Individual Learner Needs

Purpose

To ensure that every learner receives equitable and effective support throughout their educational journey, addressing their unique needs to maximise their chances of success. This policy outlines the processes, resources, and reasonable adjustments required to identify and provide appropriate support services for all learners at ACTB.

Scope

This policy applies to:

- All staff and learners; and
- All of our business functions.

Responsibilities

1. RTO Manager

- Ensures compliance with legislation, regulations and Standards for RTOs.
- Ensures there are adequate systems in place to support the learner's individual needs.
- Approves external referral services to specialized support services and evaluate their suitability for the learner concerned.

2. Administrative & Support Staff

- Coordinates and manages support services, acting as the primary contact for learner support matters.
- Administers enrolment interviews, Core Skills Indicator assessments and Support Plan coordination.

3. Trainers & Assessors

- Identifies and assesses learner needs through regular interaction and assessment activities.
- Develops and implements tailored Support Plans to address identified needs.

Australian College of Technology and Business Pty Ltd
Brisbane Campus: 100 Brunswick Street, Fortitude Valley, Brisbane, QLD 4006
Tel: +61 7 3852 6967 Fax: +61 7 3852 6968
Email: info@actb.com.au Website: www.actb.com.au CRICOS Code: 03164M RTO #: 32017

Individual Learner Needs Policy
Last Update July 2025
Version 2.0 - 2025

General Principles

ACTB commits to supporting our learners by observing the following:

- Engage with learners at different points of their training and assessment journey:

  o **Enquiry phase** – where we provide the learner with pre-enrolment materials containing the support, we are able to offer or refer them to and where we engage with the learner to determine their training and career goals, as well as their education and work history. This will assist us in understanding their support needs and inform them of the support structures we have available.

  o **Enrolment form and genuine student test form and various student documents collation** – where we gather information about the learner, including personal information such as their English language proficiency, their education background, any special needs, and their individual needs. This will enable us to ascertain if the learner will require any specific support and whether we are able to cater for it, or whether they are to be referred to another provider or a separate organisation for the support required. The credit transfer form also advises us if the learner may be eligible for a Credit Transfer of the nationally recognised training they have already completed, or a Recognition of Prior Learning where their informal training and their work experience can be assessed to provide them with a pathway to competency for one or more units of competency in the course.

  o **Core Skills Indicator assessment** – where we assess if the learner has the required language, literacy, numeracy proficiency and digital literacy skills to undertake the training program. This outcome of the assessment will inform us whether we will be able to support the learner throughout their course, or whether they will need to be referred to a specialist program provider to assist them in acquiring the required skills before being accepted into the program.

  o **Check-ins and assessment outcomes** – regular check-ins with students and consistent monitoring of their training participation and assessment performance are vital practices that help us identify and address individual support needs early. These interactions build trust, foster open communication, and allow us to detect challenges such as disengagement, knowledge gaps, or learning barriers.

- Provide reasonable adjustments where appropriate and possible – it should never be assumed that each student has the same skills, experience and learning preferences when delivering the training program.

- Adhere to the relevant equal opportunity and disability legislation to ensure all actions are free from discrimination or bias toward individuals with specific needs.

Australian College of Technology and Business Pty Ltd
Brisbane Campus: 100 Brunswick Street, Fortitude Valley, Brisbane, QLD 4006
Tel: +61 7 3852 6967 Fax: +61 7 3852 6968
Email: info@actb.com.au Website: www.actb.com.au CRICOS Code: 03164M RTO #: 32017

Individual Learner Needs Policy
Last Update July 2025
Version 2.0 - 2025

Support Structures

Understanding pre-enrolment materials

Where a learner is having difficulty understanding the information in our marketing materials such as Course Brochures, or the information contained in our Student Handbook, the Administrative & Support Staff is to engage with the prospective learner personally and clarify and explain the materials in simple and plain English to the prospective learner. The Administrative & Support Staff is to ensure that they are compassionate to the student's comprehension abilities and provide them with information to assist them in making decisions with regards to their training.

