

# LEARNER PROTECTION & SUPPORT POLICY

## 1. PURPOSE

This Policy outlines how SLSWA RTO 51104 protects learner rights, promotes equitable access to training, identifies support needs, and maintains a safe and respectful learning environment.

SLSWA is committed to:

- Fair and equitable access to training and assessment
- Identification and support of Language, Literacy, Numeracy and Digital (LLND) needs
- Provision of reasonable adjustment
- Prevention of discrimination and harassment
- Protection of learner wellbeing
- Maintenance of academic integrity

This Policy operates in conjunction with the Complaints and Appeals Policy, Governance & Risk Management Framework, Workforce Management Policy and Continuous Improvement Policy.

## 2. SCOPE

This Policy applies to:

- All learners enrolled in SLSWA training products
- Trainers and assessors
- Third Party and Auspice delivery partners
- SLSWA staff involved in enrolment and delivery

## 3. ACCESS AND EQUITY

SLSWA provides training and assessment services that are inclusive and non-discriminatory.

SLSWA:

- Welcomes learners from diverse backgrounds
- Provides equal opportunity to participate in training
- Does not tolerate discrimination, harassment or bullying
- Treats all learners with fairness and respect

Any concerns regarding discrimination may be addressed through the Complaints & Appeals Policy.

## 4. LLND IDENTIFICATION AND SUPPORT

### Identification of LLND Needs

Trainers are responsible for identifying and responding to emerging LLND needs during delivery and escalating support requirements where appropriate.

LLND identification processes are proportionate to the complexity of the training product and delivery mode.

SLSWA identifies LLND needs:

- During enrolment
- Through learner self-disclosure

- Through pre-course LLND readiness checks (where applicable)
- Through trainer observation

### Support Provision

Where LLND needs are identified, SLSWA may provide:

- Clarification of instructions
- Adjusted delivery pace
- Contextualised examples
- Additional time for assessment
- Verbal knowledge assessment (where permitted)
- Printed materials
- Referral to external support services

LLND support provided is proportionate to the training product requirements and must not compromise assessment integrity or Training Package requirements.

Reasonable adjustments are documented in the learner's assessment record.

## 5. REASONABLE ADJUSTMENT

SLSWA provides reasonable adjustment to support participation and assessment where required.

Adjustments may include:

- Modified delivery methods
- Additional time
- Alternative assessment methods (where permitted by the training product)
- Learning environment adjustments

Adjustments must:

- Maintain the integrity of the unit of competency
- Not lower competency standards
- Be consistent with assessment conditions

## 6. LEARNER SUPPORT SERVICES

SLSWA provides access to:

- Pre-enrolment information
- Trainer consultation and learning support during training
- Limited Language, Literacy, Numeracy and Digital (LLND) support appropriate to the training product
- IT support related to online learning
- Referral to appropriate external support services where required

Learners are encouraged to discuss any support needs prior to enrolment or during training so that appropriate assistance or referral can be arranged.

## 7. LEARNER BEHAVIOUR AND CONDUCT

SLSWA maintains a safe and respectful learning environment.

Learners are expected to:

- Respect trainers, staff and fellow learners
- Participate cooperatively
- Avoid disruptive or abusive behaviour
- Follow safety instructions

Zero tolerance applies to abusive, threatening or unsafe conduct.

Where behaviour disrupts learning or compromises safety:

- A verbal warning may be issued
- A learner may be removed from the session
- Serious incidents may result in removal from the course and cancellation of enrolment in accordance with the Course Fees, Refunds and Transfers Policy

Serious incidents are managed in accordance with governance procedures and, where required, recorded in the RTO 51104 – Risk & Improvement Register.

## 8. ACADEMIC INTEGRITY

All assessment evidence must be the learner's own work.

Plagiarism, falsified documentation or dishonest conduct is not permitted.

Where assessment integrity is questioned:

- Additional verification may be required including identity verification or reassessment under controlled conditions
- Further assessment may be conducted
- Enrolment may be cancelled in serious cases

## 9. POST-COURSE SUPPORT

Upon completion of units of competency, learners receive notification of certification outcomes.

Where units have expiry requirements (e.g., CPR), automated reminders may be issued prior to currency expiry.

## 10. CRITICAL INCIDENTS

Critical incidents affecting learners are managed in accordance with the SLSWA Critical Incident Policy.

## 11. CONTINUOUS IMPROVEMENT

Learner feedback, complaints, support interventions and behaviour incidents are monitored through SLSWA's monitoring activities.

Where systemic issues are identified, actions are recorded in the RTO 51104 – Risk & Improvement Register.