



# **CANBERRA VALLEY INSTITUTE**

**Document:** Learner Support and Equity Policy and Procedure

*(Aligned to RTO Standards 2025)*

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## **Learner Support and Equity Policy and Procedure**

LUMINOUS EDUCATION PTY. LTD. T/As Canberra Valley Institute | RTO Code: 41498 | CRICOS Code: 03937D

**Email:** [info@cvi.edu.au](mailto:info@cvi.edu.au) | **Website:** [www.cvi.edu.au](http://www.cvi.edu.au) | **Contact Number:** 1800 003 363

**Address:** Suite 3, Level 3, 15 Moore Street, Canberra, ACT, 2601



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## 1. Overview

The purpose of this policy is to ensure that all learners at Canberra Valley Institute receive fair and consistent access to quality training and support services. This policy explains how the Institute identifies learner needs, delivers appropriate support, and maintains an inclusive learning environment. It aligns with **Standard 3 – Learner Support and Equitable Access** of the **Standards for RTOs 2025**, as well as the **ESOS Act 2000** and **National Code 2018** for CRICOS-registered providers.

## 2. Scope

This policy applies to:

- All learners who complete nationally recognised training at Canberra Valley Institute (CVI)
- All staff members at Canberra Valley Institute (CVI)

## 3. Definitions

**Learner support** refers to the range of academic, personal, and wellbeing assistance provided to learners to help them successfully engage in training and assessment.

**Equitable Access** refers to ensuring that all learners have fair and unbiased opportunities to participate in training, assessment, and support services, regardless of their background, abilities, or personal circumstances.

## 4. Policy and Procedures

Canberra Valley Institute is committed to:

- Providing fair and equitable access to training for all learners, irrespective of their age, abilities, cultural background, language, gender, or socio-economic circumstances
- Identifying learners who may need additional support as early as possible.
- Addressing individual learner needs through reasonable adjustments, referrals, and tailored support strategies
- Ensuring full compliance with relevant anti-discrimination, disability, privacy, and equal opportunity legislation.

### 4.1 Principles of Support and Equity

(As aligned with standard 3 of RTO Standards 2025)

Principle	How It Is Applied at Canberra Valley Institute
<b>Equity of Access</b>	Training opportunities are available to all learners who meet the course entry requirements.

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<b>Identification of Individual Needs</b>	Learner needs are identified through pre-enrolment checks (such as LLND and PTR) and ongoing communication throughout the training period.
<b>Reasonable Adjustments</b>	Where appropriate, tailored support is provided for both learning activities and assessment tasks to assist learners in achieving competency.
<b>Timely Support Services</b>	Learners are given quick access to academic assistance and wellbeing support through internal services or external providers.
<b>Inclusive Learning</b>	Training materials, delivery approaches, and teaching practices are designed to accommodate and support diverse learner groups.
<b>Referral Pathways</b>	A clear procedure is followed to direct learners to specialised services—such as counselling, literacy support, disability support, or financial assistance—when required.

## 4.2 Identifying Learner Needs

- During enrolment, learners complete a Pre-Training Review and, where required, an LLND (Language, Literacy, Numeracy and Digital) assessment.
- Trainers and administrative staff review and identify:
  - Any potential Learning barriers
  - Disability, health-related, or medical disclosures
  - Cultural, linguistic, or language considerations
  - Levels of digital literacy and overall study preparedness

## 4.3 Planning Support and Providing Support

- When necessary, a Learner Support Plan is developed, which includes:
  - The specific type of support the learner requires
  - Any reasonable adjustments, such as additional time or modified learning/assessment format.
  - Technology, tools, or resources needed to assist the learner
  - The staff members responsible for putting the support strategies into action
- Canberra Valley Institute (CVI) provides support which may include:
  - Individual academic assistance or mentoring
  - Literacy and numeracy tutoring
  - Guidance to improve digital literacy skills
  - Access to assistive technologies or alternative learning/assessment formats
  - Flexible or adjusted assessment arrangements
  - Referrals to external counselling, disability support services, or health professionals

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#### 4.4 Monitoring and Review

- Trainers and support staff consistently track and review each learner's progress
- Support strategies and reasonable adjustments are revisited and modified as needed throughout the training period.
- All updates are recorded in the learner's file, and the effectiveness of the support provided is continually monitored.
- Canberra Valley Institute ensures that all VET learners, including international students, receive ongoing support and academic assistance through structured monitoring practices:

Activity	Frequency	Responsibility	Process / Mechanism
<b>Academic Progress Checks</b>	Daily for international students (as required under the National Code 2018, Standard 8).	Trainer/Assessor	Check assessment submissions, attendance, participation, and SMS engagement. Record outcomes in the Learner Progress Monitoring Register.
<b>Attendance Monitoring (International Students)</b>	Daily	Student Support Officer	Identify learners whose attendance is at risk (below 80%), issue risk notifications, arrange support meetings, and record actions taken.
<b>Welfare/Support Check-ins</b>	At least once each term or earlier if triggered by identified risks	Student Support Officer	Conduct wellbeing check-ins and record findings in the Support Services Log.

#### 4.5 Continuous Improvement

Learner feedback is collected and reviewed to enhance support practices, staff receive ongoing training in inclusive, diverse, and equity-focused approaches, and all support systems are evaluated annually as part of Canberra Valley Institute's quality assurance process.

### 5. Responsible Person

- CEO / RTO Manager
- Trainers / Assessors
- Student Support Officer

### 6. Related Documents

- LLN Assessment Tool

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- Learner Support Plan Template
- Student Handbook
- Equity and Access Statement
- Complaints and Appeals Policy
- Privacy and Confidentiality Policy

## **8. Review of Policy**

Canberra Valley Institute (CVI) will review the *Policy and Procedure* annually or as needs basis (whichever occurs first).