SUPPORT SERVICES

SMART AND SKILLED

When advising a potential student on the most suitable qualification, Linked 2 takes into account the potential student's requests, the appropriate pathway to achieve the potential student's goals and the potential student's abilities. Linked 2 ensures that training in all of its Approved Qualifications is available to potential students, and potential students are enrolled in the most appropriate Approved Qualification for that potential student.

Students are able to access support and assistance during training by contacting the Linked 2 head office and making a request.

Accessing support and assistance during training

Linked 2 provides the following support and assistance to students during training

Support and Assistance	
Language Literacy and Numeracy	As part of the enrolment process, all students will undertake a Language, Literacy and Numeracy (LLN) assessment. Where possible, trainers and assessors will make adjustments to delivery content and assessments to best meet the needs of any students requiring LLN assistance. Students who require reading or writing support should let the trainer know at enrolment so that additional resources can be put in place.
ICT (Information and Communications Technology)	Students facing difficulties accessing or using a computer should let the course co-ordinator know so that Linked 2 can arrange the loan of a laptop and/or ICT support
Study skills	Trainers and assessors can assist and advise students on study skills including: • Organisational skills • Time management skills • Study techniques • Researching • Reading strategies • Note-taking • Group work
Support during and after training	During studies: • Telephone/email support • Virtual tutorials • Virtual learner support sessions After training: • Assistance with licence application process • Assistance with resume development and advice • Industry recommendations and employer introductory sessions

Cont.

Support and Assistance	
Support for students experiencing disadvantage	Supporting students when making application to their employment service provider for additional support including: • Phone credit • Replacement phone handset where the student's is damaged, not working or lost • Transport support (funding for fuel or public transport services) • Funding for interview attire • Funding for uniforms • Funding for Personal Protective Equipment For students with specific disabilities, support <u>includes but is not limited to</u> the following examples: • Altering the print size of text • Low vision aids • Screenreaders • Additional tutorials • LLN support • Voice to text technology Aboriginal and Torres Strait Islander students • Linked 2 consultant for Aboriginal and Torres Strait Islander students (cultural support) Links to external services: • [Beyond Blue](#) • [Black Dog Institute](#) • [MensLine Australia](#) • [Lifeline Australia](#) • [Drug and Alcohol Telephone Services (NSW](#))
Career advice and progression	• Referrals to employers • Industry advice • Professional development • Training pathway options e.g. ongoing training for both career and industry skills

Contact details for support services within Linked 2

Area	Contact Person		Support Requirements
Academic	Relevant course trainer		Course content, unit content, delivery methods, assessment methods, re-assessment attempts
Academic	Course Co-ordinator	Warwick Brown	The overall course, course timetable, VET regulations, study challenges, licensing requirements, eligibility, decisions to defer or discontinue training, academic progression
Administrative	Student Services	Hillary Jorey-Hughes	Enrolment, complaints processes, change to personal details, certificate/statement reprints
Administrative	Consumer Protection Officer	Hillary Jorey-Hughes	Complaints or grievances
Financial	Financial Officer	Justin Wilson	Fees payable, refunds, invoices, receipts
Personal	Student Support	Murray Hipwell (consultant for Aboriginal and Torres Strait Islander students) Phillip Stephenson	Additional support for students experiencing disadvantage including people with a disability, Aboriginal or Torres Strait Islander people, and long term unemployed individuals Counselling (depression, substance issues, addiction issues, relationship issues) Harassment and discrimination issues Study adjustments because of disability and/or accessibility issues

<u>Additional support offered by Linked 2 to students who experience disadvantage</u>

Linked offers supports for the additional needs of students who experience disadvantage. These students may include people with a disability, Aboriginal or Torres Strait Islander people and individuals who are long term unemployed.

Additional support may include:

- Reasonable adjustments to accommodate the specific needs of the student
- Referring the student to the relevant provider for LLN or Foundation Skills training
  - LLN: Reading Writing Hotline (https://www.readingwritinghotline.edu.au/)
  - Foundation Skills: https://www.dese.gov.au/foundation-skills-your-future-program/foundation-skills-service-providers
- Additional time to complete assessments where possible
- Assisting the student as much as possible to remain engaged in their training to minimise absences, drop outs and discontinuance
- Cultural support for Aboriginal and Torres Strait Islander students

Additional need for support is identified by Linked 2 on an individual basis and use Loadings funding, and other relevant funding sources, to offer additional support to these students.

Students requiring additional support should contact the Linked 2 head office.

Reasonable Adjustment

What is reasonable adjustment? Reasonable adjustment is a term in VET that refers to a measure or action taken by an education provider to enable students experiencing disadvantage to participate in education and training on the same basis as learners not experience disadvantage.

Students with any of the following issues could expect reasonable adjustment to occur and should speak to their trainers and assessors regarding any changes they feel they need:

- Physical disabilities
- Limits to language, literacy and numeracy skills
- Limited communication skills
- Limited learning strategies
- Requiring cultural support (ATSI students)
- Long term unemployed and/or students returning to a forma learning environment after a long period of time

Reasonable adjustment in practice could include:

Adjustments	Examples
• Modification to delivery methods, delivery tools, teaching methodologies, presentation medium, assessment tasks (e.g. alternative tasks) and learner support	• Substitute alternative tasks where existing tasks cannot be completed by a student • Visual, oral, print, demonstration and practical presentation mediums • Using technology such as voice-activated software, screen readers, voice to text functions • Audio-visual aids • Using specific physical aids, furniture, height adjustable desks • Extending or altering timeframes for teaching, learning and assessment
• Provision of student support and adjustment options prior to enrolment	• Providing learning materials ahead of time so that students can familiarise themselves with the material before the formal learning session
• Accessible learning materials	• Providing learning materials, texts and handouts in an electronic format for greater accessibility • Providing enlarged reading materials • Providing Braille translations

All adjustments made should be continually monitored during the student's engagement to ensure their needs are being met at all junctures.