



1. Policy

This policy has been developed to support the RTO to ensure learners receive training, assessment and support services that meet their individual needs. ALATA has a range of processes in place to ensure that these individual needs can be identified and addressed. These processes include the following activities and these are all documented in individual policies and procedures.

2. Language, Literacy, and Numeracy (LLN) Test

ALATA will review all enrolment applications to ensure entry requirements are being met prior to acceptance into a course. As part of the enrolment process students are required to complete a Language, Literacy, and Numeracy (LLN) test to ensure that the student has the ability to complete the course. This test will occur prior to course commencement and will be assessed by a qualified Trainer. Where a Learner has completed a Certificate III qualification or above in Australia, the LLN test is not required to be undertaken.

If the student cannot complete the LLN test satisfactorily then an LLN Report will be completed which includes the required action to be taken to assist the student to be able to complete the course. The LLN Report has the provision to schedule and document monitoring of the LLN areas of concern and to assist in the evaluation that recommended support has been adequate for the student.

3. Recognition of Prior Learning (RPL)

All students are encouraged to seek recognition for learning through RPL. Students are provided information about RPL (Student Information Handbook) and again upon enrolment.

4. Student Support Services

ALATA has a documented student support policy that ensures students have access to staff that can provide assistance and guidance to students. The student support services can also provide referrals to appropriate support organisations to assist the student with personal, workplace or academic issues that the RTO does not have the ability to support internally. The student support services are documented through policies and procedures and the Student Information Handbook. All students are provided information on student support services through the pre-enrolment and induction process.

5. Monitoring and improving learning, assessment and support services

Students are required to undertake a mid-point review process that gives students the opportunity to provide feedback on whether the training and assessment services (and support services if accessed) provided are meeting expectations, individual needs, and outcome requirements. This process is documented and all feedback reviewed in RTO Meetings and Management Meetings to identify any areas for improvement.

6. Strategies for training and assessment

The strategies for training and assessment have been developed in line with Training Package requirements and in consultation with industry. This includes the consideration for specific industry groups in the delivery and assessment arrangements and also includes all strategies in

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place within the RTO to ensure that students receive training and assessment services to meet their individual needs.

7. Qualified Trainers and Assessors

All Trainers and Assessors employed by ALATA are required to demonstrate appropriate vocational competences in relevant areas of training and assessment to ensure quality services are provided to all students.

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