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*RTO Provider Code: 6720*

**Student Services and Support**

**Language Literacy and Numeracy (LLN)**

All courses incorporate competency units, which focus on communication skills. In addition language, literacy and numeric support is accessible to all students and can be organised on a case-by-case basis during student orientation day. The enrolment officer can organise required support when required.

All delivery, assessment and instruction are carried out in English unless otherwise stated.

There may be the opportunity available for you for ‘reasonable adjustment’ concerning the assessment process, depending on the level of support you require. This will be determined at the enrolment process.

Centrelink Literacy & Numeracy Training telephone number is 132 850

Some examples of the type of support that we can offer include:

**Literacy**

* Providing essential writing tasks.
* Considering the use of group exercises for assessments.
* Providing examples and models of completed tasks, such as those in the form of video examples and skills sheets for the First Aid course.
* Ensuring that documents and forms are written and formatted in plain English.
* Using clear headings, highlighting certain key words or phrases.
* Providing explanations of all technical terms used.

**Language**

* Presenting information in small chunks and speaking clearly, concisely and not too quickly.
* Giving clear instructions in a logical sequence.
* Giving lots of practical examples.
* Encouraging you to ask questions
* Asking questions to ensure you understand

**Numeracy**

* There is very little numeracy required in the short courses that we offer.
* There is a numeracy standard required for higher qualifications. However, we encourage the use of calculators.

**Reasonable Adjustment**

Reasonable adjustment means adjustments that can be made to the way in which evidence of candidate performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent/not yet competent decisions (and/or awarding grades) should not be altered in any way. That is, the standards expected should be the same irrespective of the group and/or individual being assessed; otherwise comparability of standards will be compromised.

If a student meets essential entry requirements, WA School of Pathology must endeavour to make ‘reasonable adjustments’ necessary for them to complete their course work or demonstrate competency. This may include adjusting the physical environment, student learning materials or the manner that a theory test is completed.

In most situations, a student with a disability will be able to tell WA School of Pathology what he or she needs to be able to study. If necessary, WA School of Pathology should also seek advice from disability areas within government departments or organisations that represent or provide services to people with a disability.

Adjustments may include:

* Modifying educational premises. For example, making ramps, modifying toilets and ensuring that classes are in rooms accessible to the person with a disability.
* Modifying or providing equipment. For example, lowering lab benches, enlarging computer screens, providing specific computer software or an audio loop system.
* Changing assessment procedures. For example, allowing for alternative examination methods such as oral exams, or allowing additional time for someone else to write an exam for a person with a disability.
* Changing course delivery. For example, providing study notes or research materials in different formats or providing a sign language interpreter for a deaf person.

For more information on LLN Support Services, please contact WA School of Pathology

**WA School of Pathology**

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