

## LEARNER SUPPORT POLICY

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### 1. PURPOSE

- 1.1. This Policy provides guidance to International Child Care College Pty Ltd (**ICCC**) students and stakeholders regarding the support provided to assist in the timely completion of learning and assessment.

### 2. SCOPE

- 2.1. In this Policy, “**Company**” or “**ICCC**” refers to International Child Care College Pty Ltd.
- 2.2. This Policy applies to all students enrolled in International Child Care College’s training programs; collectively referred to as [**students**].

### 3. DEFINITIONS

- 3.1. **Learner Support:** Assistance provided to students to help them understand training expectations, prepare for assessments, and develop core skills.
- 3.2. **Teaching:** Mentoring, coaching, and guiding provided by trainers in the workplace and through various contact strategies.
- 3.3. **Individual Support Plan (ISP):** A plan developed to provide tailored support to students based on their specific needs.

### 4. TEACHING AND SUPPORT EXPECTATIONS

- 4.1. ICCC Trainers and Assessors are required to:
  - Provide appropriate support to students to assist in the timely completion of learning and assessment.
  - Support learners to remember, understand, and apply developing knowledge and skills is critical to providing students with opportunities for achieving success.
- 4.2. Supporting learning may include teaching provided by trainers in the workplace as well as through learner support contact strategies including online meetings, phone, email, text, progress and participation monitoring, and ISP management.

### 5. TEACHING

- 5.1. Teaching may include:
  - Assisting students to understand the job role, what is required, and how to contribute.
  - Demonstrating and/or role modelling skills in the workplace.
  - Discussing and/or observing educator skills in practice.
  - Assistance with workplace assessment task preparation and communication.
  - Assistance with workplace task instruction, what is required, and how to attempt tasks.
  - Relating theory to practice.
- 5.2. Teaching is trainer-initiated and should occur where opportunities exist. Teaching in the workplace should not be longer than 30 minutes at a time or impact the workplace daily routines.

### 6. LEARNER SUPPORT

- 6.1. Learner Support may include:

- Assisting students to understand the training expectations, what is required and when, and how to attempt tasks.
- Assistance with assessment preparation.
- Assisting to formulate answers.
- Assistance with literacy, comprehension, and breaking down questions.
- Assistance with core skills such as communication and planning.
- Preparation for work placement and/or workplace tasks.
- Using learning resources and practice tools to build skills.
- Relating theory to practice.

6.2. Learner Support can be student or trainer-initiated and should be done off-the-floor. Online sessions or by phone, should not be longer than 20 minutes at a time or directly provide students with answers.

## **7. ACCESSING LEARNER SUPPORT**

7.1. Students can access support from ICCC Trainers and Assessors through:

- Need Help? - Questions @childcarecollege.com.au direct email queries.
- Need Help? - Individual appointments (bookings) – student or trainer initiated.
- Individual Support Plans – trainer-initiated.

7.2. Learner Support should be considered or initiated when:

- Concerning LLN results on enrolment.
- The student and workplace supervisor request.
- Regular resubmits/ behind in assessment submissions

7.3. Additional support is offered through:

- Assessment instruction including planning tools.
- Video posts, webinars, and discussion board notices.
- Administration support including online access, textbooks, assessment submission.

## **8. REASONABLE ADJUSTMENT**

8.1. Learners undertaking training may require a range of support including reasonable adjustment of assessment which may include:

- Student's language, literacy, numeracy requirements.
- Provision of personal support services, for example, reader, interpreter, scribe, support person.
- Use of adaptive technology or special equipment.
- Flexible assessment sessions to allow for fatigue or administering of medication.
- Adjustment of assessment timing or to the physical environment or venue.
- Considerations relating to cultural beliefs, traditional practices, and religious observances.

## **9. COMPLIANCE**

9.1. ICCC seeks and encourages the commitment of all employees regarding this Policy and is dedicated to ensuring that all employees are aware of and understand all elements of this Policy, and any associated policies and procedures.

9.2. Employees must comply with the requirements of this Policy. Any breach of this Policy may result in disciplinary action including, but not limited to, termination of employment.

**10. REVISION HISTORY**

Rev	Date	Revision Description	Name
V1	6/03/2023	Initial Policy	ICCC HR
V2	6/08/2024	Review and updated	KC