

Understanding Learner Support Considerations

Before commencing training delivery, it is crucial to identify the special needs and learning needs of individuals. This includes understanding their language, literacy, numeracy, and physical needs, which would ensure effective learning and participation.

Identifying Physical Needs

If the qualification demands certain physical abilities, it's essential to confirm that the learners can meet this demand. If a learner with disabilities cannot meet the physical demands, despite their abilities, it may be appropriate to recommend a different course. Always give learners a chance to demonstrate their abilities before making this decision.

Language, Literacy, and Numeracy Needs

Many people have varying levels of language, literacy, and numeracy skills, which may not match the requirements of a particular job or role. Identifying these needs should consider:

1. **Job Demands** - Understand the language and literacy demands of the job role the training prepares learners for. Assess if the learner can meet this level, for example, by writing a report or making a phone call.
2. **Training Material Demands** - Ensure that training materials do not demand an unreasonable level of literacy. Materials should be accessible and learner-friendly, including diagrams and other helpful elements.
3. **Individual Skill Levels** - Evaluate the actual language and literacy levels of individual learners. This can be done through formal tests or task-oriented assessments, like writing a short report based on a workplace scenario.

Support for Identified Needs

If language or literacy difficulties are identified, as an RTO, you are responsible for ensuring appropriate support is available. This could mean referring learners to external support services, which may incur additional expenses for the learner.

Continual Monitoring

While the Standards indicate this process should take place before enrolment, it's essential to understand that monitoring should continue throughout the course. Some units may have different or added demands, and you wouldn't want to place a learner in a position of failure.

Enrolment Process and Forms

The enrolment process is key for identifying these issues early. Standard enrolment forms cover most of these aspects, but your own process may also be suitable, provided it complies with any legislated requirements and helps you identify and monitor these needs.

Reasonable Adjustments to Assessment

Reasonable adjustments are modifications to the assessment process that allow learners to demonstrate competency in their own way without compromising the required standard. It's essential to guide assessors about what adjustments are allowable and how they can be implemented. Keep in mind that the adjustment must align with the standard. For example, if the standard requires a written report, an oral report would not be a reasonable adjustment. However, if the standard merely requires a report, it could be either written or oral.

Note: This VET Fact Sheet provides general information and should not be considered as legal advice.