

Student Support Policy

International Paramedic College is aware of the need to identify the individual support needs of learners and to provide access to educational and wellbeing support services to enable them to meet the requirements of the training product in which they are enrolled.

IPC is committed to making reasonable adjustments to ensure learners with a disability or additional needs can access and participate in training on the same basis as others, in accordance with the Disability Standards for Education 2005.

Procedure

We will provide well-being support in the form of services and resources to assist with learners' physical, mental, and emotional wellbeing. This may be provided through one-on-one support by a designated staff member or through referral to appropriate external services where the individual's needs are beyond our professional scope or expertise. These may include needs related to language, literacy and numeracy, mental health, disability, access to technology, or personal circumstances affecting participation in training.

- Students will be provided with information regarding the course content and any entry requirements prior to enrolment via our student handbook and on our website.
- Individual support needs will be identified prior to enrolment or commencement in the course through completion of the enrolment form.
- Support may include the following:
 - language, Literacy and Numeracy (LLN) support
 - assistive technology
 - additional tutorials
 - other mechanisms, such as assistance in using technology for online delivery components.
- Where a student identifies a support need an interview will be arranged. Those who have identified language, literacy, or numeracy (LLN) issues will be required to undergo a LLN assessment and maybe required to access suitable training to develop these skills prior to enrolling in the course. Where language, literacy, or numeracy (LLN) concerns are identified, students will be required to undertake an LLN assessment using an approved tool. Based on the outcome, IPC may recommend or require completion of bridging or foundation skills training prior to or alongside enrolment.
- Trainers and Assessors will be informed of the support needs of any individual students and a Student Support Plan will be developed to ensure that the support is available for the duration of the training program.
- Any additional cost for support will be made clear to the student prior to enrolment.

- Prior to each assessment task the assessor will review the student's ability to complete the task and apply reasonable adjustments where required. Any reasonable adjustment made to assessments will be noted on the assessment record and the Student Support Plan.
- Where a learner's support needs are beyond the scope of our expertise, IPC will provide timely referral to appropriate external services such as mental health services, disability advocacy organisations, or literacy providers. A record of the referral and follow-up actions will be maintained in the student file.
- IPC is committed to making reasonable adjustments to ensure learners with a disability or additional needs can access and participate in training on the same basis as others, in accordance with the Disability Standards for Education 2005
- Identified support needs are also recorded in our student management system to ensure relevant trainers and assessors are informed.
- Learner support needs may evolve over time. Trainers and assessors are encouraged to monitor and report any emerging needs during training and assessment to ensure timely intervention.
- The student management system also enables support needs to be flagged and monitored by authorised staff throughout the learner's training.
- All learner support information, including LLN results and Student Support Plans, will be managed confidentially in line with our Privacy Policy and relevant legislation

Internal Support Contacts

Students should contact our administration team, who will direct them to the appropriate staff member such as a student support officer, trainer/assessor, or course coordinator depending on the nature of the request.

Evidence

The following will be retained as evidence of compliance with Standard 1, Clauses 1.3(b) and 1.7:

- Enrolment Forms
- Completed Student Needs Support Plans
- Pre-enrolment Information
- Assessment records showing reasonable adjustments made
- Student records in the LMS

Related Policies

- Marketing policy
- Consumer Protection Policy
- Complaints and Appeals Policy

Forms and Records

- Student Needs Support Plan

References

[ASQA Users Guide to Standard 1, Clause 1.1-1.4 and 2.2](#)

[Disability Discrimination Act 1992](#)

[Disability Standards for Education 2005](#)