Minor Learning, Literacy and Numeracy deficiency

Where we have identified that the learner has minor language, literacy, numeracy proficiency and digital literacy deficiencies through the learner's responses in the Core Skills Indicator assessment, the Trainer & Assessor should draw up a tailored Support Plan for the learner which can include allocating additional time to spend with the learner to support through throughout their training program, directing or supplying them to suitable resources.

Major Learning, Literacy and Numeracy deficiency

Where we have identified that the learner has major language, literacy, numeracy proficiency and digital literacy deficiencies that would prevent them from actively participating and completing the training program, we should refer them to the following training providers for specialist assistance:

- **AMES Australia** – 13 26 37
- **Kangan Institute** – 13 82 33
- **Read Write Now** – 1800 018 802
- **Reading Writing Hotline** – 1300 655 506

Australian College of Technology and Business Pty Ltd
Brisbane Campus: 100 Brunswick Street, Fortitude Valley, Brisbane, QLD 4006
Tel: +61 7 3852 6967 Fax: +61 7 3852 6968
Email: info@actb.com.au Website: www.actb.com.au CRICOS Code: 03164M RTO #: 32017

Individual Learner Needs Policy
Last Update July 2025
Version 2.0 - 2025

Identified Difficulties in Learning

Where a learner has been recognized as having learning difficulties, the Trainer & Assessor assigned should schedule in additional one-on-one support sessions at regular intervals throughout the course program. These support sessions are to be used to review the learning content with the learner and to engage the learner in discussion about the subject matter. These sessions should be structured in accordance with the planning learning for the training program. The learner should be consistently encouraged during their learning and offered additional support where required. The Trainer & Assessor should also provide the learner with additional advice on the best approach and schedule for them to complete their learning. It should be noted that some learners learn better reading, where this is the case, the learner should be provided with adequate learning texts and reading materials. Where a learner learns better visually, they should be provided with adequate videos and images to help them with their learning. Where a learner is an auditory learner, the Trainer & Assessor should provide the learner with audio recordings of classes and learning material.

1. Physical disability

All possible allowances may be provided to persons with disabilities. Trainers & Assessors are to use their judgement in assessing the learner's ability to perform tasks in a safe manner and ensure that if training is to take place in-person, the entry and pathways should be easily accessible by a person in a wheelchair and special accommodations must be made to ensure the comfort and safety of the learner.

2. Vision impairment

We aim to support learners with vision impairments on an individual basis. For those who can identify images, we can provide materials with larger fonts and offer audio recordings of classes and learning resources to support their learning. If a learner's vision impairment requires additional specialist resources or support beyond our capacity, we will guide them towards an RTO better equipped to meet their specific needs, ensuring they have access to the necessary assistance.

Australian College of Technology and Business Pty Ltd
Brisbane Campus: 100 Brunswick Street, Fortitude Valley, Brisbane, QLD 4006
Tel: +61 7 3852 6967 Fax: +61 7 3852 6968
Email: info@actb.com.au Website: www.actb.com.au CRICOS Code: 03164M RTO #: 32017

Individual Learner Needs Policy
Last Update July 2025
Version 2.0 - 2025

3. Hearing impairment

Students with a hearing impairment, whether mild, moderate, severe or profound may require particular support such as an Auslan interpreter, a specialised tutor or training participation assistance. Where a student has mild hearing impairment, this means we are able to communicate with them with ease, ACTB can support them by speaking at a slower pace or providing them with the opportunity to record the class in order for them to play it back later or providing them with additional notes and learning resources. Reasonable adjustments can also be made for practical activities involving speech such as role plays. However, should they have the slightest of difficulties understanding our speech, the matter should be referred to the CEO.

4. Chronic medical issues

Where a student is unable to keep up with their training and assessment plan due to chronic medical issues, we would review their training plan and provide options such as an extension to their enrolment or offer them additional time to complete their assessments. The Trainer & Assessor should consult with their medical practitioner to better understand the learner's medical condition in order to be able to support them practicably.

