General Student Support Strategy
RTO Standards 2015 (Clause 1.2 & 1.7)

Student Support

There are many reasons why students begin to struggle with their training and in many instances additional support may be required. Support may be required as an interim measure or as a longer-term strategy and may include Language, Literacy or Numeracy (LLN) support or advice/referral for personal difficulties with early detection and intervention essential to success. An individual support plan will be developed for any student who requires additional support. The plan will clearly identify the strategies to be incorporated with time frames milestones and support to be sourced or provided.

All students studying with MiHaven Training will be assigned to a Trainer and Assessor who can provide extra support and guidance throughout their learning journey. MiHaven Training Trainer and Assessors will monitor students' progress at regular intervals throughout their training course and offer and seek student feedback to identify if additional support is required. MiHaven Training has a dedicated Student Support Mentor, who can meet students one on one to provide support outside of the classroom.

MiHaven Training General Student Support Plan has been developed as an integrated approach to the delivery of support services to all students and to provide options to assist the student's successful completion of training. The methodology identifies the need to focus on preparing and supporting students to achieve their learning objectives, with an emphasis placed on the importance of student upskilling, development and retention of new skills and knowledge.

Learner Summary – Australian Core Skills Framework (ACSF)/ Language, Literacy and Numeracy (LLN) Results

- Learning
- Reading
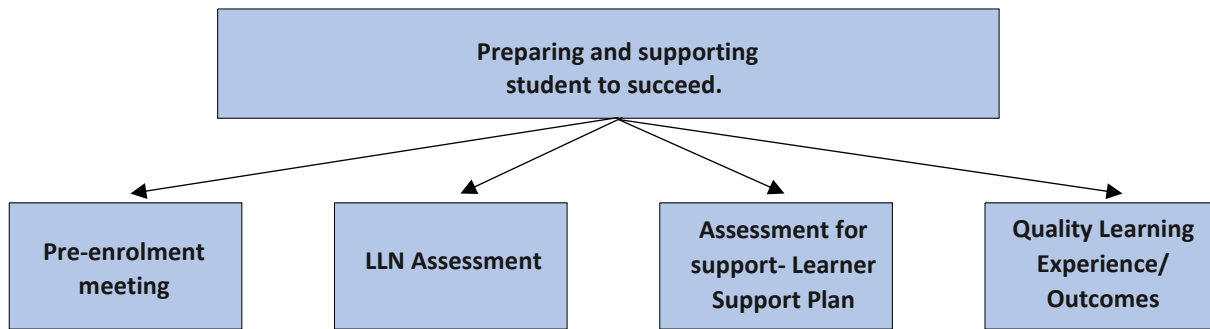- Writing
- Oral Com.
- Numeracy

Pre-enrolment

Students who have a genuine interest in the vocational field and have chosen to study with MiHaven Training or who have identified personal, or career benefits are more likely to complete their studies successfully. Students will undertake a comprehensive pre-enrolment interview process.

MiHaven Training will ensure students are provided during pre-enrolment meetings with realistic information regarding all course details which includes all course requirements, any pre-requisite study, skills or knowledge, how training will be delivered, how assessments will be conducted, training schedules and all costs associated with training. All MiHaven Training staff have a responsibility to ensure all students feel connected to their place of study through positive interactions as they transition through their training course.

MiHaven Training will provide:
- A pre-enrolment LLN Assessment (Online Robot)
- At the pre-enrolment or LLN stage, it may be identified that the Apprentice/Trainee (User choice only) is eligible for Disable Australian Apprentice Wage Support (DAAWS) funding
- Individual support strategies will be developed for any student who requires additional support and will be documented within each assessment cover sheet
- Specialist Support Services links and contact details supplied

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                    │  Preparing and supporting│
                    │    student to succeed.   │
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Pre-enrolment meeting	LLN Assessment	Assessment for support- Learner Support Plan	Quality Learning Experience/ Outcomes

LLN Assessment for Support

MiHaven Training have implemented the LLN Robot system to manage our assessment and support of students regarding their Language, Literacy and Numeracy (LLN) needs in regard to the *Standards for RTOs 2015.*

Clause 1.2
The RTO determines the amount of training they provide to each learner with regard to:
a)   the existing skills, knowledge and the experience of the learner

Clause 1.7
The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

The LLN Robot System consists of two main parts:
1. Online LLN testing.
2. Generating training profiles and training support programs.

