



## Australia Wide Forklift Training Centre Pty Ltd

(also trading as Advanced Heavy Vehicle Driver Training Centre)

ABN: 87 109 299 185

RTO NO: 21784

E: [info@awftc.com.au](mailto:info@awftc.com.au)

W: [www.australiawideforks.com.au](http://www.australiawideforks.com.au)

W: [www.advancedheavyvehicles.com.au](http://www.advancedheavyvehicles.com.au)

4 Saligna Drive, Tullamarine VIC 3043

Ph: 03 9330 2789 |

Head Office:

### AWFTC Student Support Services Policy and Procedures

#### 1. PURPOSE:

To describe the student support services made available for students enrolling in various courses at AWFTC (how AWFTC supports students' progression in their learning). AWFTC understands that tailored student support and other services catering to students' needs makes for a stronger association with completion rates and client satisfaction and enhances AWFTC's reputation.

#### 2. REFERENCES:

SRTO Standards: Chapter 3 support and progression Clause 1.7

#### 3. ACTIONS:

3.1 AWFTC ensures that students receive training, assessment and support services that meet their individual needs through a collaborative approach between students, trainers/assessors, admin staff, AWFTC management and employers, where applicable.

All students are provided with a range of learning support options and resources to help them achieve competency.

Students are provided with information about possible alternative pathways, additional tools and resources available, and options and choices for accessing a supportive network. The information and services provided will vary depending on the individual needs of the student.

3.2 AWFTC delivers courses of very short duration and therefore does not provide "student services" other than administration, training and assessment or trainer/assessor support and reasonable adjustments (as approved by WorkSafe and VicRoads).

3.3 *Identification of support needs:*

Students' support requirements (e.g. LLN support, administration assistance etcetera) must be identified during the enrolment process or prior to student enrolment.

There are specific questions in the enrolment form to collect information on language background and disabilities. The Language, Literacy and Numeracy Assessment used for nationally recognised training gathers information on the LLN levels and other areas where a student may need help with the course. Admin must ensure that students respond to these questions.

In addition, Admin discusses course requirements and student needs with the students prior to and during the enrolment process. Any verbal requests from students must be advised to the trainer/assessor, Management and documented by Admin in the enrolment form and booking application.

The 'Office use only' section in the enrolment form must be completed by the trainer/assessor and notes on LLN (including LLN support requirements) and any comments or recommendations of other additional support required entered accurately. The support strategies are reviewed and approved by Management.

Any additional learner needs are to be identified and support strategies implemented by the trainer/assessor as the training progresses.

3.4 *Administration assistance:*

AWFTC Admin must assist students in clarifying concerns related to pre-enrolment materials.



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Any information and communications technology (ICT) support in relation to creating a Unique Student Identifier (USI) number, clarifying concerns on accessing pre-learning materials or accessing student records must be provided to students.

If students have any difficulty accessing the online learning materials, learning materials must be provided by Admin in alternative formats, for example, printed format. Hard copy materials can be provided in large print, if requested by a student.

Administration assistance does not incur any additional fees.

### 3.5 *LLN support and additional training:*

AWFTC offers LLN student support via additional tutorial support by trainers/assessors, verbal assessments (only for knowledge/theory assessments) and use of interpreters (as approved by the regulatory body). Where there is a perceived difficulty in achieving learning goals, the trainer will discuss these issues with the student.

Students are advised to approach their trainer/assessor if they find it necessary to attend additional training prior to undertaking assessments (if they need assistance in meeting course requirements). All students identified by the trainer/assessor as requiring additional training must be offered tutoring sessions. These additional tutoring sessions will be offered in blocks of 4 hours on specific days at AWFTC. These sessions must be booked in advance. Students are required to liaise with Admin to gather information about additional tutoring sessions and days. Students pay additional fees for verbal assessments (with the AWFTC assessor) and additional tutoring/training sessions.

Where allowed, for WorkSafe and VicRoads licencing specific courses, AWFTC will organise approved interpreter services (NAATI AUSLAN interpreter or via VITS Language Loop) for students. AWFTC will not be able to use its own staff for the provision of interpreting services or persons who may be nominated by the student for assessment purposes. The fees for NAATI AUSLAN interpreter services are borne by the student or the third party paying for the course. Students pay additional fees for VicRoads approved interpreter delivered knowledge assessments.

### 3.6 Disability support:

The courses AWFTC deliver requires students to have the physical capacity and comply with a number of VicRoads and WorkSafe specific requirements (e.g. medical fitness, eye sight requirements) to undertake the practical training and assessment components. Where practical, reasonable temporary modification of equipment/plant may be undertaken by AWFTC, in consultation with WorkSafe to meet the requirements of a person with a disability. AWFTC offers an anti-discriminatory and accessible environment for people from diverse backgrounds.

### 3.7 *Counselling and welfare support:*

Students requiring counselling or other welfare/support services should discuss the matter with their trainer or admin.

The trainer/admin assist to the limit of their training, and in the event that further action is required, refer the student on to the appropriate external service or to the student's own General Practitioner.

### 3.8 *External organisations:*

Alternatively, students may wish to contact the relevant organisation themselves from the following list. Any associated costs must be borne by the student. The following list is a selection only:



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*Adult English Language, Literacy and Numeracy*

Kangan Institute of TAFE

Pearcedale Parade, Broadmeadows, 3047 Tel: 93792222

*Literacy and Numeracy Support Centers*

Learning Disability SPELD Tel: 9489 4344

LASD (Alison Law Dyslexia Centre Victoria) Tel: 9724 9920

*Deaf and Hearing impaired*

The Deaf and Blind Association of Victoria Tel: 9489 3091 and Tel: 9482 1155 (voice)

*Vision Impaired*

The Deaf and Blind Association of Victoria

Tel: 9489 3091 and Tel: 9482 1155 (Voice)

Vision Australia. Tel: 9864 9333

*Intellectual Impairment*

DEAL Communication Centre Inc Tel: 9509 6324

*Psychiatric Difficulty*

Mental Health Foundation of Australia (Vic).Tel: 9427 1294

3.9 *Documentation relevant to provision of student support services:*

Trainers and assessors should document on the enrolment form (section 'Record of support provided for the student (including outcomes)') any discussions pertaining to the special needs of individual students, the provision of support services and/or modifications to training and assessment. Student's response to the provision of support services or course modifications should also be noted.



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**4. DOCUMENTATION:**

- 4.1 NRT Enrolment Form located online or in "(AWFTC Documents) \Quality Management Systems\Marketing, Pre-enrolment and Enrolment documents\AWFTC Enrolment Form All Courses <Version>"

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