p> <p>Record recommendation for support needs (if applicable) and assessment findings in the Outcome section of the Pre-enrolment Interview Form.</p>	<p>Pre-enrolment Interview Formal Written LLN Assessment LLN Assessment</p>
Administrative staff	<p>Students who fail to meet minimum ACSF level</p> <ul style="list-style-type: none"> <li>• When prospective students are assessed to have below minimum ACSF levels, record the recommendation and support needs assessment findings in the Outcome section of the Pre-enrolment Interview Form.</li> <li>• Recommend additional assessment to the student or refer student to external LLN support.</li> <li>• Contact the student to provide necessary information regarding additional assessment and /or support to be provided.</li> <li>• Create a note on the student record / training plan (if applicable) for students requiring additional support and the details of support recommended.</li> </ul>	<p>Pre-enrolment Interview Formal Written LLN Assessment LLN Assessment</p>

## 3. Determining the Amount of Learning

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Person Responsible	Step	Resources / References
Administrative staff	Forward the completed Pre-enrolment Interview and LLN Assessment to the Trainer and Assessor.	Pre-enrolment Interview LLN Assessment
Trainers and Assessors	<p>Review the Pre-Enrolment Interview Form and LLN Assessment and determine how the learner's existing skills, knowledge and experience impact the amount and level of training required.</p> <p>Assess if the student may be eligible for RPL and credit transfer, or if the student is required to take a foundation skills course.</p> <p>Recommendation on amount of training required is based on the following pathways:</p> <ul style="list-style-type: none"> <li>• Training and Assessment Pathway (for beginner-level cohorts) – Students with no prior relevant knowledge, skills and experience are required to undergo the full study mode, where they will complete all training and assessment activities.</li> <li>• Assessment Only Pathway (for intermediate-level cohorts) – Students with moderate relevant prior knowledge and skills with limited related industry experience, may complete the course via assessment only pathway upon the trainer's endorsement.</li> <li>• Recognition Pathway (for advanced-level cohorts) – Students with extensive relevant knowledge, skills and experience in the related industry (one year or more) may undergo RPL.</li> </ul> <p>Using these pathways as guide, the assessor may advise the students where completing learning and training activities are recommended and where they are optional, based on the student's existing level of skill/knowledge. Where applicable, the student may also be advised to undergo further assessment to determine RPL eligibility.</p> <p>Provide advice to the student, and agree on training plan/pathway, additional support, reasonable adjustments required, etc.</p> <p>Record the recommendation in the Outcome section of the Pre-enrolment Interview Form.</p>	<p>Pre-enrolment Interview</p> <p>Formal Written LLN Assessment</p> <p>LLN Assessment</p> <p>Training and Assessment Strategy</p> <p>Training Plan</p> <p>Amount of Training Analysis Template</p>

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	Send back the form to the Administrative Staff.	
Administrative staff	Provide RPL and credit transfer information to the student, if applicable.  Update the student's learner record and training plan, if applicable.  Process the enrolment.	Enrolment Form

