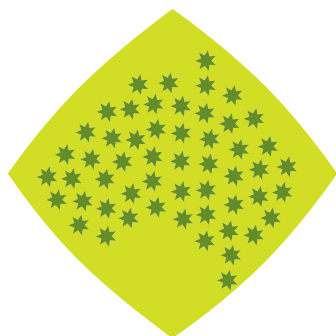


Learner Support Strategy



Skill360
Australia

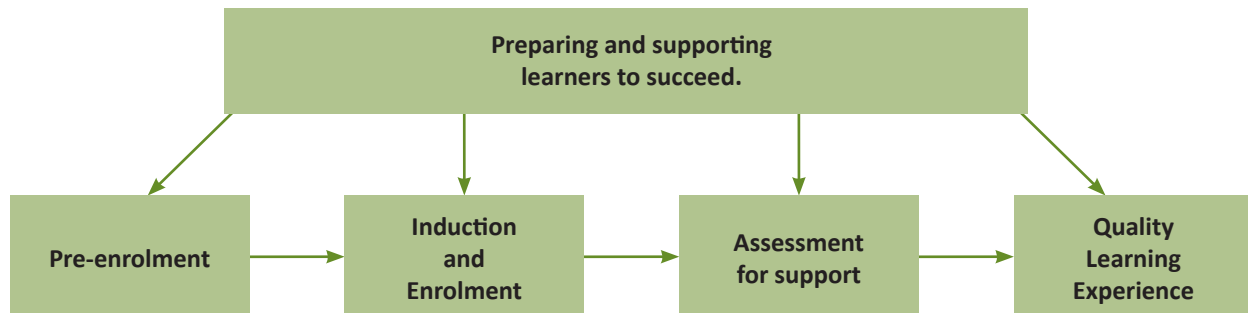
Learner Support Strategy

Skill360 Australia's Learner Support Strategy has been developed as an integrated approach to the delivery of support services to all apprentices, trainees and learners and to provide options to assist the learner's successful completion of employment or training.

The methodology identifies the need to focus on preparing and supporting learners to achieve their learning objectives, with an emphasis placed on the importance of learners retention and achieving successful outcomes.

Working with our stakeholders; Skill360 Australia will provide:

- A greater flexibility in delivery of support services by ensuring everyone is aware of the purpose and how we may support learners.
- Continuity of service delivery and a more focused use of resources.
- Ensure all operational areas are working towards the similar outcomes.
- Provide clarity for learner's expectations.



Preparing learners to achieve training and employment outcomes

Learners who have a genuine interest in the vocational field and have chosen to study or who have identified personal or career benefits are more likely to complete their studies successfully. Skill360 Australia will ensure learners are provided with realistic information regarding course details and structure and will include course requirements, any pre-requisite study, skills or knowledge, how training will be delivered, how assessments will be conducted, training schedules and all costs associated with training.

Skill360 Australia will conduct a number of activities to allow hands on experience in a simulated working environment for a number of vocational fields. School liaison officers attend schools on a regular basis to provide information for learners interested in vocational studies.

All staff have a responsibility to ensure learners feel connected to their place of study through positive interactions as they transition through their training and/or employment.

Pre-enrolment

Potential learners will be provided with accurate information relating to the course of interest. The information will include length of time required to complete the course, schedule of training, total cost of training and assessment, pre-requisite skills and knowledge or qualifications, refunds and any funding or subsidies that may be applicable to their chosen field of study.

Induction and Enrolment Process

Learners will undertake a comprehensive induction process at the beginning of their enrolment or employment with Skill360 Australia. Apprentices and Trainees will receive an induction within the first month of SRT0 notification. Fee for Service or short course learners will have the induction completed prior to the commencement of training.

Apprentices and Trainees employed through Skill360 Australia will be assigned an Employment Coordinator as a support and mentor. Learners who are undertaking training will be allocated to a Trainer who will monitor their progress at regular intervals throughout their training.

Assessment for Support

There are many reasons why learners begin to struggle with their work and training and in many instances additional support may be required. Support may be required as an interim measure or as a longer term strategy and may include language, literacy or numeracy support or advice/referral for personal difficulties with early detection and intervention essential to success.

Learners who enrol into a Certificate I, II or III qualification will undertake a support indicator assessment (SIT) and learners who enrol in higher level qualifications will be assessed on their current life and work experience during enrolment and induction. Trainers will monitor learner progress and seek trainee feedback to identify if additional support is required.

Quality of the Learning Experience

Learners have an expectation of the quality of teaching and support they will receive; therefore it is important that Skill360 Australia is able to deliver top quality learning outcomes.

Skill360 Australia celebrates the diversity of our learner cohort and this strategy has been designed to be tailored to individual learner requirements.

