



Learner Wellbeing Support Services Policy and Procedure

This policy and procedure supports the requirements to provide student support services to all learners attending a course with Australian Statewide Education and Training T/A Revive2Survive First Aid Training.

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

PROCEDURE

Learner Orientation

Upon enrolment and/or at the beginning of a course, 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 First Aid Training

Nominated Learner Support Officer

Whilst all staff employed by Revive2Survive First Aid Training have the responsibility to provide support to all learners. Revive2Survive First Aid Training has nominated a 'Learner Support Officer' who shall be available to all learners, on an appointment basis, through the standard RTO hours of business.

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

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

Name: *Business Compliance and Development Officer*

Ph: 1300 000 112 **Email:** firstaid@revive2survive.com.au

Required Language, Literacy and Numeracy (LLN)

LLN is defined as an individual's ability to read, write, and speak in English, compute and solve problems at levels of proficiency necessary to function in the workplace and in society. Learners will require LLN skills at the appropriate level to understand course content and be able to complete assessments.

If learners believe they may have difficulties with LLN, assistance will be provided, and alternative assessment methods may be offered. Learners are required to contact the office with any LLN concerns prior to attending a course. If deemed necessary Revive2Survive First Aid Training may recommend that you re-sit the course. If completing a course run via the blended delivery option, Revive2Survive First Aid Training may recommend that you attend both the theory and practical full days of a course to ensure a thorough understanding.



Learner Support Services Referral List

Where employees of Revive2Survive First Aid Training are not qualified, or it is in the student's best interests to seek professional advice, the Learner 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 Learner Support Officer.

LEARNER SUPPORT SERVICES REFERRAL LIST

The following support services are to be available and accessible for all learners studying with Revive2Survive First Aid Training. Learners will be provided 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
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>	Ph: 13 11 14
Kids Helpline <i>If you are between 5 and 25 and you are 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>	Ph: 1800 551 800
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>	Ph: 1800 806 292 www.sacl.com.au
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>	Ph: 1800 015 188 (Toll Free) or (03)93223555 www.wdvcs.org.au
Headspace <i>Headspace is the National Youth Mental Health Foundation. Began operation in 2006 and provide early intervention mental health services to 12-25-year-olds.</i>	Ph: 1800 650 890 www.eheadspace.org.au

- **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. Learners can access the Learner Support Officer to discuss any academic, or other issues relating to study with Revive2Survive First Aid Training. The Learner Support Officer will be able to provide advice and guidance, or referral, where required.

Referral Services Available	Contact Phone
Academic Support	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	Website: www.worksafe.vic.gov.au 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
Fair Work Ombudsman	www.fairwork.gov.au Phone: 13 13 94

Call the 000 if you have immediate concerns for anyone's safety.