

## **Support for Disadvantaged Learners**

### **Contact us**

To contact the Student Support Officer please call us on (02) 4962 3345 or email [admin@danielsassociates.com.au](mailto:admin@danielsassociates.com.au).

Daniels Associates is dedicated to fostering an inclusive learning environment that supports disadvantaged learners from marginalized groups, including Indigenous Australians, LGBTI individuals, older persons, culturally and religiously diverse students, and individuals of all genders and sexual orientations. This program ensures that all students receive the necessary resources and support to succeed in their educational journey.

### **Financial Assistance**

- Student fee support and fee waivers may be applicable through Smart and Skilled and Skilled assured.
- Fee assistance and payment plans for students experiencing financial hardship.

### **Academic Support**

- One-on-one tutoring and mentoring support.
- Tailored learning plans to accommodate individual learning needs.
- Alternative assessment methods (reasonable adjustment) for students requiring accommodations.

### **Well-being and Counselling Services**

- Our student support officer can refer you to an appropriate counselling service for mental health and well-being.
- Peer support groups for students from marginalized backgrounds.
- Access to external support networks and community organizations.

### **Flexible Learning Pathways**

- Online and remote learning options for students facing accessibility barriers.
- Recognition of prior learning and life experiences in course progression.
- Support for elder learners re-entering education.

### **Aboriginal and Torres Strait Islander Learner support.**

We can provide initial support and advice to Indigenous and South Sea Islander participants and if needed help you find an appropriate support service provider. Our aim is to increase the successful participation in our qualifications.

### **Learner Support Advisor.**

The Learner Support Advisor is available support your study and we can offer the following support and referral advice:

- Help you understand funding and student fee and eligibility
- Help you choose a course or program that's right for you
- Provide representation, negotiation and support for educational concerns
- Provide career guidance and pathways or refer you to an appropriate provider
- Help you with health or welfare issues which may be negatively affecting your studies by referring you to the appropriate outside service
- Help you with personal support by referring you to the appropriate outside specialised professionals and support services
- Help you with your time management advice with your studies and balance other priorities
- Provide you support with harassment and grievance issues

### **Literacy and Numeracy support**

Literacy and numeracy courses are available to you if you are experiencing difficulties in these areas. At enrolment participants are interviewed and enrolled into a unit which will cater for their needs (vocational, employment or workplace focus. Numeracy needs are also catered for in unit form.

Should you require literacy and/or numeracy support, please contact the Learner Support Officer. Adult Literacy information is available at:

NSW Literacy and Numeracy Council

<http://www.nswalnc.uts.edu.au/courses.htm>

QLD Council for Adult literacy

<http://www.qcal.org.au/history.htm>

ACT Office of International and Multicultural Affairs

PH: (02) 6205 0324

VIC Adult Literacy Basic Education Council

<http://www.valbec.org.au>

SA South Australian Council for Adult Literacy

<http://www.sacal.sa.edu.au>

WA Western Australia Community Adult Literacy Foundation

<http://adult-literacy.net>

### **Disability Support:**

Daniels Associates supports the participation of people with a disability in vocational education and training. Our Policy and Procedure endorses our commitment to respond to and be inclusive of the diversity of learners and prospective learners and to maximise access, participation and outcomes for people with a disability. A copy of the policy is held with the Disability Services Officer.

Disability Services supports Learners who may have a disability which is temporary or permanent and may affect their ability to achieve competency in any Daniels Associates program.

Disability in this context does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as impaired vision managed by wearing glasses or lenses.

If you require disability support please contact our Student Support Officer for advice and possibly referral organisations to support your learning needs.

### **Reasonable adjustments**

Disability Services is able to offer Learners with disabilities a range of reasonable adjustments. Reasonable Adjustments reduce the impact that a particular disability has on the student and maximise the opportunities for success. They do not provide an unfair advantage and are targeted specifically to meet an individual student's need.

Some examples of reasonable adjustments are:

- Provision of adaptive/assistive equipment, technology and software
- Alternative arrangements for assessment including provision of additional time, providing an examination reader or scribe, allowing a learner to use a computer, providing oral assessment
- Flexible enrolment, attendance and mode of delivery
- Learning materials provided in alternative formats such as electronic, large print, audio or braille
- Provision of tutors, disability coaches and support workers to assist the learner
- Provision of Auslan interpreters or note takers for deaf or hearing impaired students.

Prior to or after commencing your qualification with Daniels Associates, students may work with the Student Support Officer and your allocated workplace trainer to develop an Individual Management Plan, which will provide information on support needs to help achieve training goals.

### **Equity and diversity.**

At Daniels Associates, we are committed to fostering an inclusive, equitable, and diverse learning environment where all students, staff, and educators feel valued and empowered. We believe that education is a powerful tool for breaking down barriers and creating opportunities for individuals from all backgrounds.

Our programs are designed to support learners of diverse abilities, identities, and experiences, ensuring that everyone has access to quality education. We actively promote fairness, respect, and cultural awareness in our curriculum, policies, and teaching practices.

We embrace diversity as a strength and are dedicated to continuous improvement in our approach to equity. Through ongoing collaboration, training, and engagement with our community, we strive to create a learning space where differences are celebrated and every individual can feel comfortable and included in the program.

### **Harassment**

If another person's behaviour towards you makes you feel frightened, offended, angry or humiliated, then maybe you are being harassed. The Student Support Officer can assist you by provide confidential support and advice to any student experiencing harassment.