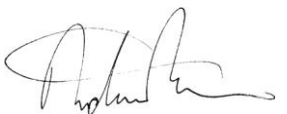


**PARTICIPANT SUPPORT SERVICES**

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**This policy should be read in conjunction with the MT Intervention Strategy Policy**

## **PURPOSE**

This policy is to confirm and inform stakeholders of MT's commitment to assisting all Apprentice/Trainees to achieve successful completion of their qualification and licenses through the provision of quality training and support services.

## **POLICY**

It is the policy of MT to provide, as appropriate, internal or external support for all Apprentice/Trainees.

No charge is made by MT to the Apprentice/Trainee for referral to appropriate external support services and every effort will be made to access free or low cost services. The Apprentice/Trainee should be aware that costs directly associated with the support service will be payable by the Apprentice/Trainee. MT will assist the Apprentice/Trainee to access appropriate funding or medical benefit rebates as may be available from time to time.

Where an Apprentice/Trainee requires assistance in an area or for an issue not listed below MT will make all reasonable attempts to locate and refer the Apprentice/Trainee to appropriate assistance in a timely manner.

## **INTERNAL SUPPORT SERVICES**

### **Clients who speak English as a Second Language**

MT Trainers are experienced in working with people from culturally diverse backgrounds for whom English is not their first language.

The Trainers have developed a range of practical devices to assist in overcoming the language barrier. These include pictures and diagrams. Where appropriate, and in consultation with the Registered Training Organisation, Apprentice/Trainees will be assisted to access additional English Language programs.

### **Literacy and Numeracy**

MT Trainers are experienced in working with people who require some assistance with literacy and numeracy.

Where the training package rules allow for oral assessments and an Apprentice/Trainee's particular needs require oral assessment Trainers will negotiate with the Registered Training Organisation that those assessments be made available to the Apprentice/Trainee.

Where identified as required and in negotiation with the Registered Training Organisation and Apprentice/Trainee referral to an appropriate level of Literacy and Numeracy program will be arranged either internally with the Registered Training Organisation or externally with an alternative Registered Training Organisation.

MT will generally use TAFE SA for Apprentice/Trainee referrals in relation to

Language, Literacy and Numeracy.

Contact details will be dependent upon location and the TAFE SA website URL is [www.tafe.sa.gov.au](http://www.tafe.sa.gov.au)

### **Personal Counselling**

MT Trainers and staff are not qualified counsellors and **will not** provide personal counselling. Please see below for information regarding referral to an appropriate external counselling service.

### **Academic/Skills Coaching**

MT Trainers and Employers are tasked with providing academic and skills coaching to ensure that an Apprentice/Trainee successfully completes their qualification.

Where an Apprentice/Trainee requires additional academic and/or skills support the Field Officer in negotiation with the Registered Training Organisation will put in place additional learning framework for the Apprentice/Trainee.

### **Recognition of Prior Learning (RPL) & Credit Transfer (CT)**

MT Trainers will ensure that the contracted Registered Training Provider provides Recognition of Prior Learning & Credit Transfer for all MT Apprentice/Trainees.

MT Trainers will provide assistance to Apprentice/Trainees to prepare for and complete Recognition of Prior Learning or Credit Transfer.

### **Employment Guidance/Mentoring**

MT Trainers and staff will provide Apprentice/Trainees with career mapping assistance.

### **Library Services**

If required Assistance will be provided to Apprentice/Trainees to register for and use the services of an appropriately located library facility to support their learning.

Assistance will be provided in identifying and accessing appropriate web based information sources.

### **EXTERNAL SUPPORT SERVICES**

No charge is made by MT to the Apprentice/Trainee for referral to appropriate external support services and every effort will be made to access free or low cost services.

The Apprentice/Trainee should be aware that costs directly associated with the support service will be payable by the Apprentice/Trainee. MT wherever possible will assist the Apprentice/Trainee to access appropriate funding or medical benefit rebates as may be available from time to time.