5. Low general intellectual functioning and acquired brain impairment

Learners diagnosed with low general intellectual functioning and acquire brain impairment would require specific support mechanisms which we may not be equipped to cater to. It is best to consult with the learner's medical practitioner to help us understand more about their condition before preparing a specific Support Plan for their learning. Where ACTB does not believe we are in a position to accommodate to this particular need, we are to refer them to another RTO that may be able to provide the support required for the learner.

6. Mental health disorders

Students with a mental health disorder may exhibit different symptoms, and the symptoms may flare up in the presence of triggers. It is important that we provide as much support to these students as possible. If the student requires time off, offer them deferment options. If the student requires an assessment extension, provide them with an extension within reason.

Australian College of Technology and Business Pty Ltd
Brisbane Campus: 100 Brunswick Street, Fortitude Valley, Brisbane, QLD 4006
Tel: +61 7 3852 6967 Fax: +61 7 3852 6968
Email: info@actb.com.au Website: www.actb.com.au CRICOS Code: 03164M RTO #: 32017

Individual Learner Needs Policy
Last Update July 2025
Version 2.0 - 2025

Counselling support

- Where a learner is requiring counselling, we are to refer them to:

  Kids Helpline – 1800 551 800 – www.kidshelplines.com.au

- Focuses on counselling for children and young people between 5 to 25.

  Headspace – 1800 650 890 – www.headspace.org.au

- Focuses on mental health support for young people aged 12 to 25.

  Lifeline – 13 11 14 – www.lifeline.org.au

- Focuses on crisis support and suicide prevention.

  Beyond Blue – 1300 224 636 – www.beyondblue.org.au Focuses on anxiety, depression and mental health support.

  MensLine Australia – 1300 789 978 – www.mensline.org.au

- Focuses on support for men dealing with relationship, family or emotional issues.

  1800Respect – 1800 737 732 – www.1800respect.org.au

- Focuses on support for individuals experiencing domestic, family or sexual violence.

  SANE Australia – 1800 187 263 – www.sane.org

- Focuses on support for people affected by complex mental health issues.

  GriefLine – 1300 845 745 – www.griefline.org.au

- Focuses on support for individuals dealing with grief and loss.

  QLife – 1800 184 527 – www.qlife.org.au Focuses on support for LGBTIQA+ individuals

Australian College of Technology and Business Pty Ltd
Brisbane Campus: 100 Brunswick Street, Fortitude Valley, Brisbane, QLD 4006
Tel: +61 7 3852 6967 Fax: +61 7 3852 6968
Email: info@actb.com.au Website: www.actb.com.au CRICOS Code: 03164M RTO #: 32017

Individual Learner Needs Policy
Last Update July 2025
Version 2.0 - 2025

Wellbeing support

It is important that we do our best to maintain an environment that is supportive of our learner's mental and emotional wellbeing. Where a learner has expressed that they are stressed out or is experiencing emotional stress or anxiety, we are to refer them to appropriate counselling services such as those outlined above and do our best to accommodate their needs – such as offering extensions on their assessment submissions or offering deferment options. It is also crucial for us to schedule in regular check-ins with them in order for us to keep track of their wellbeing and progress.

Employment and familial responsibilities and constraints

Some learners will be trying to juggle work, families and their studies at the same time. We are to assist the student prepare a manageable and flexible schedule to balance their learning, family and work commitments.

Financial difficulties

Where a student is undergoing financial difficulties that prevent them from being able to make their tuition payments on time, ACTB will offer them with a payment plan to assist them or be flexible with their payment due dates. Should a student be in dire need for necessities such as food due to their financial difficulties, we are to direct them to the nearest soup kitchen.

Information and Communications Technology (ICT) support

Some learners may not have the knowledge and skills to seamlessly use the resources such as computers, and our online learning platform. Where the learner is struggling with utilising these ICT resources, the Trainer & Assessor is to provide assistance to the student to help them navigate and utilise the ICT resources appropriately.

Other individual needs will need to be considered on a case-by-case basis in consultation with the RTO Manager.

