

Support for Learners Policy



Purpose

This policy has been developed to ensure students and staff are aware of relevant support services available for students of ICETS.

ICETS is committed to providing adequate support services to students to assist them to successfully complete their studies, where reasonably practicable and able to do so.

Scope

This policy applies to all students and staff involved in the delivery of learning across ICETS.

Enrolment

Students enrolling in ICETS courses require Language Literacy and Numeracy (LLN) skills at Australian Core Skills Framework (ACSF) Level 3 or 4. This includes for example:

- **Reading:** the ability to interpret complex documents such as legislation, policies, and procedures.
- **Writing:** the ability to compose clear and concise reports, investigation plans, and official correspondence.
- **Oral Communication:** the ability to conduct interviews, briefings, and discussions with stakeholders.
- **Numeracy:** the ability to understand and apply numerical data in investigations, such as timelines, financial records, and statistical information.

Competence at ACSF Level 3 or 4 can be demonstrated through:

- completion of an Australian Senior Secondary Certificate of Education (year 12 certificate) or
- completion of an International Bachelor Diploma Programme (IB) diploma or
- displaying competence at or above Level 3 (Certificate III) in the Australian Core Skills Framework in both reading and numeracy or
- completion of a qualification at level 4 (Certificate IV) or above in the Australian Qualifications Framework or
- undertaking a Language Literacy and Numeracy assessment. ICETS may request a person to complete this to support the enrolment process.

When completing an enrolment form, students are required to provide certain information regarding their English language capabilities, their highest level of education and prior education. ICETS will review and consider the information provided.

Administration and Enrolment Support

At ICETS, we are committed to providing a supportive and accessible learning environment. To ensure every student has the best chance of success, we offer a range of administrative and enrolment support services. These include, but are not limited to:

- Assistance with completing enrolment forms and understanding course requirements.
- Guidance through the Language, Literacy and Numeracy (LLN) assessment process.
- Support with accessing student systems, including learning portals and online resources.
- Help updating personal details or resolving administrative issues.
- Information about course schedules, assessments, and progress tracking.

ICETS staff are available to assist students throughout their learning journey.

Academic Support

ICETS understands each learner has different needs and may require support at various stages of their course. To ensure academic success, ICETS provides a range of academic support services, which may include:

Trainer and Assessor Support

Students have access to qualified, experienced trainers and assessors who are available to provide guidance on course content, assessment tasks, and learning strategies. Support may be provided in person, by phone, email, or through online learning platforms.

Academic Assistance

Where appropriate, students can arrange individual support sessions to go over difficult topics, get feedback on assessments, or clarify expectations. One on one sessions are available if requested.

Assessment Feedback and Resubmission Guidance

Constructive feedback is provided on all assessments. If a learner is required to resubmit, clear guidance will be given on how to improve their work.

Language, Literacy and Numeracy (LLN) Support

If LLN needs are identified during enrolment or throughout the course, learners may be offered tailored support or referred to other appropriate services.

Access to Learning Resources

All learners are provided with relevant and up-to-date learning materials, including digital resources and access to support documents and templates.

ICETS provides course materials in multiple formats. This includes **video-based resources** and **Easy Read materials** designed to make learning more accessible and engaging for all learners.

We encourage learners to actively seek support whenever needed. Our team is committed to providing timely and respectful assistance to help each learner succeed.

Learning Environment and Accessibility

Due to the flexible nature of course delivery—which may include online, face-to-face, and distance learning, the learning environment may vary.

For learners attending sessions at our main office located on Ann Street, Brisbane Qld, please note that the facility does have disability access. If you have specific access requirements or concerns about a particular training location, we encourage you to contact us or the venue coordinator as early as possible so we can make appropriate arrangements and ensure a supportive and inclusive learning environment.

Wellbeing Support

ICETS recognise student wellbeing plays a vital role in their ability to succeed. We understand that study can sometimes be challenging, and personal circumstances may impact learning. ICETS encourages students to advise their course facilitator or the course coordinator if there are any issues that may impact on their learning and whether any supports can be provided.