#### **1) Academic/Skills Coaching and Language Literacy & Numeracy**

*Please refer to dot points 2) and 4) Internal Services*

MT Trainers and Employers are tasked with providing academic and skills coaching to ensure that an Apprentice/Trainee successfully completes their qualification.

Where an Apprentice/Trainee requires additional academic and/or skills support the Field Officer in negotiation with the Registered Training Organisation will put in place or refer the Apprentice/Trainee for additional learning that may include but not be limited to:

- literacy and numeracy,
- English language,
- mathematics,
- manipulative skills.

This support is arranged on an as needs basis.

## **2) Personal Counselling**

MT will assist Apprentice/Trainees to access appropriate counselling options. As MT Trainers/staff/contractors are not qualified counsellors this service is not available in-house.

Generally, Apprentice/Trainees less than 18 years of age are referred to Child and Youth Health Services for personal counselling. Parental/Guardian consent is required unless the matter falls within the Children's Protection Act.

Adult Apprentice/Trainees registered with Centrelink may wish to speak with their Centrelink Case Manager for referral to an appropriate agent.

MT will generally use Relationships Australia for personal counselling.

Relationships Australia offers Assistance Programs for work or personal issues, Crisis Response and a range of other consultancy and training services to individuals on a fee for service basis.

Consultancy services include team interventions, management and leadership coaching, organisation and personal stress management, conflict resolution, formal referral, investigations and psychological assessment.

Contact Details for Relationships Australia are:

Address : 55 Hutt Street  
Adelaide SA 5000  
Phone : 08 8223 4566  
Fax : 08 8232 2898  
URL : <http://www.rasa.org.au/RASA/MenuBar/ContactUs/Office%20Details.aspx>

## **3) Financial Counselling**

MT will assist Apprentice/Trainees to access appropriate counselling options.

Adult Apprentice/Trainees registered with Centrelink and facing financial issues should be referred to their Case Manager.

Apprentice/Trainees less than 18 years of age, without family support, should be referred to Child and Youth Health Services.

**4) Interpreters & Scribes**

Both of these services can be coordinated in collaboration with the Registered Training Organisation on behalf of the Apprentice/Trainee.

**5) Quality Child Care Or Outside School Hours Care**

MT Trainers and staff will assist Apprentice/Trainees to source appropriate quality child care or outside school hours care if required. The cost of child care or outside school hours care will be the responsibility of the Apprentice/Trainee.

**6) Mediation Services**

South Australian Dispute Resolution Association  
Phone: 0404 766 990  
Email: [info@sadra.or.au](mailto:info@sadra.or.au)  
GPO Box 540, Adelaide 5001

is MT's preferred provider and one of the options available to Apprentice/Trainees that provides access to trained and qualified mediators to work with them to resolve complaints and appeals associated with MT or other issues.

**7) Legal Services**

MT will provide assistance in the identification of appropriate legal services such as:

Legal Service Commission of SA : 1300 366 424  
Legal help Line Mon-Fri 9am-4.30pm

Youth Legal Service : 75 Wright Street  
Adelaide SA 5000  
Phone : 08 8463 3530

**8) Addiction Support Services**

Where an Apprentice/Trainee has been identified as or has identified themselves as requiring assistance in regards to an addiction MT will assist them to access an appropriate service.

## **PROCEDURE**

Support Services may be provided without the implementation of the Intervention Strategy.

Where it is the consensus of the Apprentice/Trainee, Field Officer and where appropriate the Registered Training Organisation the Intervention Strategy should be implemented immediately.

## Awareness

All Apprentice/Trainees, employees and contractors will be informed of the Apprentice/Trainee support services policy and process at induction.

## Facilitating Support Services

1. Where an Apprentice/Trainee is identified as needing assistance or requests assistance the Field Officer is to determine the level of support needed and the level of risk to the Apprentice/Trainee's capacity to successfully achieve their qualification.

Where the support level is determined to be minor and the Apprentice/Trainee would realistically be expected to achieve their qualification without deferment of their studies or Contract of Training the supports may be arranged without the implementation of the Intervention Strategy.

