IET Education Group Pty Ltd T/A Immaculate Education and Training

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Student Support, LLND and Reasonable Adjustment: Student Policy

Student Policy

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Version	4.0
Approved by	Chief Executive Officer
Applies to	All prospective and enrolled students
Related documents	Internal policies IET-POL-21 Student Support and Wellbeing, IET-POL-15 LLND and IET-POL-22 Disability and Reasonable Adjustment; Student Handbook Section 9

1. Our Commitment to You

IET wants every student to succeed. We know that study can be challenging, and that things outside your course, such as work, family, money, health or confidence with English or technology, can affect how you learn. This policy explains the support available to you, how to ask for it, and what you can expect from us.

We will:

- give you clear information about support services before you enrol and throughout your course
- give you reasonable access to your trainers, assessors and other staff
- identify support needs as early as possible, ideally before you start
- work with you to agree support that suits your situation
- make reasonable adjustments for disability, health or other needs
- look out for your wellbeing, and act if we are concerned about you
- keep your personal information confidential
- never treat you unfairly because you asked for help

This policy follows the Standards for RTOs 2025, in particular the requirements that students have reasonable access to support, trainers and assessors, and that student wellbeing needs are identified and addressed. It also follows the Disability Discrimination Act 1992, the Disability Standards for Education 2005, the Equal Opportunity Act 2010 (Vic) and the Privacy Act 1988.

2. Ask Early

If you are finding something hard, please tell us early. It doesn't matter whether it's the course work, your English, technology, money, health or family. The sooner we know, the more we can help, and asking for help will never count against you.

You can ask for support at any time, before you enrol, during your course or on work placement. When you ask for support, we will contact you within 2 business days.

3. Who to Talk To

- Help with course content, assessments or practical skills: your trainer, or the Training Coordinator
- Language, literacy, numeracy or digital skills support: the Training Coordinator
- Disability, health needs or reasonable adjustments: the Training Coordinator
- Enrolment, fees, Moodle access (online courses) and general enquiries: the Administration Officer
- Work placement concerns: your trainer or the CEO
- Personal or welfare concerns, or if you are not comfortable talking to anyone else: the CEO

You can phone 0400 173 510, email info@iet.edu.au, or speak to us at the Docklands campus. Trainers can also be contacted during class and by email, and will respond to your questions within 2 business days.

4. Support Throughout Your Course

Before you enrol, we give you clear information about the course, including its requirements, workload, work placement, fees and the support available. You complete an LLND assessment and a pre-training interview, which help us check the course suits you and identify any support you may need. If the course does not seem right for you, we will talk about other options honestly.

At enrolment and orientation, we explain your rights and responsibilities, who to contact for help and how to access support services. You are invited to tell us about any needs you have. This is always your choice.

During your course, your trainer and the Training Coordinator monitor your attendance, participation and progress. If you start to fall behind, miss classes or seem to be struggling, we will contact you and offer support. We will not wait for you to fail an assessment before we act.

On work placement, your trainer stays in contact with you, and you can contact your trainer or the CEO at any time. If you have a concern about your safety, your supervision or how you are being treated, we will act quickly, and we can move you to a different host if needed.

5. Academic Support

Academic support can include:

- one-on-one sessions with your trainer
- feedback on draft work before you submit, if you ask
- extra practice in the simulation laboratory
- catch-up sessions and a study plan if you fall behind
- help understanding assessment instructions and what is expected
- regular check-ins on your progress

If you are not yet competent in an assessment task, your trainer will explain what is missing and help you before you try again.

6. Language, Literacy, Numeracy and Digital (LLND) Support

Before you enrol, you complete IET's LLND assessment. It looks at your reading, writing, numeracy and digital skills against what your course needs. For example, aged care and disability students need to read care plans, write clear notes and measure accurately. It is not a pass or fail test. It helps us check the course suits you and plan any support you need.

If the assessment shows you need some help, we will talk with you about it at your pre-training interview. If you need ongoing support, we will complete an LLND Support Form with you. It sets out the help you will get, who will provide it and when we will review it.

LLND support may include:

- extra explanation and plain-English guides
- glossaries of key terms
- extra practice activities
- more time for written tasks, where the unit allows
- oral questioning to support your written answers, where the unit allows
- coaching with digital skills such as email and, for online courses, Moodle and virtual classes
- referral to outside programs, such as the Reading Writing Hotline (1300 655 506)

If your LLND needs are greater than we can support within the course, we will discuss other options with you before you enrol, such as a foundation skills course first.

