

# Educational & Support Services

## **The following support will be available to learners:**

- Management and staff provide assistance to all clients to identify and achieve their desired outcomes
- MEA is committed to providing training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy
- Special client needs will be identified through initial contact with reception staff, receipt of application materials, and any relevant orientation events prior to the commencement of training and or assessment
- Students with a disability are required to have the ability to fulfil the core requirements of units of competence to attain the relevant award. However, it is recognised that flexibility in arrangements may need to be implemented
- Where required, an Individual Training Plan will be developed for the individual. However, no compromise to the integrity of the assessment against the competency will be allowed
- Language, literacy & numeracy (LLN) support
  - We provide advice, support and help for any language, literacy and numeracy assistance on request. We will also monitor the needs of our learner's language, literacy and numeracy skills through a learning, literacy and numeracy review which will be conducted on the first day of training, and through observation during the learning process. If at any time we feel a learner requires any language, literacy and numeracy assistance we will provide this support measure by means of one on one trainer support.

Where a candidate's language, literacy and numeracy skills fall below the requirement to complete High Risk Licence training (including English as a second language), where possible, an internal language resource will be provided. If the support needed is of a specialist requirement, candidates will be referred to a third party at candidate's expense for external support and possible structured training in language, literacy and numeracy.

- Additional tutorials – when required
- Additional time – when required

## **The following acceptable examples of support will be applied for students considered to be “at risk”:**

- Assistance with spelling
- Scribing verbal responses from candidate on a whiteboard / notepaper to assist in candidate's written response
- Use search engine to source images for clarification
- Clear explanation of terminology

- Memory techniques / mnemonics (word association)
- Referral to third party external support service