

Learner support services

Individual need	Support Service
<p>Pre-enrolment support to understand rights and obligations, fees and payment arrangements, and the services to be provided</p>	<p>Learners requiring additional support to understand the pre-enrolment information requirements are to be engaged on additional one-on-one sessions to talk the learner through the information contained within the learner handbook, the applicable course brochure and the schedule of fees and charges. It is preferable if these sessions are scheduled in a phone session. Please email Client Support at admin@medecslearning.com to schedule your phone meeting.</p>
<p>Minor LLN needs that would inhibit the participation</p>	<p>In most situations we can prepare your Trainer to provide individual support during learning activities and reasonable adjustment during assessment activities. It is best if this support is coordinated prior to your course commencement. Please email our RTO Manager to arrange an in-confidence phone meeting. snoone@medeclearning.com</p>
<p>Significant LLN need that would prevent participation and completion of the course</p>	<p>In these situations, we will recommend the LLN training courses provided by TAFE or Community Colleges. These institutes have specialist teachers to support the learner's development.</p> <p>It is best if this support is coordinated prior to your course commencement. Please email our RTO Manager to arrange an in-confidence phone meeting. snoone@medeclearning.com</p>
<p>Recognised difficulties in studying and learning</p>	<p>Where appropriate learners identified with recognise difficulties in studying and learning will be scheduled with additional one-on-one support sessions throughout the course program. These support sessions are used to review the learning content with the learner and to engage the learner in discussion about the subject matter.</p> <p>It is best if this support is coordinated prior to your course commencement. Please email our RTO Manager to arrange an in-confidence phone meeting. snoone@medeclearning.com</p> <p>The following online resources are also useful for providing learner support to study:</p> <p>Effective Study skills A useful quick overview of study skills www.adprima.com/studyout.htm</p> <p>How to Study A large directory to study skills websites, including how to study in spec www.howtostudy.org</p>

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	<p>Study Guides and Strategies A wide ranging overview of the skills needed at all stages of learner life. https://www.educationcorner.com/study-skills.html</p> <p>Study Skills Self-Help Covers important skills such as time management, note taking and exam preparation. https://www.ucc.vt.edu/academic_support/study_skills_information.html</p>
<p>Work hours are restrictive which would prevent the learner attending training during Monday to Friday.</p>	<p>Our courses are often as a blend of online and class-based delivery. To provide flexibility. Where required, learners can also be supported to adopt a self-paced study method.</p> <p>It is best if this support is coordinated prior to your course commencement. Please email our RTO Manager to arrange an in-confidence phone meeting. snoone@medeclearning.com</p>
<p>English as second language</p>	<p>In these situations, we will recommend the language support courses provided by TAFE or Adult or Youth migrant English programs offered by the Tas government. These institutes have specialist teachers to support the learner’s development.</p> <p>It is best if this support is coordinated prior to your course commencement. Please email our RTO Manager to arrange an in-confidence phone meeting. snoone@medeclearning.com</p>
<p>Financial difficulties that prevent the full payment of fees in advance.</p>	<p>Offer fees on payment plan with a small initial payment to be made in advance then small fortnightly payments as a direct debit.</p> <p>It is best if this support is coordinated prior to your course commencement. Please email our RTO Manager to arrange an in-confidence phone meeting. snoone@medeclearning.com</p>
<p>Learner suffers from a nervous/anxiety disorder.</p>	<p>We can accommodate by giving individual attention away from others involved in the training program. Training and assessment deliberately offered in a relaxed mode without time pressures.</p> <p>It is best if this support is coordinated prior to your course commencement. Please email our RTO Manager to arrange an in-confidence phone meeting. snoone@medeclearning.com</p>

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Learner required counselling support and advice about their personal situation	It is best if this support is coordinated prior to your course commencement. Please email our RTO Manager to arrange an in-confidence phone meeting. snoone@medeclearning.com
Learners with a disability or medical condition	<p>In most situations we can prepare your Trainer to provide individual support during learning activities and reasonable adjustment during assessment activities. All possible allowances may be provided to persons with disabilities. Assessors use their judgement in assessing the learner's ability to perform tasks in a safe manner.</p> <p>It is best if this support is coordinated prior to your course commencement. Please email our RTO Manager to arrange an in-confidence phone meeting. snoone@medeclearning.com</p>
Learners with visual impairment	<p>Learners with visual impairment can be supported by supplying internal learning resources with a larger printed font.</p> <p>It is best if this support is coordinated prior to your course commencement. Please email our RTO Manager to arrange an in-confidence phone meeting. snoone@medeclearning.com</p>
Learners who are Aboriginal and Torres Strait Islander	<p>In most situations we can prepare your Trainer to provide requested individual support during learning activities and reasonable adjustment during assessment activities. If you can please share any concerns, we will do our utmost to accommodate you.</p> <p>It is best if any support required is coordinated prior to your course commencement. Please email our RTO Manager to arrange an in-confidence phone meeting. snoone@medeclearning.com</p>