

## Student Support Policy

Surf Life Saving Western Australia Inc. (SLSWA) supports students to achieve their learning goals and to achieve satisfactory progress towards their learning goals and outcomes of the course.

### LEARNING REQUIREMENTS

If students have any additional needs, these needs can be addressed at the time of your enrolment with our Training and Education Officer. Alternatively, these needs can be discussed directly with the trainer or assessor during the training and assessment.

Particular educational requirements may arise from physical or intellectual disability or behavioural difficulties. Reasonable adjustment during assessment and additional considerations of language, literacy and numeracy may be required. Please advise the trainer/assessor should these need to be considered ahead of the training and assessing so the delivery can better meet the needs of the student.

Additional support can be provided to assist students to navigate the online learning platform should they undertake courses that have an online component.

### SUPPORT

SLSWA have a number of policies and procedures that provide additional support to help provide the student with a clear understanding of the terms and conditions they have entered under their enrolment. The link to these policies and procedures is sent to the student in a confirmation of enrolment email. This email further provides the student with a future reference document.

Enrolled students are sent email reminders of the upcoming course and include, if any change to arrangements or learning e.g. COVID requirements, venue changes.

When students complete units of competency, these are loaded in our aXcelerate database which will trigger an email to the student 60 days prior to the unit expiry date. This ensures the student stays up to date with the requirements of the learning.

### CRITICAL INCIDENTS

SLSWA has a documented **Critical Incident Policy** together with procedures that covers the action to be taken in the event of a critical incident, required follow up to the incident and records of the incident and action taken.

### SLSWA STAFF AWARENESS

SLSWA ensures that the staff members who interact directly with students are aware of the obligations of SLSWA. This information is communicated to staff through inclusion in Staff meetings, inductions and through inclusion of the policies and procedures available.

To request additional support, please contact our Training and Education Officer at [training@slswa.com.au](mailto:training@slswa.com.au) or call on 9207 6666.