

Learner Support

Statement: The Lean Hub must ensure that any learner who presents with difficulty learning the materials can be accommodated appropriately. We do this by:

- 1) Providing clear communication of additional learner support available both from the Lean Hub as well as other avenues and how to access it;
- 2) Adapting the learning as needed to accommodate as much as possible any learner needs;
- 3) Providing ongoing training to staff on how to engage in training such that different learner needs can be met.

By fulfilling these requirements, The Lean Hub can ensure the well-being of their learners as well as the best probability of the success of the applicant in the completion of their certificate.

Learner Support procedures and policies:

The Lean Hub communicates learner support availability by:

- a. Publication in the student handbook
- b. Verbal communication at time of signing training agreement
- c. Verbal communication at commencement of training to cohort
- d. Publication on the Lean Hub website

The Lean Hub process for accommodating a learner who presents with difficulty engaging in the learning:

- e. Respond immediately to any enquiry or presentation of difficulty by engaging one on one with the learner.
- f. Present different relevant options to the learner, including but not limited to;
 - i. Additional one-on-one support
 - ii. Allowing an interpreter or support person into the session
 - iii. Oral assessment
 - iv. Explaining any literacy or numeracy training and funding that may be available

The Lean Hub provides additional training on learner accommodation by:

- 1) Researching available training
- 2) Organising relevant TLH staff to attend
- 3) Ensuring all staff are kept up to date on TLH policy and options,
- 4) Providing support to any facilitator having difficulty accommodating a learner's need for additional support