

# Client Support Policy & Procedure

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## 1. Policy

- 1.1 Orphic Education is committed to the principle of maximising the outcomes and achievements of clients.
- 1.2 Orphic Education employs an effective policy and procedure to support clients in successfully completing their course within the scheduled timeframe.
- 1.3 Orphic Education provides reasonable support services where feasible and appropriate.
- 1.4 Orphic Education provides access to academic and personal/ welfare support services to all clients.
- 1.5 Orphic Education provides clients with information to inform them of the support services available in a timely manner.
- 1.6 Orphic Education encourages learners with special needs to undertake its training courses.
- 1.7 Reasonable adjustment refers to measures or actions taken to making appropriate adjustments to assessment processes whilst maintaining the integrity of the assessment outcome.
- 1.8 Clients are required to attend scheduled workshops / training sessions. However, where special circumstances make this impossible the client is required to notify Orphic Education via e-mail or telephone. Where applicable, a medical certificate may be requested to verify reason for non-attendance.
- 1.9 If a client misses a scheduled class/ workshop, it is his or her responsibility to:
  - inform Orphic Education of the absence in advance if known
  - contact their trainer and obtain any materials/ work from the session missed
  - follow-up on work missed as a result of being absent
  - obtain assessment information presented in sessions in his/her absence
  - inform his/her employer (if employed) of the absence
- 1.10 This policy and procedure applies to all clients enrolled in the Orphic Education courses and all staff employed as trainers/ assessors.
- 1.11 The Training Manager is responsible for implementing this policy and reviewing its effectiveness.
- 1.12 This policy will be implemented in compliance with the requirements of the Standards for Registered Training Organisations (RTOs) 2015 Standard 1.7 and 5.

## Procedure

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### 2. Client support services information

- 2.1 Client support services information and contacts are provided to all clients via the Client information handbook.
- 2.2 Clients are sent an Enrolment form and Pre-Training Review document. The enrolment process is also outlined in the Client information handbook.
- 2.3 Clients are encouraged to seek assistance with any part of this process and to contact the RTO with questions.
- 2.4 Clients are provided support services information and contacts at orientation.
- 2.5 Clients are encouraged to contact their trainer or other staff at any time during their course if they have any questions, issues or are experiencing difficulties impacting their studies.

- 2.6 Clients are also provided access to their trainers outside of class time if they require support or assistance. Each class is provided with their trainer(s) email addresses. Clients can also arrange times to meet their trainer to access study support.
- 2.7 Clients who are experiencing personal/welfare issues that are affecting their studies can contact the Training Manager at any time during their studies at Orphic Education.

### 3. Clients with specific learning needs

- 3.1 Orphic Education provides access and equity to candidates with specific learning needs.
- 3.2 Orphic Education assesses client learning needs during enrolment. The Enrolment form, Pre Training Review and supporting documentation are used for this purpose.
- 3.3 The process in 3.2 is used to identify learners needs and deciding if the course applied for is suitable for addressing the learner's needs.
- 3.4 If specific learner needs are identified during the enrolment process, an assessment of whether Orphic Education can internally support these needs is made and if appropriate learning support mechanisms implemented. Further investigation may be required at this stage. Feedback from industry specialists on how to address specific learning needs will be undertaken and considered in coming to a decision.
- 3.5 If Orphic Education cannot internally support the specific learner needs identified during the Enrolment process then the client may be referred to an external organisation for support. If the external organisation can support the client to successfully complete their course then arrangements are negotiated, documented and implemented.
- 3.6 The nature of some learning needs may require the student to access external support services and then on satisfactorily addressing their learner needs, re-apply for the course. E.g. where specific language, literacy and numeracy issues are identified during the enrolment process or the student does not satisfy the entry requirements due to their learner needs. E.g. low English proficiency levels.
- 3.7 Learning support arrangements are negotiated, documented, implemented and reviewed to ascertain the effectiveness of the arrangements in supporting the client's needs. Remedial action will be negotiated and implemented where appropriate.
- 3.8 As special needs extend to more than physical or learning difficulties, our trainers also consider the best approach when dealing with candidates with needs such as low literacy, lack of confidence or non-English speaking background.
- 3.9 Orphic Education trainers take special needs into consideration from the planning stage onwards and adopt particular delivery and assessment methods as appropriate. Depending on any specification given in the standards, the trainer may be able to accept alternative evidence from a candidate with special needs.
- 3.10 Course delivery methodologies, equipment, materials and resources may be amended or new ones sourced to cater for individuals' specific learner needs.
- 3.11 Orphic Education interacts with the VET & vocational industries to keep abreast of current industry practice. Orphic Education has forums and mechanisms to process information received and implements actions to maintain currency of practice. This extends to identifying current industry practices, resources, equipment and materials to appropriately support students with specific learning needs.
- 3.12 Orphic Education staff contact other RTO's or our RTO consultant or external support services, industry specialists in supporting students with specific learning needs for assistance and guidance, as required.
- 3.13 In making arrangements for clients with special learning needs all meeting minutes, support arrangements, advice and amended delivery/ assessment material is stored in the client file.
- 3.14 The client is kept fully informed of the process at all times by the Training Manager.