The LLN Robot Online LLN Assessment has been designed to give an indication of a student's abilities across the five (5) core skills of the ACSF. These are Learning, Reading, Writing, Oral Communication and Numeracy. The outcome of the online assessment is the first step in considering the support needs of the student. The online assessment reacts dynamically to the answers of the student and gets progressively easier or more difficult based on how the person is doing. This prevents students from being asked questions that are either too easy or too difficult to save on assessment time and reduce negative assessment experiences.

There are two (2) online assessments to choose from based on the requirements of the course of study. One (1) assessment tests up to ACSF level three (3) while the other tests up to ACSF level four (4). The former is significantly shorter and is useful for students who are engaging in low certificate level or short courses that do not utilise higher ACSF core skills. Both assessments are based on the community domain of communication, using examples from everyday life to avoid bias relating to specific training or working environments and experience. This approach keeps the assessments fair, valid and accessible to all students.

At the end of the assessment a profile is generated based on the student's responses. This profile scores each of the five (5) core skills from levels zero – four (0-4). These results are stored in a secure database and accessed by the Trainer and Assessor or LLN representative of the training organisation. Spoken oral communication can be evaluated separately by speaking with the student. The profile can then be reviewed and adjusted based on further evidence (e.g. completing enrolment forms and questionnaires or interviews), or any other issues that are identified that may create a learning barrier for the student based on their current Language, Literacy or Numeracy skills.

This profile can then be compared to the profile of the course of study, generating a support program designed for each individual student to meet their specific needs.

LLN Robot uses a purpose built a diagnostic tool to determine the required ACSF/core skill levels of a unit of competency. The system uses a series of language analysis algorithms to scan the content of a unit of competency to identify trigger words and phrases and their associated values based on the training package, ACSF performance indicators and the AQF (certificate) level of the unit. This data is used to generate a training profile that reflects the core skills required to understand and perform the criteria outlined in the unit.

As student profiles and training profiles are compared by the system, a detailed report and training support program are generated to outline the mechanisms that can be used to support the student's development, as well as a series of self-paced activities in the form of training supplements to be completed in conjunction with, or prior to the formal training program.

Quality of the Learning Experience

Students have an expectation of the quality of training and support they will receive from MiHaven Training; therefore, it is important that MiHaven Training is able to deliver top quality learning outcomes. MiHaven Training celebrates the diversity of our student cohort and this strategy has been designed to be tailored to individual student requirements.

Trainer and Assessor

Where additional support needs are determined within the LLN Assessment, the matter is referred to the Trainer and Assessor who then develops an individual support plan in conjunction with the student and/or school (where applicable) prior to the student commencing their course.

All MiHaven Training Trainer and Assessors **MUST** document all support strategies offered and/or implemented on an individual case by case basis. Strategies **MUST** be documented within each assessment cover sheet, including feedback for the student. If Trainers and Assessors conduct meetings, discussion with supervisors, teachers or school principals, evidence must be retained and attached to each assessment. All support strategies, resources and LLN documentation provided to each student must be recorded and discussed with MiHaven Training Compliance Team.

Reasonable adjustment

Reasonable adjustment may be undertaken following consultation between the Trainer and Assessor and student to identify and develop adjustments that would assist a student or cohort of students to have the same learning opportunities, and the same opportunity to perform and complete assessments. Reasonable adjustment applied to delivery, learning and assessment activities which can include:

- Rephrased or clarified instructions for student
- Scribed for student where lengthy responses were required
- Conducted assessment verbally
- Conducted assessment in simulated environment
- Other must be listed

Support Strategies

MiHaven Training LLN robot generates training profiles, which includes Student Support Strategies for all students. If MiHaven Trainings LLN robot assessment identifies learning gaps or inadequate level of reading, writing, oral, numeracy or learning skills to undertake a specific qualification training program, extra resources and support programs are offered to allow for practice of the identified skill/s within the required context.

