

## Learner Support Policy

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### Purpose

Through this policy, HIVE – Hampton Institute of Vocational Education (HIVE) outlines the support services available to learners and to ensure that all learners are aware of how to access these services.

### Policy

#### 1. Support philosophy

- 1.1. HIVE is committed to ensuring all learners receive adequate learning support to ensure their full potential is reached. Therefore, HIVE ensures that:
  - a. The learning and support need of all potential learners is assessed prior to entry into our programs.
  - b. All learners are aware of how to access the services they require to successfully complete their training and assessment program
  - c. Feedback is collected about HIVE's provision of support services and the feedback is systematically collated, analysed and used to improve training services.

#### 2. Needs identification

- 2.1. Learners needs are identified upon entry into their course of study. Information to make this assessment is gathered through:
  - a. Discussions with each prospective learner during the Pre-Training Review.
  - b. Information provided by the learner on the Enrolment form.
  - c. Assessment of the Language, Literacy and Numeracy test that is given to each learner prior to enrolling in a course.
  - d. Gathering information on a learners prior learning and encouraging them to seek recognition for this through the RPL or Credit Transfer process.
  - e. Discussion with the learner during their induction into the program.

#### 3. Learning support

- 3.1. All learners are provided with a range of learning support options and resources to help them achieve competency. These include:
  - a. Learner consultation over the course of the qualification
  - b. Development of a Learning Plan for each learner
  - c. Contacting learners who are not progressing
  - d. Intervention strategies and action plans for learners who are not meeting course progress requirements
  - e. One-on-one support from trainers/assessors including access to them via phone calls, email, individualised study sessions virtually through interactive communication software
  - f. Supporting those with disabilities by making reasonable adjustments to suit needs, wherever possible
  - g. Classes, webinars & workshops – these may be optional dependent on the learners choice of study options
  - h. Online support, FAQ's and exercises for some courses
  - i. Referral to external support services as required

#### 4. Additional support services

- a. HIVE recognises that all people learn differently and acknowledge that some learners may require additional support. Additional support will be provided for any learners experiencing:
  - b. Disability and access issues
  - c. Language, literacy and numeracy issues
  - d. Any other issues that may affect their ability to achieve their training goals.



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4.2. Provision of additional support services will be provided where necessary to enable learners to participate in the same way as any other person regardless of whether support services have been required.

4.3. Where there is perceived difficulty in achieving learning goals, one of our training staff will discuss these issues with the learner. The learner will be provided with information about possible alternative pathways, additional tools and resources available, or options and choices for accessing a supportive network. The information provided will vary depending on the individual needs of the learner.

## 5. Informing learners

5.1. Learners will be advised of the support services available to them through the publication of this policy, in the Learner Handbook and through information on the HIVE Website and/or Learning Management System.

## 6. Accessing services

- a. Learners wishing to access Training or Assessment support should discuss this with their Trainer/Assessor or for other support regarding our services email our Learner Support team at HIVE [learners@hive.com.au](mailto:learners@hive.com.au).
- b. HIVE acknowledges that our staff have limited knowledge in the areas of social welfare and are not expected to deal with individual learner circumstances further than recommending they contact one of the providers below to seek support if assistance is required.

HIVE is not a provider of English language courses and is therefore unable to offer formal education for 'English as a Second Language' learners.

## General Welfare Information

The following welfare providers offer services that range from Language, Literacy & Numeracy (LL&N) programs, Learn English programs, Commonwealth & State Government Welfare agencies to access employment, financial, accommodation support & private charitable agencies that can offer a range of services including support & assistance with homelessness, emergency food supplies, counselling services, physical & mental health support.

## Commonwealth & State Government Agencies for Support:

Centrelink – provides information & assistance relating to a range of programs. These include childcare, learner assistance payments and services, registration of all new applicants for income support & employment assistance, self-help job search facilities, referrals for employment assistance, and specialist labour market assistance services for disadvantaged groups.

Job Seekers 132 850

Family Assistance 136 150

Veterans Affairs 133 254

Study Assist - [www.studyassist.gov.au](http://www.studyassist.gov.au)

ASQA Helpline: 1300 701 801

National Training Complaints Hotline - [www.education.gov.au/NTCH](http://www.education.gov.au/NTCH)

Disability Services Victorian Government - [www.vic.gov.au/health-community/disability-services](http://www.vic.gov.au/health-community/disability-services)

Reading Writing Hotline: 1300 655 506

## Private Charitable Agencies for Support

Alcohol and Drug Information Services - [www.drugs.health.gov.au](http://www.drugs.health.gov.au)

Beyond Blue – [www.beyondblue.org.au](http://www.beyondblue.org.au) - Phone: 1300 22 46 36

Headspace – [www.headspace.org.au/headspace-centres](http://www.headspace.org.au/headspace-centres)

Homelessness and Drug Dependence - [www.vincentcare.org.au/about\\_us/contact\\_us](http://www.vincentcare.org.au/about_us/contact_us)

Lifeline – for emotional support 24 hours a day - Phone: 13 11 14



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National Disability Services - [www.nds.org.au](http://www.nds.org.au)

Salvo Care Line — For advice, personal support and referral to social services Phone: 1300 363 622

Women's Domestic Violence Crisis Service Victoria - Phone: 1800 015 188

***Office Use Only***

**Related Procedures, Forms & Documents**

Learner Handbook  
Pre-training Review  
LLN Test