

## **Participant Support, Welfare and Guidance**

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We will assist all participants in their efforts to complete our training programmes.

Assistance is available before the programme commences with HEI staff available via telephone or email to answer questions about the course.

Our application process requires our applicants to navigate our website and either provide proof of Language Literacy and Numeracy (LLN) through prior study, or through having successfully undertaken our LLN assessment prior to enrolment.

Should you experience problems with navigating the website, please contact our HEI by telephone or email and we will assist you.

Participants who experience difficulty with the LLN Assessment can contact HEI, again by email or by telephone, but if the participants lack sufficient LLN skills they will be referred to a suitable TAFE near either their work or their home.

The closest TAFE to our Hornsby office is:

Hornsby TAFE, located at  
205 Peats Ferry Rd,  
Hornsby NSW 2077  
Phone 13 16 01

TAFE offers a variety of English classes ranging from

- Statement of Attainment in Beginner English
- Certificate II in Spoken and Written English
- Statement of Attainment in Spoken and Written English

Should you experience difficulties in understanding our course content, please contact HEI by telephone or email and our staff will be able to assist you.

Should you be expecting to experience a problem with the practical assessment, please contact HEI in advance, there is an obligation for all participants to satisfactorily perform CPR on an adult manikin on the ground, this is a nonnegotiable requirement and thus, if you are experiencing an issue that may prevent you from completing this task, you should contact HEI before the assessment day so that our Staff can understand the issue, and if necessary, reschedule the practical assessment day.

HEI can also provide guidance and support on the most appropriate course for you, or potentially your next training course. This is most relevant for those considering a career in Childcare or in General Industry.

Should you be experiencing any other issues or problems, please contact your trainer or Health Education Institute's CEO

If Extra Support or Reasonable Adjustment are recognised by a trainer during face to face training, extra support will be provided on the day of face-to-face training.

Examples may include:

- Additional training time in a one-on-one basis
- Print that is provided in larger fonts
- Rephrase to simple language

Examples of Reasonable Adjustment may include:<sup>1</sup>

- • Providing a verbal assessment
- • Providing additional time for assessment

If the applicant is determined to not be suitable for the course, they should be patiently, and sympathetically explaining the reasons they are not suitable at the moment, and the changes that may need to be undertaken before they are deemed suitable.

Thus, the intention of the screening process is to accept participants into the course who are expected to be fully capable of completing the course, or, have been assessed as needing support and that required support has been identified, arranged and implemented before the course commencement.