

Learner Support Services

Fact Sheet for RTOs

- ✓ Do you train students who face significant barriers to completing their training?
- ✓ Would you like to provide more resources for helping students who are falling behind?
- ✓ Do you want to better support students at risk of withdrawing?

If so, then Learner Support Services may be able to help.

Extra Support for Students Facing Barriers

Learner Support Services (LSS) provides individualised support to students with barriers to training through a case management model. LSS aims to increase completions of vocational education and training (VET) courses by students with complex support needs and assist students to transition to further study or employment.

Learner Support Services assists students to stay in training, complete their qualification and successfully transition by:

- helping to navigate the training system
- addressing life issues interfering with training
- assisting students to develop study skills
- obtaining supports available in the community
- understanding and supporting students with the transitions and new expectations of employment

Learner Support Services does not provide Language, Literacy and Numeracy training which is made available fee-free to students assessed to need it through the Upfront Assessment of Need.

Post Course Transition Support

Learner Support Services provides individualised support to students after the completion of their course for up to 12 weeks if required. This support aims to ensure a successful transition to either employment or further training.

The support will include the same individualised support offered by LSS during training but focusses on working with the employer and new worker or with the exiting student and their next training provider. Where the qualification is being delivered as part of a funded project, RTOs are expected to engage with the LSS provider and employers in the project early to plan how Post Course Transition Support can be most effectively provided.

Student Eligibility

Students eligible for LSS are those who are enrolled in a course on the Subsidised Training List (STL) or are undertaking accredited training as part of a DIS subsidised project and have complex support needs interfering with their studies.



From July 2021 school enrolled students who are enrolled in a subsidised qualification as a result of the VET Readiness Orientation (VETRO) are eligible for LSS. School students currently undertaking Training Guarantee for SACE Students, Australian School Based Apprentices and FLO students approved to access a subsidised training place by DIS are also eligible from this date.

Access to LSS for RTOs

Registered Training Organisations (RTOs) delivering subsidised training places can refer eligible students to an LSS provider to be assessed for case management support while studying. An LSS Service Agreement between the RTO and LSS provider is required. The RTO will be required to complete an Organisational Self-Assessment for LSS and submit for approval by DIS prior to the LSS Service Agreement being signed.

LSS is provided as an additional support service to complement and build on RTO student support strategies for students with complex support needs. Referring RTOs will continue to provide appropriate student support and are expected to collaborate with the LSS provider to ensure the student receives the supports they need while training.

Upfront Assessment of Need - Mentoring Service

LSS providers are also funded to provide ongoing expert mentoring advice to RTOs to understand, implement and effectively integrate the Upfront Assessment of Need into existing RTO pre-enrolment assessment processes. RTOs can make use of the UAN Mentoring Service by contacting MADEC, SYC, Interskills or Enhance as listed below.

LSS Providers

Six RTOs are contracted by the Department for Innovation and Skills to provide LSS to students enrolled with non-government training providers who have an executed Funded Activities Agreement (FAA).

RTOs can contact any LSS provider to find out more about Learner Support Services and to determine next steps for accessing LSS for their students.

ATEC: Angela Edwards (angelae@atec.asn.au), Mark Ireson (marki@atec.asn.au), 0409 346 304 or 1300 112 832

Enhance: Darrel Tan 8462 0222 (darrel@hesselgroup.com.au), Azadeh Wilson 8462 0222 or 0405 790 815 (azadeh@enhancetraining.org), Christian Lucas 8462 0222 or 0405 789 731 (christian@enhancetraining.org)

Interskills: Paul Malloy 0425 533 174 (paul.malloy@wiseemployment.com.au), Alison Jutilane 0437 298 954 (Alison.Jutilane@interskills.edu.au), Yvette Wijayasekera 0429 687 005 (yvette.wijayasekera@interskills.edu.au)

MADEC: Kate Anderson (kanderson@madec.edu.au) – 8307 2043

SYC: Jo Skanes, Shona Payne (learning@syc.net.au), 8405 8500

Taoundi: Tadashi Nakamura 8240 0300 (tnakamura@taoundi.sa.edu.au), Laura Edwards (ledwards@taoundi.sa.edu.au)