Where all or any of the issue, support and/or level of risk for the Apprentice/Trainee is determined to be medium to high the Intervention Strategy must be implemented.

2. Where the Intervention Strategy is not implemented and appropriate supports can be provided by MT or in conjunction with the Registered Training Organisation the Field Officer is to inform the CEO who will authorise the supports.
3. Where the level or type of support requires referral to an external specialist provider the Field Officer is to inform the CEO who will authorise the supports and:
  - ensure that the Apprentice/Trainee is fully aware that MT will provide the referral to the provider at no cost to the Apprentice/Trainee, however, the Apprentice/Trainee will be responsible for all cost associated with the support service.
  - provide the Apprentice/Trainee with appropriate options for specialist providers.
  - authorise the referral and make appropriate arrangements in collaboration with the Apprentice/Trainee.
4. The Field Officer will document the details of assistance.
  - Where the assistance is related to the Apprentice/Trainee's academic performance i.e. LLN, ESL etc concise objective notes regarding the issues will be recorded regarding the relevant issues.
  - Where the assistance is related to personal issues i.e. financial counselling, personal/family problems, addiction etc the Apprentice/Trainee's written permission must be sought prior to documenting that information in any manner. If the Apprentice/Trainee does not provide permission recording of details is not to occur.
  - Privacy and records management principles must be applied to Apprentice/Trainee support services.

### External Support Requiring Deferment of Training Contract

Where an Apprentice/Trainee requires support or additional learning that necessitates the deferment of indenture/training contract application must be made to Traineeship and Apprenticeship Services using the Application for Variation to Training Contract Form.

If the Apprentice/Trainee does not return to complete their studies within the given period of time the RTO must provide to the Apprentice/Trainee in a timely manner a Statement of Attainment for the units for which competence was achieved.

### Counselling versus Coaching

Counselling is a specialised and licensed profession for which specific qualifications, experience and insurances are lawfully required.

Coaching is the provision of support and training to an individual in regards to their professional learning and development within a workplace or learning environment.

All MT employees involved in supporting the Apprentice/Trainee must keep in mind that they are:

- professionals who can provide mentoring assistance directly related to training;
- not qualified professional counsellors and therefore MT does not endorse, require or expect them to provide counselling of any type. All counselling support must be referred to external specialists. Employees engaging in counselling may be subject to disciplinary action.

MT Trainers are not qualified counsellors and therefore there is not an expectation that they have the capacity to identify personal or financial issues. However, the relationship between a Field Officer and an Apprentice/Trainee should be one of openness and trust and if an Apprentice/Trainee confides issues to their Field Officer the Field Officer is responsible for encouraging and assisting the Apprentice/Trainee to access appropriate assistance.

## RESPONSIBILITY

### Trainers

It is the responsibility of Trainers to, within reason and with the collaboration of Employers and the Registered Training Organisation:

- identify Apprentice/Trainees who are having difficulties in achieving appropriate learning and progress levels;
- facilitate support and intervention at the earliest possible time.

### CEO

It is the overall responsibility of the CEO to ensure that:

- all employees, contractors, Apprentice/Trainees and Employers are informed of the availability and type of Apprentice/Trainee support services at induction;
- the provision of support services to Apprentice/Trainees is fairly, equitably and professionally provided in a timely manner.

### **Apprentice/Trainees**

It is the responsibility of the Apprentice/Trainee to assist MT in the provision of support services by identifying learning, language or other supports they may require to their Field Officer as soon as possible and to accept assistance offered.

### **Children's Protection**

Under the Child Protection Act 1993 it is the legal duty of care of all employees working with minors to notify appropriate authorities of suspected Child abuse. This is called Mandated Notification and all people working/volunteering with young people below the age of 18 years must undertake and keep updated this training. It is the staff member's responsibility to comply with this requirement. No internal records or conversations conducted regarding such issues are permitted.

### **ACCESS**

All MT Apprentice/Trainees have access to fair, equitable, professional and timely support mechanisms and networks.