Where training identifies a certain level of reading, writing, speaking and listening, or numeracy that a person needs to have on the job, the training program will be developed to allow for practice of the skill within the required context. A number of different options have been developed into our training processes and include:

- Introduce industry-specific vocabulary, technical terminology and mathematical concepts before presenting reading material.
- While learners are learning how to operate equipment to manufacturers' specifications, show them where to find and how to read those specifications.
- Reinforce critical reading tasks such as risk assessments, procedures, and instructions for the use of chemicals with other activities such as verbal discussion, demonstrations. Ask learners to orally paraphrase what they have read to confirm understanding.
- Familiarise learners with examples of workplace documents they will be expected to use, such as records and reports.
- Teach 'ahead of time' the concepts and terminology that learners are required to use in a piece of writing.
- Through questioning of the learner's experience, or by showing examples, link mathematical concepts to applications drawn from everyday life.
- Integrating the use of visual aids or support tools for the explanation of complex or unfamiliar concepts.
- All staff to undertake cultural awareness training.

Support Strategies

Effective training is structured and focused on the learning needs of each learner; however there may be those that struggle to develop the skills and knowledge needed to obtain competency in the class room and/or workplace for many reasons.

As Skill360 Australia caters to a diverse range of learners; a multi-strategy approach has been developed to support all learners to complete their training and focuses on three categories:

- in-house support strategies;
- specialist support, and
- self-help tools and information.

Skill360 In-house Strategies

Tutorials

Classes will be held on a fortnightly basis to address basic language, literacy and numeracy issues. The classes are open to registered learners of the training organisation, apprentices and trainees employed by Skill360 Australia through our Group Training Organisation or indigenous participants registered through our Indigenous programs.

Mentoring

Mentoring is a powerful way of supporting learners to progress in their careers. The mentor is a guide to assist the learner to develop solutions to career and life issues. Skill360 Australia utilises mentoring for all apprentices and trainees with employment coordinators for those employed by Skill360 Australia and with an allocated trainer for enrolled Registered Training Organisation learners. Our indigenous programs offer additional support for indigenous learners.

Alternative Pathways

Where learners are not able to enrol into a particular qualification or field of training directly due to pre-requisite qualifications or skills and knowledge learners will be offered alternative pathways through gap training or enrolment into an alternative entry level qualification.

Reasonable Adjustment

Reasonable adjustment may be undertaken following consultation between the trainer and learner to identify and develop adjustments that would assist a learner or cohort of learners to have the same learning opportunities, and the same opportunity to perform and complete assessments.

Reasonable adjustment applied to participation in teaching, learning and assessment activities can include:

- customising resources and activities within the training package or accredited course;
- modifying the presentation medium;
- learner support;
- use of assistive / adaptive technologies;
- making information accessible both prior to enrolment and during the course; and
- monitoring the adjustments to ensure learner needs continue to be met.

Life Skills

Skill360 Australia's life skills program is non-accredited training that has been developed to support learners to become self-sufficient, responsible, and to make positive lifestyle choices. The program may be completed as a whole or individual units may be chosen to address specific areas of concern.

Short & long term career aspirations

Conduct Self-Assessment & Individual SWOT, Identify Career Interest, Define Education and Training requirements needed to obtain employment, Develop or Update Career Plan.

Communication

Communication at Home and at Work, Managing My Bucks, The art of Listening, Writing Effectively.

Working in a Team

Benefits and pitfalls of team work, How is your contribution meaningful to the job that you do, Problem Solving, Decision Making, Understanding your Rights.

Drug & Alcohol Awareness

What is Alcohol - What is a Drug, Effects of alcohol, tobacco, and other drugs (ATOD's), Self-Management & Awareness, ATOD's in the Workplace, Minimising Self Harm.

Workplace Ethics

Knowledge of Workplace Ethics

How to gain employment

Observe DVD clip "The Interview" and other media clips relating to job search preparation, Body Language, Maximising your potential in securing employment opportunities, Maintaining skills with their career planning and job preparation, Preparing a Resume, Presentation of your personal appearance, How to Find Employment, How to Get to and From Employment.

Healthy Lifestyles

Nutrition basics, Exercise, Avoiding Injuries, Managing your Emotional Well Being.

Work/family/life balance

Time Management, Responsibilities, Ways to Relax.

Relationship Management

Accountability – Performance and Productivity, Transparency
Avoiding Excuses, Communication – Respecting the Workplace & others.

Personal Development

Managing Your Emotional Well-being, Identifying types of Stress & Management, Being Assertive & How to Negotiate.

Personal Appearance

Maintain a daily hygiene schedule, Group Activities/Discussions

Peer Pairing or Grouping of Learners

Trainers may use peer pairing or small work groups as an effective way of increasing learner involvement, to challenge existing opinions and promoting learners learning from each other. This strategy may be utilised when introducing new skills or unfamiliar concepts and is effective when working with learners with varying levels of understanding.

