



Learner Support and Inclusion Policy

Policy Name

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Version

1.0

Effective Date

1 July 2025

Review Date

1 July 2026

Policy Owner

Compliance Manager / Student Support Officer

Related Standards

Outcome Standards 1.6, 1.7; Compliance Requirements 5, 6

1. Purpose

To ensure NUA Learn provides equitable access to education and support for all learners, including those with diverse needs or requiring reasonable adjustments to engage successfully in training and assessment.

2. Scope

Applies to all learners enrolled in nationally recognised training with NUA Learn, including school-aged students, learners with disabilities, individuals from culturally and linguistically diverse (CALD) backgrounds and those experiencing hardship or disadvantage.

3. Policy Statement

NUA Learn will:

- Identify and support learners' individual needs through proactive engagement
- Provide access to reasonable adjustments and tailored learning support plans
- Ensure all staff understand their responsibilities in learner support and inclusion
- Promote inclusive practices and remove barriers to participation

4. Learner Support Strategies

- Language, Literacy, and Numeracy (LLN) and Digital Literacy (DL) assessment at enrolment utilising LLN Robot
- Individual Education Plans (IEP) for students with disability or additional needs identified during Enrolment Interview and Pathway Planning process
- Flexible delivery arrangements and reasonable assessment adjustments
- Access to mentors, wellbeing check-ins with Paul Peacock (Wellbeing Lead) and counselling referrals
- Provision of assistive technologies and learning aids where applicable

5. Inclusive Practice Commitments

- Use inclusive language, examples and culturally responsive resources
- Provide professional development for trainers in inclusive education strategies
- Ensure learning environments (physical and online) are accessible and safe
- Collaborate with families, carers or external professionals where appropriate

6. Responsibilities

Role	Responsibility
Compliance Manager	Oversee implementation of learner support policies and procedures
Student Support Officer	Coordinate individual learning plans and support access
Trainers and Assessors	Identify learner needs, provide inclusive delivery and apply reasonable adjustments
All Staff	Uphold inclusive practice and refer learners for additional support when needed

7. Monitoring and Review

Learner support cases and adjustments are logged and reviewed each term. Annual review of learner engagement, outcomes and feedback informs continuous improvement of inclusion strategies.

8. Related Documents

- Learner Support Referral Form
- Individual Education Plan Template (IEP)
- LLN Assessment and Review Checklist
- Reasonable Adjustment Register
- Complaints and Appeals Policy
- Privacy and Confidentiality Policy