



- ✓ Do you train students who face significant barriers to completing their training?
- ✓ Would you like to spend more time helping students who are falling behind?
- ✓ Do you want to better support students you see withdrawing from training?

Learner Support Services may be able to help.

Learner Support Services

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 and complete their qualification by:

- helping them to navigate the training system
- addressing life issues interfering with training
- addressing study skill support needs
- obtaining supports available in the community

While support for students to develop their study skills can be provided, Learner Support Services does not provide Language, Literacy and Numeracy training.

Student Eligibility

Students eligible for LSS are those who are studying a subsidised qualification and have complex support needs interfering with their studies. This includes qualifications listed on the Subsidised Training List or qualification quotas or qualification projects or Skilling South Australia projects or training contracts.

School enrolled students undertaking subsidised qualifications are not eligible for LSS. This includes Training Guarantee for SACE Students, Australian School Based Apprentices and FLO students approved to access a subsidised training place by DIS.

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 which DIS will need to approve 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.

Post Course Transition Support

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

All students accessing a subsidised training place are eligible to be offered this support, regardless of whether they have received LSS during training and regardless of whether they are experiencing any complex issues affecting their transition.

The support will include the same individualised support offered by LSS during training but will have a focus on working with the employer and new worker or with the exiting student and their next training provider.

RTOs can access Post Course Transition Support through establishing an LSS Service Agreement with an LSS Provider.

Where the qualification is being delivered as part of a funded project, RTOs are expected to engage with the LSS provider early to plan how Post Course Transition Support can be most effectively offered and provided to students.

Upfront Assessment of Need - Mentoring Service

Prior to the roll-out of the Upfront Assessment of Need (UAN) process in 2016, LSS Providers participated in an eight-month trial of the UAN. LSS Provider feedback on the design features that would make the UAN most workable for RTOs were incorporated into the final design

LSS providers continue to be 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 or Interskills listed below.

LSS Providers

In 2018-19 four private RTOs are contracted by the Department of State Development to provide LSS to students enrolled with eligible private providers:

ATEC: Angela Edwards or Rob Beckett, 0410 886 270 or 1300 112 832

MADEC: Kate Anderson – 8307 2043

SYC: Diane Brennan 0417 832 204 (Northern Adelaide) or Alexandra Golding 0436 294 547 (Southern Adelaide)

Interskills: Paul Malloy, 0425 533 174 OR Alison Jutilane, 0437 298 954 OR Yvette Wijayasekera, 0429 687 005

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