A number of different options have been developed into our training processes include:

- Reading and Writing Skills- Level two (2)
- Numeracy Skills- Level two (2)
- Learning Skills- Level two (2)
- Reading and Writing Skills- Level three (3)
- Numeracy Skills- Level three (3)

Effective training is structured and focused on the learning needs of each student; however, there may be those that struggle to develop the skills and knowledge needed to obtain competency in the classroom and/or workplace for many reasons.

MiHaven Training delivers to a diverse range of students; a multi-strategy approach has been developed to support all students to complete their training and focuses on three (3) categories:

- In-house support strategies- one on one meeting, extra support through class/ out of class, additional "catch up" classes;
- Specialist support services- referrals to, and
- Self-help tools and information- LLN Robot training support programs and resources.

Alternative Pathways

Where students are not able to enrol into a particular qualification directly due to pre-requisite qualifications/units of competencies or skills and knowledge gaps, student will be offered alternative pathways through gap training or enrolment into an alternative entry level qualification (if available on scope of registration).

Specialist Support Services

Where student require support outside of MiHaven Trainings area of expertise, staff will assist and encourage student to seek support from external organisations offering services aligned with the learner needs.

Worksafe- Qld
https://www.worksafe.qld.gov.au/resources/campaigns/coronavirus/support-services

The Reading Writing Hotline
1300 655 506
http://www.literacyline.edu.au/
If a client is having difficulty with reading, writing and numeracy who require training to assist them.

Deaf Services Queensland
07 4032 3033
http://www.deafservicesqld.org.au/
For assisting the trainer who might require an interpreter for clients who are deaf or have hearing impairments

Vision Australia
1300 84 74 66 or 07 4037 5600
http://www.visionaustralia.org/
For clients who require assistance due to vision impairment

Cairns Library – Adult literacy
http://www.cairns.qld.gov.au/library/community/adult/adult-literacy
In order to develop the literacy skills of adults living in the Cairns region, the Cairns library are constantly increasing resources that help support adult literacy student and their tutors.

Fantastic Phonics
02 6379 8350
www.vocationalliteracy.com.au
An online course for adults and children. The program is extended through a self-driven online multimedia and video system, which removes the need for a teacher. The system allows each individual to access the program at home, or work, on weekends or holidays, or on the bus to work (accessible via smartphone, iPads, and computer). The cost per individual is $45 for the program.

The Diamond Valley Learning Centre
03 9435 9060
www.dvlc.org.au
Published a Spelling Guide that can be ordered from their website. The cost of the spelling guide is $29.50 including postage.

Headspace
07 4041 3780
https://headspace.org.au/
Headspace is the National Youth Mental Health Foundation who supports young people aged 12-25 years with concerns relating to General health; Mental health and counselling; Education, employment and other services; and Alcohol and other drug services.

Beyond Blue
1300 22 4636
www.beyondblue.org.au
For clients who are experiencing anxiety and/or depression

Black Dog Institute
(02) 9382 4530
www.blackdoginstitute.org.au
For clients who are experiencing depression, anxiety or any other mental illness.

Lifeline Australia
13 11 14
www.lifeline.org.au
Clients who are dealing with hardship or require assistance with personal issues

Suicide Call Back Service
1300 659 467
https://www.suicidecallbackservice.org.au
For clients who may be contemplating suicide or don't know how to help someone in their family who has been affected

ATODs Cairns
07 4226 3900
Alcohol, Tobacco and Other Drugs provides help and support options for individuals to make informed choices about alcohol, tobacco and other drug use.

Mates in Construction Queensland Helpline
1300 642 111
MATES in Construction is about MATES helping MATES and is regarded as the best practice solution for suicide and mental health issues on construction and building, provided at no cost to construction companies or workers.

Wuchopperen Health Service Ltd
07 4080 1000
https://www.wuchopperen.org.au/
Wuchopperen delivers a range of local and regional programs that address the medical, social and emotional wellbeing and provides child wellbeing services.

Disability Support Services
07 4048 9900
The Department of Communities, Child Safety and Disability Services helps people with a disability to access support and services. Local Disability Services staff provide information about eligibility and are designed to assist in areas of accommodation, goods and equipment, health, life skills development, mental health support and specialist assessment.