

LEARNER SUPPORT SERVICES POLICY AND PROCEDURE

1. Policy

This policy/procedure supports the requirements to provide student support services to all learners.

This policy ensures that all learners are given support while studying with Revive2Survive/Workplace Training Solutions. This support includes both academic support and personal support and the following procedures ensure that learners are made aware of the support available.

2. Procedure

Learner Orientation

At the beginning of a course of study the learners are to be given a short orientation and it must include the following:

- Information on the training facilities identifying student areas, toilets, break areas, fire exits, and restricted areas.
- Information on emergency evacuation procedures
- Information on how to access the student support services within Revive2Survive/Workplace Training Solutions

Nominated Learner Support Officer

Whilst all staff employed by Revive2Survive/Workplace Training Solutions has the responsibility to provide support to all learners, Revive2Survive/Workplace Training Solutions shall nominate a 'Student Support Officer' who shall be available to all learners, on an appointment basis, through the standard RTO hours of business.

Learners can access the Student Support Officer directly and an appointment will be organised as soon as practical.

Currently the role and responsibility of the Student Support Officer is maintained by the person/s detailed below:

Name: Compliance Manager

Ph: 1300 000 112

Email: firstaid@revive2survive.com.au

Learner Support Services Referral List

Where employees of Revive2Survive/Workplace Training Solutions are not qualified, or it is in the student's best interests to seek professional advice, the Student Support Officer will provide links to external sources of support. All preferred/ suitable external links will be listed on the Student Support Services Referral List, which is also maintained by the Student Support Officer.

LEARNER SUPPORT SERVICES REFERRAL LIST

The following support services are to be available and accessible for all learners studying with Revive2Survive/Workplace Training Solutions. Revive2Survive/Workplace Training Solutions will provide learners with contact details to refer any matters that require further follow up with relevant professionals.

- **Personal / Social issues**

There are many issues that may affect a learner's social or personal life, and some learners may require gaining advice and guidance on personal issues. A counselling service can be suggested if applicable.

Referral Services Available	Contact Phone
<p>Lifeline <i>Lifeline provides all Australians experiencing a personal crisis with access to online, phone and face-to-face crisis support and suicide prevention services. Find out how these services can help you, a friend or loved one.</i></p>	<p>Ph: 13 11 14</p>
<p>Kids Helpline <i>If you're between 5 and 25 and you're feeling depressed, worried, sad, angry or confused about things like your studies or personal relationships, Kids Helpline offers free 24 hour, 7 day telephone counselling support (anonymous if you prefer).</i></p>	<p>Ph: 1800 551 800</p>
<p>Sexual Assault Crisis Line <i>The Sexual Assault Crisis Line Victoria (SACL) is a state-wide, after-hours, confidential, telephone crisis counselling service for victim/survivors of both past and recent sexual assault.</i></p>	<p>Ph: 1800 806 292 www.sacl.com.au</p>
<p>Women's Domestic Violence Crisis Service <i>The Women's Domestic Violence Crisis Service is the Victorian State-wide service for women experiencing violence and abuse from a partner or ex-partner, another family member or someone else you are close to.</i></p>	<p>Ph: 1800 015 188 (Toll Free) or (03)93223555 www.wdvcs.org.au</p>

- **Academic issues**

Learners may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course.

All learners' progress is monitored and guidance and support provided where non satisfactory results are identified.

A learner is able to access the learner support officer to discuss any academic, or other related issues to studying with Revive2Survive/Workplace Training Solutions at any time. The learner support officer will be able to provide advice and guidance, or referral, where required.

Referral Services Available	Contact Phone
Tutoring	1300 000 112

- **Workplace issues**

Learners may have questions/ concerns in direct reaction to their place of employment. It is recommended that if necessary the following services can be suggested to contact if applicable.

Referral Services Available	Contact Phone
Worksafe	<p>Website: www.worksafe.vic.gov.au</p> <p>Phone: For general enquiries contact our Advisory Service on (03) 9641 1444 or 1800 136 089 (toll free). Otherwise email info@worksafe.vic.gov.au</p>
Fair Work Ombudsman	<p>www.fairwork.gov.au</p> <p>Phone: 13 13 94</p>

The emergency phone number for an ambulance in Australia is '000'.
(This number should only be dialled in an emergency situation, when an ambulance, police, or fire attendance is required.)