
ACCESS, EQUITY & SUPPORT PROCEDURE

APPRENTICESHIPS ARE US
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ACCESS, EQUITY & SUPPORT PROCEDURE

General

All Apprenticeships Are Us staff believe Access and equity should be considered in all stages advertising of apprenticeships, through to placement and post placement support.

1.1. Identify the need

Apprenticeships Are Us provides all apprentices with sufficient, clear and accurate information regarding support services available prior to the commencement of their apprenticeship via our [Apprentice Induction Booklet](#).

Through the provision of fair, accessible and equitable training Group Training services, Apprenticeships Are Us ensures that all participants have every reasonable opportunity to complete their apprenticeship.

Individual and group learning needs will be identified through:

- Apprenticeships Are Us Aptitude Test
- Observation of the apprentices progress during the course of their apprenticeship
- Participant feedback obtained during the course at the prescribed RTO

1.2. Address the need

Apprenticeships Are Us provides quality group training services that are inclusive and meet client needs. To ensure all apprentices have access to these services, Apprenticeships Are Us has support programs available for learners requiring additional support.

Examples include, but are not limited to;

Language, Literacy and Numeracy Assistance

- The provision of additional facilitator support through our registered LLN coaches
- The selection or development of alternative learning and assessment methods
- Referral to a suitable organisation providing English language, literacy or numeracy tuition (to be externally sourced)

LLN coaches

Apprenticeships Are Us have two nominated LLN Coaches who both hold a minimum of the Certificate 4 in TAE (40110) and have trained in the additional units required of;

TAELLN401A – Address adult language, literacy and numeracy Skills

These two LLN Coaches are;

1. **Michael Wentworth**, and
2. **Brent O Connor**

Physical Disability and Impairment

- The preparation of appropriate seating arrangements
- The provision of additional practice time
- The use of visual aids
- Documents in large print
- Ergonomic work environments

Grievance Procedure

If at any time during the Training and/or Assessment program participants are concerned about any part of the process, they can access the Complaints & Grievance Procedure.

Apprenticeships Plus encourages apprentices to raise matters of dissatisfaction with the person responsible for conducting pastoral care monitoring for example. Following this the CEO can be accessed.

For further information on the grievance process, refer to the ***Complaints & Grievances Procedure***.

1.3. Evaluate the need

Apprenticeships Plus takes a systematic approach to the evaluation of mentoring support, including the provision of accessible and equitable client services.

Evaluation takes into account access and equity principles, including the mentoring of practical skills developed by the apprentice. Apprenticeships Plus evaluates the provision of accessible and equitable practical training at all stages of apprenticeship through consistent monitoring on the job.

In the event where a participant would need assistance with Language, Literacy, Numeracy area recommend the following support agencies for further assistance or information, if required.

Reading and Writing Hotline

Telephone: 1300-655-506

Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call from anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

New Apprenticeship Centres

Telephone: 1800 639 629
Website: <http://www.australianapprenticeships.gov.au/>

The Australian Apprenticeship Centre will be able to advise you.

Adult Migrant English Services (AMES)

Telephone: 1800 114 707
Website: <http://ames.edu.au/>

This organisation offers assistance with the focus on assisting trainees with English as a second language.

REFERENCES

Apprenticeships Are Us – Policies and Procedures
Apprenticeships Are Us Aptitude Test

Yours Faithfully

Michael Wentworth
Chief Executive Officer

DOCUMENT CONTROL

Version	Authorized by	Authorization Date	Sections	Amendment
1			All	N/A
2	M Wentworth	01.02.2018		Change of CEO