Australian College of Technology and Business Pty Ltd
Brisbane Campus: 100 Brunswick Street, Fortitude Valley, Brisbane, QLD 4006
Tel: +61 7 3852 6967 Fax: +61 7 3852 6968
Email: info@actb.com.au Website: www.actb.com.au CRICOS Code: 03164M RTO #: 32017

Individual Learner Needs Policy
Last Update July 2025
Version 2.0 - 2025

Reasonable Adjustments

From time to time, in addition to support to be provided to learners throughout their enrolment is to make reasonable assessment adjustments. Reasonable adjustments are designed to enable students to achieve their maximum potential within a framework of academic standards. It is important that we observe the Disability Standards for Education 2005 to ensure that we remain fair, equitable, flexible and balanced when deciding on what constitutes as reasonable adjustments for our learners, without compromising the outcome and purpose of the assessment.

In determining whether an adjustment is reasonable, the factors in the Disability Standards for Education 2005 (Section 3.4.2) are to be considered, which includes:

- Ensure course activities are sufficiently flexible;
- Provide additional time to complete assessments or the opportunity to submit a draft for feedback;
- Provide assistive technology options;
- Provide alternative formats for learning materials;
- Customise resource, activities or presentation mediums;
- Offer choice in assessment format (where appropriate);
- Offer flexible scheduling of training or assessment;
- Make physical changes to the learning environment, such as accessible room layout;
- Offer a reasonable substitute within the context of the course where a student cannot participate;
- Any effect the proposed adjustment will have on the education provider, staff and other students; and
- The costs and benefits of making the adjustment.

It is also imperative that the principles of assessment – validity, fairness, reliability and flexibility are maintained. Where reasonable adjustments result in unfair advantage to one or more students, subsequent disadvantage will occur for other students. In this situation the award being conferred can be invalidated.

Australian College of Technology and Business Pty Ltd
Brisbane Campus: 100 Brunswick Street, Fortitude Valley, Brisbane, QLD 4006
Tel: +61 7 3852 6967 Fax: +61 7 3852 6968
Email: info@actb.com.au Website: www.actb.com.au CRICOS Code: 03164M RTO #: 32017

Individual Learner Needs Policy
Last Update July 2025
Version 2.0 - 2025

The following are examples of unreasonable adjustments:

- The provision of unlimited time in examinations. The amount of additional time allowed must be justifiable based on the nature and degree of the individual's difficulties.
- Reduced workloads are viewed as lowering standards and expectations. In contrast adjusting the mode of the assessed task is reasonable in situations where the original assessment task format was not inherent to the knowledge and skills required to succeed in the unit of study.
- Extreme demands on Assessor time can also be considered unreasonable and must be determined in consultation with lecturers in the planning of reasonable adjustments.
- Provision of reasonable adjustments where there is no evidence base. Students who receive support through reasonable adjustments have a responsibility of disclosure and must provide authentic documentation such as the Educational Psychologist assessment that outlines explicitly the specific learning disability and recommended adjustments.

Examples of some reasonable adjustments that can be made for learners:

- Unable to meet assessment deadlines

    Where this learner is genuinely unable to meet their assessment deadlines, such as due to illness or work commitments, we can provide up to a week's worth of extensions to the learner to enable them to complete their assessment tasks.

- Learner with a dyslexic condition

    Where a learner has dyslexia, depending on their severity, we can read the assessment instructions and task out to them, and provide a scribe or use Assistive Technology – like voice to text technology to record down his responses.

- Learner with mental health conditions

    Where a learner has a mental health condition or is going through difficulties in their personal lives, we are to offer to connect them to a psychologist or contact services such as Lifeline, and provide as much extension and flexibility for them to submit their assessments.

Where a reasonable adjustment is needed to be made for a learner due to cultural sensitivities, you are to refer to our Cultural Awareness policy for guidance.

Where a reasonable adjustment is made for a student, this information is to be recorded on their file and on the applicable assessment tool.

Where a reasonable adjustment is not possible, the reasons why is to be communicated to the learner.

