



POLICY - for Identifying Support and Learning Needs

Purpose



The objective of this policy is to ensure that individual learners at OBA Nursing Academy are provided with the necessary educational and support services required to meet the demands of the training products and maximize learning outcomes. This process ensures that students receive the support needed based on their prior knowledge, skills, and experience in the course they wish to enrol in.

Overview

This policy focuses on identifying the specific support needs of students before their enrolment and ensuring that appropriate support is available throughout their learning journey. The support provided may include but is not limited to:

- Language, Literacy, and Numeracy (LLN) support
- Assistive technology for learning
- Additional tutorials or assistance with online delivery components
- Educational services tailored to the needs of the student cohort
- Access to learning resources to meet the requirements of each unit of competency
- Facilities and equipment necessary for learning, either physical or virtual, to accommodate students' needs

Responsibilities

Academic Manager: Responsible for overseeing the implementation of this policy and ensuring that staff members understand and follow the guidelines.

Trainer/Assessors: Responsible for identifying and addressing student learning needs in the course material and assessments.

Admissions Officer: Responsible for ensuring appropriate support services are considered during the enrolment process and referred to as necessary.

Methods for Identifying Learning Needs

To ensure that students' needs are identified and addressed appropriately, OBA Nursing Academy follows these procedures:

- **Student Enrolment and Needs Assessment:** Review student enrolment forms and identify the specific learning needs and objectives based on their prior knowledge and experience.
- **Orientation and Support Services:** Provide an orientation for students, both new and current, to inform them about the available support services.
- **Feedback Mechanisms:** Provide trainers with feedback sheets to assess the effectiveness of training and allow students to express any difficulties they are facing. This helps identify gaps in learning and provide timely interventions.
- **Regular Meetings with Support Staff:** Ensure trainers and staff have access to support when encountering student difficulties, and schedule interviews or counselling for students facing challenges.
- **Recognition of Prior Learning (RPL) and Credit Transfers:** Offer students the opportunity to apply for RPL or credit transfer for units where they already have competency, either before or after enrolment.
- **Entry Requirements and Course Placement:** Ensure that students are placed in courses that match their academic and language proficiency levels.
- **Complaint and Appeal Process:** Provide a structured process for students to formally or informally address complaints and appeals related to their learning experience.
- **Regular Surveys and Feedback:** Conduct regular surveys and feedback sessions to gather insights on students' learning needs and adapt services accordingly.

Prior Knowledge, Skills, and Experience

OBA Nursing Academy collaborates with accredited RTOs to offer training programs that are tailored to meet the needs of students, taking into account their prior knowledge, skills, and experience in the relevant areas of competence for the course they wish to enroll in. In these collaborations, course credits may be granted through Credit Transfers, in accordance with the **P&P– RPL & Credit Transfer** policy.

Tools & Templates

- **P&P– Recognition of Prior Learning & Credit Transfer**

Responsibility

Admissions Officer / Trainer & Assessor

Output

Recognition of the student's prior knowledge, skills, and experience, with course credits granted through Credit Transfers.

Continuous Improvement

OBA Nursing Academy is committed to continually improving its services to better meet the learning needs of students. This includes:

- Conducting regular staff meetings to assess and improve student services, training materials, and learning resources.
- Regularly reviewing the curriculum and resource materials to ensure that students are receiving up-to-date, high-quality content.
- Providing professional development opportunities for trainers to enhance their understanding of the training and improve student outcomes.

For inquiries regarding our Identifying Support and Learning Needs policies, please contact our Administration Team via email at enrol@obana.com.au or via WhatsApp: +61 417 368 940