

Updated 26/6/2024

## Applicability

This policy applies during pre-enrolment interview, when monitoring student progress, or in dealing with a student complaint,

## Mandated standards

- Clause 1.7 Supporting Students
- Clause 5.4 Keeping Students Informed
- Clauses 6.1 To 6.6 Managing Complaints and Appeals

of the Standards for Registered Training Organisations 2015

## Related documents

- ASQA Fact Sheet “Providing quality training and assessment services to students with disabilities”
- Enrolment procedure
- Complaints and Appeals Procedure
- Complaints register
- Refund policy
- Management calendar

## Related websites

- South Australian Government Training Advocate  
<http://www.trainingadvocate.sa.gov.au/Support/Individuals/tabid/75/Default.aspx>
- Australian Skills Quality Authority (Student complaints)  
<https://www.asqa.gov.au/complaints>

## Actions

### Pre-enrolment

During pre-enrolment, the applicant must be assessed as meeting the entry requirements of the course:

- currently employed in the industry
- meeting the required LLN level of the ACSF
- physically able to complete the practical work

### Language Literacy Numeracy Support (LLN)

It is the policy of treesystems to provide, as appropriate, internal or external support for all students. All students will have fair and equitable access to treesystems training and assessment services.

During the pre-enrolment interview, treesystems will administer the LLN test, to ensure the applicant meets the entry requirements for the course. If the applicant is eligible for training subsidised by the State Government, the LLN test will be the “Upfront Assessment of Need” as specified by the South Australian Government. If not, treesystems will use its own LLN test based on the ACSF.



If the results of the “Upfront Assessment of Need” indicate the student would require additional support, they must be referred to the “Learner Support Services” provider authorised by the State Government, with whom treesystems has a contract.

If the applicant is not eligible for State Government subsidy and the results of treesystems own LLN test indicate the applicant would likely **not** be successful, they will be advised to attend a Foundations studies course with another RTO, which treesystems will offer to help organise with the approval of the employer. No charge will be made by treesystems to the student for referring them to appropriate external support services and every effort will be made to access free or low-cost services. The student must be informed that costs directly associated with the support service will be payable by the student or their employer.

If the results of the test indicate the applicant would likely **be** successful, the applicant will be admitted into the course and treesystems will note from the LLN test any additional support for training and assessment that should be made available to the student.

### Student support officers

treesystems Student Support Officers are:

- Mike Ramsden: 0499 777 515

### Internal support services

treesystems is able to provide the following internal support services:

- Clients who speak English as a second language  
treesystems trainers are experienced in working with people from culturally diverse backgrounds for whom English is not their first language. We have a range of practical devices to assist in overcoming the language barrier, along with pictures, diagrams and visual aids.
- Literacy and numeracy  
treesystems trainers are experienced in working with people who require some assistance with literacy and numeracy. All assessments are available in oral form.
- Computer Literacy  
Candidates/students needing to build computing skills will be provided with assistance in accessing appropriate computing training. Referral will be at no cost to the candidate/student and all costs associated with the training program will be the responsibility of the candidate/student/employer.
- Additional academic assistance  
treesystems trainers and staff will provide additional academic assistance if a student requires it. This assistance is generally provided out of class hours for groups or in particular circumstances one-on-one appointment can be arranged.
- Recognition of Prior Learning (RPL) & Credit Transfer (CT)  
RPL & CT are available to all students. treesystems trainers and staff will provide students assistance to prepare for RPL or Credit Transfer.

- Study Skills & Assignment Preparation  
treesystems trainers and staff will provide students with assistance to develop their self-directed study skills and assignments.
- Library Services  
Assistance will be provided to students to register for and use the services of an appropriately located library facility if required. Assistance will be provided in identifying and accessing appropriate web-based information sources.

#### Additional support strategies

- If the student needs more time to study, they can be timetabled into an additional training block
- If the student has language difficulties, they may be paired to work with a partner
- If the student's written language requires support, then more emphasis can be placed on oral questions
- If the student is an experienced arborist, they could be placed with the Learner cohort for some training blocks, to allow them more time for study and theory assessment
- Additional time can be provided through workplace training, delivered by treesystems, if approved by the employer
- Other strategies include discussion with the employer; helping the student to gain better familiarity with the employer's requirements, policies and procedures.