Reasonable Adjustments

Reasonable adjustment means modifications or changes that provide equal opportunities in training and assessment.

ICETS will consider 'reasonable adjustment' requests upon enrolment, balanced against capability and the needs of everyone involved so that no one is disadvantaged. Modifications will depend on the needs of the individual student and may include:

- Extend or modify timeframes for the service training and assessment.
- Present information in a range of media (increases accessibility).
- Use oral assessments (presentations, recorded responses, and telephone sessions) as alternatives to written tasks

- Seek evidence from a third party to demonstrate competence (statutory declaration, video of the learner undertaking a task)
- Ensure the language of assessment instruments does not create barriers (use plain English)
- Provide sufficient feedback on the progress of individual learners regarding their learning goals

Should students choose not to disclose specific support needs or seek reasonable adjustment prior to commencement of the course, ICETS may not be able to effectively address the issues in the training and assessment environment in a timely manner. ICETS may need to renegotiate service agreements in these circumstances.

Support for Learners Affected by Domestic Violence

ICETS is committed to safeguarding all learners, particularly those experiencing or at risk of domestic violence. In such cases, safeguarding measures may be implemented to ensure the learner's safety, emotional well-being, and continued access to education. These measures include (not limited to); confidential points of contact, secure and private communication, flexible learning arrangements and restricted information access.

These measures aim to provide a safe, stable, and supportive learning environment for all affected learners. Any action will prioritise the learner's safety, dignity, and consent, in line with national safeguarding legislation and institutional policies.

A student requiring safeguarding support from ICETS should contact their course facilitator.

Disclosure and Confidentiality

ICETS recognises that sharing information about a disability, medical condition or learning need can be a sensitive and personal decision. Students are

encouraged to disclose any condition that may impact their ability to participate in training, so that appropriate support or reasonable adjustments can be discussed and, where applicable, implemented.

All information provided in relation to a disability, health condition, or learning need will be treated as strictly confidential. Any information shared will not be passed on to others without the learner's explicit consent—except where required by law or in situations involving risk of harm to the individual or others.

In accordance with this policy: personal information will only be shared with third parties identified in the enrolment documentation or Code of Practice, and information will only be disclosed outside these terms with written permission or under legal obligation.

Learners who wish to discuss their needs confidentially are encouraged to contact the Course Coordinator or Training Facilitator.

Monitoring, Evaluation and Continuous Improvement

ICETS is committed to regularly reviewing and evaluating its learner support measures to ensure they remain relevant, effective, and aligned with the goal of achieving high-quality training outcomes.

Evaluations are conducted with consideration for individual learner needs, while maintaining the integrity of the core competencies and foundational requirements of each course. This process ensures that any adjustments made are appropriate, reasonable, and educationally sound.

The identification and implementation of enhanced support strategies form a key part of ICETS's continuous improvement approach. These practices reflect our commitment to delivering inclusive, responsive, and high-quality training and assessment services.

Responsibilities

Students

Students are responsible for:

- Ensuring they possess the necessary underpinning knowledge, skills, and experience relevant to the course they are enrolling in.
- Taking the time to understand the theoretical and practical requirements of the course prior to enrolment.
- Seeking clarification or support if they are unsure about the course expectations, prerequisites, or their ability to meet the course outcomes.

ICETS Staff

ICETS staff are responsible for:

- Treating all students fairly and equitably, in accordance with principles of non-discrimination and inclusivity.
- Respecting student privacy and maintaining the confidentiality of personal and sensitive information.
- Complying with this policy, as well as the ICETS Code of Conduct and all relevant legislation and organisational procedures.

Related Documents

Complaints and Appeals Policy and Procedures

Privacy and Data Management Policy

ICETS Staff Code of Conduct

Language Literacy and Numeracy Assessment

ICETS Enrolment Form

Version History

Version	Date	Author- Approval	Summary of Changes
1.0	29/05/2025	BOM - COO	Created