Australian College of Technology and Business Pty Ltd
Brisbane Campus: 100 Brunswick Street, Fortitude Valley, Brisbane, QLD 4006
Tel: +61 7 3852 6967 Fax: +61 7 3852 6968
Email: info@actb.com.au Website: www.actb.com.au CRICOS Code: 03164M RTO #: 32017

Individual Learner Needs Policy
Last Update July 2025
Version 2.0 - 2025

Compliance

This policy aligns with:

- **Standards for RTOs 2025:**

    - **Standard 2.2** – VET students are advised, prior to enrolment, about the suitability of the training product for them, taking into account their skills and competencies.
    - **Standard 2.3** – VET students have reasonable access to training support services, teachers, Trainers & Assessors and other staff to support their progress through the training product.
    - **Standard 2.4** – Reasonable adjustments are made to support VET students with disability to access and participate in training and assessment on an equal basis.
    - **Standard 2.5** – The learning environment promotes and supports the diversity of VET students.
    - **Standard 2.6** – The wellbeing needs of the VET student cohort are identified and strategies are put in place to support these needs.
    - **Standard 4.1** – The RTO operates with integrity and is accountable for the delivery of quality services.
    - **Standard 4.2** – Roles and responsibilities are clearly defined and understood.
    - **Standard 4.3** – Risks to VET students, staff and the RTO are identified and managed.
    - **Standard 4.4** – The RTO undertakes systematic monitoring and evaluation to support the delivery of quality services and continuous improvement.
    - Australian Human Rights Commission Act 1986
    - Disability Discrimination Act 1992
    - Disability Standards for Education 2005
    - Sex Discrimination Act 1984
    - Anti-Discrimination Act 1991 (Qld)

Failure to comply with this policy can have serious consequences, including but not limited to:

- **For the RTO** – breaches of legislation or regulatory requirements may result in financial penalties, loss of registration, reputation damage, or regulatory enforcement actions.

- **For Staff Members** – staff found to have knowingly or negligently failed to comply with this policy and any associated legislative or regulatory requirements may face disciplinary actions, up to and including termination of employment.

- **For Learners and Clients** – inability to complete their training in a timely manner and not receive suitable and adequate support from us.

Australian College of Technology and Business Pty Ltd
Brisbane Campus: 100 Brunswick Street, Fortitude Valley, Brisbane, QLD 4006
Tel: +61 7 3852 6967 Fax: +61 7 3852 6968
Email: info@actb.com.au Website: www.actb.com.au CRICOS Code: 03164M RTO #: 32017

Individual Learner Needs Policy
Last Update July 2025
Version 2.0 - 2025

Continuous Improvement

- Feedback from staff, learners, clients and industry stakeholders will be used to inform improvements to compliance processes and the effectiveness of our operations.

- An internal audit is to be conducted at least once per year to assess our compliance with this policy and the relevant legislative and regulatory requirements. The audit schedule is outlined in our *Continuous Improvement Schedule* and areas for improvements are documented in our *Continuous Improvement Register*.

- Internal audit review questions for self-assurance purposes should include:

    o How do you identify student needs and monitor their progress to determine the training support services to be provided to each student?

    o How do you define 'reasonable access' to training support services and 'timely responses' to queries and monitor your performance against these benchmarks?

    o How do you encourage and support students to disclose the impact of their disability?

    o How do you engage with students (and others, as appropriate) to collaboratively identify and agree on reasonable adjustments to be made?

    o What systems and processes do you have in place to identify the wellbeing needs of the student cohorts you deliver training to? If you have third-party agreements in place, how do you ensure your systems and processes are being followed by them?

    o How do you identify which strategies and wellbeing services are most appropriate to support your student cohort?

    o How do your staff ensure students are made aware of the available supports?

    o How do you seek feedback from students about your wellbeing support strategies and supports?

Related Documents

- Continuous Improvement Register
- Continuous Improvement Schedule
- Support Plan

Australian College of Technology and Business Pty Ltd
Brisbane Campus: 100 Brunswick Street, Fortitude Valley, Brisbane, QLD 4006
Tel: +61 7 3852 6967 Fax: +61 7 3852 6968
Email: info@actb.com.au Website: www.actb.com.au CRICOS Code: 03164M RTO #: 32017

Individual Learner Needs Policy
Last Update July 2025
Version 2.0 - 2025