# Participant Support Policy

## Policy Ref

PN53

## Purpose

This policy outlines the support services available to course participants and to ensure that all course participants are aware of how to access these services.

## Scope

This policy applies to all training provided by AMOSC to participants enrolled in our International Maritime Organisation (IMO) accredited courses, or our "Additional Qualification" courses.

## Policy

### Support philosophy

AMOSC is committed to ensuring that all course participants receive adequate learning support to ensure their full potential is reached.  Therefore, AMOSC ensures that:

a)  All course participants are provided with the opportunity to emphasise learning and support requirements prior to entry and upon commencement of an AMOSC course.

b)  All course participants are made aware of how to access the services they require to successfully complete their training and assessment program.

### Needs identification

2.1  Course participants' needs are identified upon entry into their course of study.  Information to make this assessment is gathered through:

a)  Information provided by the course participant on the enrolment form.

b)  Inviting each participant to highlight learning needs via the pre-course email sent from AMOSC administration.

c)  Discussion with the course participant during their induction to the program.

d)  Developing an individual Assessor-Participant Agreement for each course participant.

### Learning support

All course participants are provided with a range of learning support options and resources to help them achieve competency.  This includes:

a)  Mentoring from appropriately qualified trainers.

b)  Referral to external support services.

### Additional support services

AMOSC recognises that all people learn differently and acknowledge that some course participants may require additional support.  Additional support can be arranged, at the participant's expense, for any course participants experiencing:

a) learning disability issues;

b) language barriers;

c) language, literacy and numeracy issues;

d) any other issues that may affect their ability to achieve their training goals.

Such support services include:

a) Learning Support Services

b) Language Interpreter Services

For further information, AMOSC are able to provide the Course Participant Support Services Guide.

Where there is perceived difficulty in achieving learning goals, AMOSC will discuss these issues with the course participant prior to the course commencement.  The course participant will be provided with information about possible alternative pathways, additional tools and resources available, and options and choices for accessing a supportive network. The information provided will vary depending on the individual needs of the course participant.

### Accessing services

Course participants wishing to access support services should discuss this with the AMOSC office prior to the course commencement. If deemed appropriate, and pending accessibility of such support services, AMOSC will arrange the agreed services for the course participant, at the expense of the participant.

Course participants who identify that they wish to access support services after the commencement of the course should discuss their requirements with the Course Director. If deemed appropriate, and pending accessibility of such support services, AMOSC will arrange the agreed services for the course participant, at the expense of the participant.

## This document is controlled

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