LEARNER SUPPORT AND WELLBEING POLICY

POLICY

Purpose

The purpose of this policy is to establish Railtrain Pty Ltd's commitment to identifying and responding to the training support and wellbeing needs of learners so they can access, participate in and progress through training and assessment. Railtrain will provide or facilitate timely, appropriate and accessible support while maintaining the requirements of the applicable training product and the integrity of assessment.

Principles

Identify Learner Support Needs

Railtrain will identify and consider learner support needs before enrolment and throughout the learner journey. Support needs may be identified through:

- pre-enrolment and enrolment processes;
- foundation skills and digital capability assessments;
- learner self-disclosure or requests for assistance;
- trainer and assessor observations;
- ongoing communication and learner engagement; and
- monitoring learner attendance, participation and progress.

Provide Appropriate Training Support

Where support needs are identified, Railtrain will provide or facilitate access to appropriate support, which may include:

- language, literacy, numeracy and digital capability support;
- additional trainer or assessor guidance;
- learning and study support, practice activities or clarification of assessment requirements;
- technology access or digital literacy assistance;
- mentoring and training-related guidance;
- reasonable adjustment; and
- referral to appropriate external wellbeing, counselling, community or specialist services where needs exceed Railtrain's role or capability.

Access to Trainers, Assessors and Support Staff

Learners will have reasonable access to trainers, assessors and other relevant staff throughout their training. Railtrain will inform learners how and when support can be accessed and will respond to training, assessment and support enquiries within reasonable timeframes.

Relevant staff, trainers and assessors will be provided with information and guidance to support the implementation of Railtrain's learner wellbeing arrangements and referral pathways.

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Monitoring Learner Progress

Railtrain will monitor learner participation and progress. Where a learner is identified as being at risk, or potentially at risk, of not progressing or successfully completing training, Railtrain will consider whether additional training support, reasonable adjustment, follow-up or referral is required.

Reasonable Adjustment

Railtrain will support learners to disclose a disability or the impact of a disability where they choose to do so. Railtrain will consult with the learner and relevant personnel to identify reasonable adjustments that support access and participation in training and assessment on an equal basis.

Reasonable adjustments must not compromise the requirements of the training product, workplace or industry requirements, or the integrity of assessment. Where a requested adjustment is not appropriate or possible, Railtrain will document the reasons and communicate them to the learner as soon as reasonably practicable.

Learner Wellbeing

Railtrain will identify and consider the wellbeing needs of its learner cohorts and implement appropriate strategies to support those needs. Consideration will be given to learner cohort characteristics, training content, delivery mode, training environment and other factors that may affect wellbeing, participation or progress.

Railtrain will ensure learners are provided with accessible information about available wellbeing support services, relevant external organisations they may contact and other actions they may take to support their wellbeing throughout their training.

Railtrain will foster a respectful and supportive learning environment, encourage learners to seek assistance when required and provide information about appropriate internal and external support pathways. Where a wellbeing concern presents an immediate risk to a learner or another person, Railtrain personnel will follow the applicable critical incident and escalation requirements.

Diversity and Inclusion

Learner support will be provided in a culturally safe, inclusive and equitable manner in accordance with Railtrain's Cultural Safety and Inclusion Policy.

Third-Party Delivery

Where training or support services are provided by a third party on Railtrain’s behalf, Railtrain will maintain oversight of the support arrangements and monitor whether they remain appropriate and effective.

Privacy, Records and Monitoring

Learner support information will be collected, stored, used and disclosed in accordance with applicable privacy and records-management requirements. Access will be limited to authorised persons with a legitimate need to know.

Railtrain will document identified support needs, agreed strategies and relevant review outcomes. Support arrangements will be monitored and reviewed where learner circumstances, progress or training requirements change.

Continuous Improvement

Railtrain will review the effectiveness of learner support and wellbeing arrangements using relevant information such as learner and staff feedback, learner progression and completion data, complaints and appeals, support records, audit outcomes and management review activities. Identified improvement actions will be recorded and implemented through Railtrain's continuous improvement processes.

Authorisation

Approved By: General Manager - Training

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