#### Additional support for students 16 or 17 years of age

Arborist is a high-risk occupation. Students should be 18 years of age or older. If treesystems does enrol a student 16 or 17 years of age, the CEO/Principal Lecturer will assign a trainer or supporting arborist to provide additional assistance and supervision.

The assigned trainer or supporting arborist:

- must have a current working with children clearance,
- must closely monitor all the student's activities during theory and practical classes,
- must note if the student is becoming fatigued or otherwise struggling with the work,
- must caution the student to not take unnecessary risks,
- must report any concerning behaviour or indicators of distress by the student to the CEO/Principal Lecturer.
- treesystems does not undertake child related work and staff are not "mandated notifiers" but indicators of distress in young people are described in pages 8 to 18 of [Mandatory Reporting Information Booklet \(dhs.sa.gov.au\)](https://www.dhs.gov.au/mandatory-reporting-information-booklet)

#### **External support services**

##### Personal Counselling and Financial Counselling

treesystems trainers/assessors are not qualified counsellors and therefore there is not an expectation that they have the capacity to identify personal or financial issues. However, the relationship between a trainer/assessor should be one of openness and trust and if a student confides such issues to their trainer/assessor the trainer/assessor is responsible for encouraging and assisting them to access appropriate assistance.

Generally, students less than 18 years of age are referred to Child and Youth Health Services for personal counselling. Adult students registered with Centrelink may wish to speak with their Centrelink Case Manager for referral to an appropriate agent. Students under a contract of training may be referred to their contracted Apprenticeship agency or to treesystems contracted Learner Support Service provider.

### Addiction Support Services

Where a student has been identified as or has identified themselves as requiring assistance regarding an addiction the staff member will report the information to the CEO. The CEO will endeavour to provide the student to access appropriate information/services.

No charge is made by treesystems to the student for referral to appropriate external support services and every effort will be made to access free or low-cost services. The student should be aware that costs directly associated with the support service will be payable by the student/employer. treesystems will assist the student to access appropriate funding or medical benefit rebates as may be available from time to time.

### **Disability**

Applicants are encouraged to disclose any disability which may affect their study with treesystems. Where appropriate, treesystems will make reasonable adjustments for disability in the following ways:

- note-taking support
- providing course material in alternate formats
- use of laptop for assessments
- extra time or extensions for assessments
- alternate assessment tasks
- ergonomic chair/desk
- use of assistive technology
- extra training blocks/workshops
- for hearing impaired students, greater use of signs and recognising the student's need for lip reading

If the applicant needs to improve their LLN skills before starting the course, treesystems will refer the applicant to an alternative RTO to complete the necessary Foundation Studies before enrolling with treesystems.

### **Intervention Strategy**

When a student is identified as not meeting either course progress or attendance an Intervention Strategy is negotiated with individualised special supports to assist the student to successfully complete

### **Responsibilities**

#### treesystems CEO

The CEO is responsible for ensuring:

- appropriate support services are available for students;
- students are informed as to the services that are included in fees and those that the students will be required to pay for;
- approve all external support services prior to arrangements being finalised;
- Trainers and Assessors are fully informed in regards to student support services;
- Trainers and Assessors are appropriately trained to conduct support services;
- Trainers and Assessors and other staff are aware that they are not to provide counselling services and the consequences of doing so.



### Trainers & Assessors

It is the responsibility of trainers/assessors to identify learning or language difficulties and to advise the CEO to facilitate support and intervention at the earliest possible time.

### **Changes to Agreed Services**

If there are any changes to agreed services, treesystems will advise its students as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

### **Complaints and Appeals**

Complaints and appeals must be recorded in the Complaints Register, acknowledged and dealt with fairly, efficiently and effectively. They must be dealt with according to treesystems Complaints and Appeals Procedure.

A copy of the Complaints and Appeals Procedure must be given to applicants during pre-enrolment.

Details of the complaint or appeal must be made available to the Training Advocate for review, if requested by the individual making the complaint or appeal, if treesystems normal processes fail to resolve the complaint or appeal.

If treesystems management considers more than 60 calendar days are required to process and finalise the complaint or appeal, the treesystems will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required and will provide regular updates to the complainant or appellant on the progress of the matter.

treesystems will securely maintain records of all complaints and appeals and their outcomes and will identify potential causes of complaints and appeals and take appropriate corrective action to eliminate or mitigate the likelihood of re-occurrence.