LEARNER SUPPORT SERVICES POLICY AND PROCEDURE

1. Policy

This policy/procedure supports the requirements to provide Learner support services to all Learners.

This policy ensures that all Learners are given support while studying with Alpine Institute. This support includes both academic support and personal support and the following procedures ensure that Learners are made aware of the support available.

2. Procedure

Learner Orientation
At the beginning of a course of study the Learners are to be given a short orientation and it must include the following:

- A tour of the Alpine Institute identifying classrooms, Learner areas, Learner administration area, and any other relevant areas within the Alpine Institute such as toilets, fire exits, and restricted areas.
- All Learners are to receive a copy of the ‘Learner Information’ document and each section explained to Learners.
- Learners are to be provided information on how to access the Learner support services within Alpine Institute.

Nominated Learner Support Officer
Whilst all staff employed by Alpine Institute has the responsibility to provide support to all Learners, Alpine Institute shall nominate a ‘Learner Support Officer’ who shall be available to all Learners, on an appointment basis, through the standard RTO hours of business.

Learners can access the Learner Support Officer directly or via Learner administrations and an appointment will be organised as soon as practical.

Currently the role and responsibility this ‘Learner Support Officer’ is maintained by the person detailed below:

Name: Nick Shaw, Corporate Services Manager
Ph: (03)5751 9356 / 0458 384 344
Email: nick.shaw@alpinehealth.org.au

Learner Support Services
The Learner Support Officer is able to provide links to external sources of support where staff at Alpine Institute are not qualified, or it is in the Learner’s best interests to seek professional advice. All preferred/suitable external links will be listed on the Learner Support Services Referral List, which is also maintained by the Corporate Services Administration Officer.

Alpine Institute will maintain a resource of services appropriate in supporting Learner need, including services both internal and external to the organisation. Learners will be provided this list on enrolment with Alpine Institute.