Flexible Learning

Flexible work-based delivery is a critical element of the delivery strategy for all apprenticeships or traineeships completed through Skill360 Australia. Trainers engage with site supervisors to ensure critical skills or identified areas of concern are highlighted and work programs are amended to allow the apprentice or trainee sufficient time to practice required skills and knowledge.

Specialist Support

Where learners require support outside of Skill360 Australia's area of expertise, mentors will assist and encourage learners to seek support from external organisations offering services aligned with the learner needs.

Headspace | 07 4041 3780

Headspace is the National Youth Mental Health Foundation who supports young people aged 12-25 years with concerns relating to:

- General health;
- Mental health and counselling;
- Education, employment and other services; and
- Alcohol and other drug services.

ATODs Cairns | 07 4226 3900

Alcohol, Tobacco and Other Drugs provides help and support options for individuals to make informed choices about alcohol, tobacco and other drug use.

ATODS provides primary clinical services, health promotion, screening and prevention, youth activities, education and training and has an extensive library of resources.

Mates in Construction Queensland Helpline | 1300 642 111

MATES in Construction is about MATES helping MATES and is regarded as the best practice solution for suicide and mental health issues on construction and building, provided at no cost to construction companies or workers.

MATES in Construction provides a unique program of training, simple tools and support structure which allows workers to provide direct help for their mates and to keep them safe before seeking professional help.

Wuchopperen Health Service Ltd | 07 4080 1000

Wuchopperen Health Service Limited is a community controlled organisation that delivers a suite of holistic primary health care services to Aboriginal and Torres Strait Islander communities across far north Queensland. Wuchopperen delivers a range of local and regional programs that address the medical, social and emotional wellbeing and provides child wellbeing services.

Disability Support Services | 07 4048 9900

The Department of Communities, Child Safety and Disability Services helps people with a disability to access support and services. Local Disability Services staff provide information about eligibility and are designed to assist in areas of accommodation, goods and equipment, health, life skills development, mental health support and specialist assessment.

Centacare Migrant Services | 07 4041 7699

Centacare Migrant Services provides free support for eligible individuals, families and migrant communities in Cairns and the surrounding regions. Services include youth support, employment services, humanitarian settlement and community advocacy.

TAFE Queensland North | 1300 656 959

Tafe offers a number of intense language, literacy and numeracy support programs aimed at learners from non-English speaking backgrounds or who have not completed a year 10 education or obtained equivalency in English and maths.

Self-Help information and Tools.

Cairns Library – Adult literacy

<http://www.cairns.qld.gov.au/library/community/adult/adult-literacy>

In order to develop the literacy skills of adults living in the Cairns region, the Cairns library are constantly increasing resources that help support adult literacy learners and their tutors.

Khan Academy

<http://www.khanacademy.org/>

Khan Academy is an not-for-profit organisation with the goal of changing education for the better by providing free world-class education for anyone, anywhere. Khan Academy's materials and resources are available to anyone and completely free.

Open Training and Education Network

(OTEN) TAFE 1300 355 531 or www.oten.edu.au/abe

The course covers reading, writing, spelling and basic maths. Materials include a combination of online and paper based lessons which you work through at your own pace. You need access to a computer to do the certificate courses, however paper lessons can be posted for some units. The cost is \$820 per year.

Bruce Cruicks at Australasian Readwell | 07 5532 8325 or cruicks@optusnet.com.au Labrador QLD.

Distance/online tutoring for reading, writing and spelling. Bruce sends out a literacy test that allows him to diagnose the cause of the literacy problem and individual programmes are then developed for the student. The cost involved is \$300 for 8-10 weeks which can be paid off slowly.

Fantastic Phonics | 02 6379 8350 or www.vocationalliteracy.com.au

An online course for adults and children. The program is extended through a self-driven online multimedia and video system, which removes the need for a teacher. The system allows each individual to access the program at home, or work, on weekends or holidays, or on the bus to work (accessible via smartphone, iPads, and computer). The cost per individual is \$45 for the program.

The Sound Way | 08 9401 3801 or www.thesoundway.com

A phonetic based Reading Writing and Spelling interactive DVD program. Cost for the individual program is \$749.00.

The Diamond Valley Learning Centre | 03 9435 9060 Victoria or www.dvlc.org.au

Published a Spelling Guide that can be ordered from their website. The cost of the spelling guide is \$29.50 including postage.

Plan for success

An individual support plan will be developed for any learner who requires additional support. The plan will clearly identify the strategies to be incorporated with time frames milestones and support to be sourced or provided.



Skill360 Australia

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