7. Disability and Reasonable Adjustment

If you have a disability, health condition, injury or learning difficulty that affects your study, you can tell us at any time. It is your choice whether you tell us, and we keep it confidential. You do not need to prove your disability. We may only ask for information that helps us understand what adjustment will work for you.

A reasonable adjustment changes how you learn or show your skills. It does not change the skills you need to show. Examples include:

- extra time for assessments
- oral answers instead of written ones, where the unit allows
- breaking assessments into smaller parts

- materials in larger print or other formats, or assistive technology
- seating, rest breaks or other facility arrangements
- adjusted shift lengths on work placement within the total required hours
- choosing a placement host that suits your needs, and discussing your needs with the host only with your permission

How it works:

1. You tell your trainer or the Training Coordinator about your needs.
2. The Training Coordinator meets with you confidentially to talk about your needs and what has worked for you before.
3. Together we agree adjustments, considering the requirements of each unit.
4. The adjustments are written into a Reasonable Adjustment Plan, which the CEO approves.
5. Your trainers are told what they need to know to put the adjustments in place, with your consent.
6. We review the plan with you each term, or sooner if your needs change.

Some units have requirements that must still be met, for example physical tasks such as manual handling in aged care, or defensive techniques in security. We will talk this through with you honestly, ideally before you enrol, so you can make an informed decision. If we cannot make an adjustment you ask for, we will explain why in writing and discuss other options with you. You can appeal that decision.

8. Personal and Wellbeing Support

Your wellbeing matters to us. If something in your life is affecting your study, we can offer:

- a confidential conversation with the CEO or Training Coordinator
- practical help, such as a timetable change, an extension, a payment plan or a suspension of study
- referral to specialist services outside IET

External services you can contact:

- Lifeline (24-hour crisis support): 13 11 14
- Beyond Blue (mental health support): 1300 22 4636
- 1800RESPECT (family, domestic and sexual violence): 1800 737 732
- Legal Aid Victoria: 1300 792 387
- National Debt Helpline (financial counselling): 1800 007 007
- Centrelink: 132 850
- JobAccess (disability and employment): 1800 464 800
- Reading Writing Hotline: 1300 655 506
- Emergency (police, fire, ambulance): 000

Some outside services may charge a fee. We will tell you if we know of a cost, and you are free to choose your own provider.

If we believe you or someone else is at serious risk of harm, we will act to keep people safe, which may include contacting emergency services.

9. Financial Difficulty

If you are having trouble paying your fees, please talk to the Administration Officer or the CEO as early as possible. We may be able to agree a new payment plan, a temporary pause in payments or a suspension of study. See the Fees and Refunds: Student Policy.

10. Student Support Plans

If you need ongoing support, we will agree a Student Support Plan (or an LLN Support Form or Reasonable Adjustment Plan) with you. It records:

- what support you need
- what we will do, and who will do it
- what you will do
- when we will review it

We check how the support is working within 14 days of it starting, and then at least each term. We also review it sooner if your circumstances change. When you no longer need the support, we close the plan with you. You can ask for support again at any time.

11. Your Responsibilities

To help us support you, please:

- tell us early if you are having difficulties
- give us accurate information
- take part in the support we agree with you, and tell us if it is not working
- attend your classes and keep in contact with your trainer

12. Your Privacy

Information about your circumstances, health or disability is collected only with your consent, stored securely and shared only with staff who need it to support you. We do not share it with a placement host or anyone outside IET without your permission, unless the law requires it or someone's safety is at risk. See the Privacy Notice for Students.

13. Feedback and Complaints

We want to hear how our support is working for you. You can give feedback at any time, including through student surveys. We review feedback and support outcomes regularly and use them to improve our services. If you are unhappy with the support you received, you can make a complaint. See the Complaints and Appeals: Student Policy.

14. Contact

Training Coordinator or Administration Officer: 0400 173 510, info@iet.edu.au, or in person at Suite 1312A/401 Docklands Drive, Docklands VIC 3008.

This document is reviewed at least annually, and earlier where there is a change to legislation, the Standards, a training package, IET's scope of registration or IET's operations, or where a review, complaint, audit or validation outcome identifies the need for change. Changes are recorded in the Continuous Improvement Register.