## 4. Monitoring

- 4.1 Trainers/ assessors discuss attendance and course progress on an individual basis.
- 4.2 Trainers/ assessors provide written feedback to clients about their assessment tasks within two weeks of submission of tasks
- 4.3 Orphic Education training and assessment staff monitor client's in the following ways:
  - by judging their responses to questions,
  - by the type and nature of questions asked,
  - assessing their ability to complete tasks to the required standard,
  - assessing their ability to complete tasks within appropriate timeframes,
  - by engaging clients in discussions
  - asking clients if they require support with any aspect of their training or assessment
  - by reviewing outcome of formative and summative assessments completed
  - by monitoring attendance
  - by monitoring participation
  - by monitoring summative assessment performance
- 4.4 If trainers identify that a client requires support they discuss the issues with them and offer support and/ or advice, including referral to external services where appropriate.
- 4.5 Trainers/ assessors are responsible for communication with clients and ensuring all records of attendance and assessment submissions are maintained.

## 5. Monitoring attendance

- 5.1 Training staff record client attendance at each session.
- 5.2 It is a requirement for clients to attend all scheduled classes at the times indicated.
- 5.3 Orphic Education monitors clients' attendance and provides appropriate support to ensure successful completion within the scheduled period.
- 5.4 If a client is absent for 5 consecutive days of a full qualification or has a pattern of non-attendance that places them at risk of not completing their course within the agreed timeframe their trainer will contact them to identify the underlying issues and offer support services where required.

## 6. Academic support

- 6.1 If a client is experiencing academic issues/ language, literacy and numeracy staff will attempt to assist the client where feasible by:
  - Providing access to training and assessments staff
  - Reviewing learner materials with the client
  - Re-phrasing explanations
  - Providing information in a context that the client understands
  - Providing extra time to complete tasks
  - Providing access to supplementary reference materials
  - Providing supplementary exercises to develop understanding
  - Providing access to calculators
  - Providing access to dictionaries

- Providing information in larger text
  - Arranging access to computers with relevant software
  - Arranging access to modified resources
  - Providing support with language, literacy and numeracy
  - Providing access to external LLN support
  - Adjusting the clients timetable and/ or course schedule
  - Providing opportunities to re-attempt assessments
  - Providing opportunities to undertake additional units to catch up
  - Providing guidance with organisation/time management skills
  - Negotiating a plan with the client to enable completion of tasks
  - Extending the duration of their course to allow more time to complete assessments
- 6.2 If the client has learning/ academic issues that staff cannot address then the client may be referred to external organisations for assistance where feasible.
- 6.3 If a client requires language, literacy and numeracy support beyond what the Orphic Education can supply the RTO will arrange access to support with an external support person/ organisation.

## 7. Personal/ welfare support

- 7.1 If the client is experiencing personal/ welfare issues that require professional support e.g. counselling Orphic Education will refer the client to external support services.
- 7.2 If the client has personal issues that do not require external support services Orphic Education may make adjustments to the training program to facilitate learning and achievement. E.g. amending course duration, starting earlier/ later or finishing early to accommodate domestic arrangements.

## 8. Special Consideration

- 8.1 Clients experiencing difficulty attending or completing work requirements because of circumstances beyond their control will be given special consideration and support to assist them to achieve the intended outcomes of the course or program they are undertaking.
- 8.2 Circumstances beyond a client's control may include (but not exclusively) the following: transport issues, family commitments, medical considerations and funerals.
- 8.3 Special consideration may lead to adjustments to timeframes for submission of assessment tasks or amending the scheduled course duration.

## Documents to be employed when implementing this policy and procedure:

- Enrolment form
- Pre Training Review form
- Client information handbook
- Orientation documentation
- Learning and assessment materials
- Learning and assessment strategies
- Staff induction documentation
- Marketing materials
- Meeting agendas & minutes
- Training and assessment policy & procedure
- Enrolment policy & procedure

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- Access & equity policy and procedure

## Revision history

Creation/ Revision Date	Comment	Created/ Revised by
06/12/19	Policy and procedure created	CEO