

### Support Services

Should you require additional support during the program, please advise your Trainer who will refer you to an appropriate support service. We will endeavor to provide welfare and guidance to all students/course participants wherever possible or direct you to external support services.

This may include:

- Pre-Program interviews
- Provision for special learning needs
- Provision for special cultural and religious needs
- Recognition of Prior Learning (RPL) and Credit Transfer
- Flexible learning options
- Alternative assessment strategies
- Review of payment schedules when requested
- Training premises accessible for people with disabilities

### Language, literacy and numeracy

All applicants will be required to undergo assessment for language, literacy, numeracy or skills testing prior to enrolment. This is conducted to identify support services that we may need to supply in order for students to successfully complete their qualification. National Training Services does not provide specific Foundation Skills Programs. Where a Foundation Skills Program is required, National Training Services will refer students to appropriate external services.

### Equal Opportunity

The Institute does not tolerate behaviour from students or staff that contravenes the legislation pertaining to sex discrimination, sexual harassment, racial vilification or bullying.

### Course Related Support Services

Students experiencing difficulty with learning and assessment or those requiring support with their studies in general can contact the Training Manager or one of the program managers listed below.

Training Manager	Julie van Belkom (03) 9988 7948
Manufacturing Programs	Glenn Ryan (03) 8669 1530
Fashion Programs	Jacqui Morel (03) 8669 1530
Building Construction Programs	Paul Tutin (03) 8528 2682
Gas Supply Industry Operations Programs	Remco Pen (03) 9770 8842
<b>External Support Services</b>	
Adult Migrant English Service (AMES)	<a href="http://www.ames.net.au/contact">http://www.ames.net.au/contact</a>
Beyond Blue	1300 22 4636 <a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>
Employment information	<a href="#">Business Victoria</a> <a href="#">Fair Work Commission</a> <a href="#">Fair Work Ombudsman</a>
Equal opportunity	<a href="#">Victorian Equal Opportunity &amp; Human Rights Commission</a>
Financial Counselling Helpline	1800 007 007 9.30am – 4.00pm, Monday-Friday Manage Debt, Find a Financial Counsellor
Fire, ambulance and police emergency	Phone 000
Legal assistance	<a href="#">Fitzroy Legal Services</a> <a href="#">Law College of Victoria</a>
Life Line 24 hour Counselling, Advice and Referral Services	Phone 131 114
Occupational Health & Safety	<a href="#">WorkSafe Victoria</a>
Relationships Australia	1300 364 277 <a href="http://www.relationships.org.au">www.relationships.org.au</a>
RTO registration	<a href="#">Australian Skills Quality Authority</a>
Translating and Interpreting Service	Phone 131 450
Travel	<a href="#">Public Transport Services</a>
Victorian Adult Literacy and Basic Education Council (VALBEC)	<a href="#">Victorian Adult Literacy and Basic Education Council</a>
Victorian Skills first Funding Information	<a href="#">Victorian Skills First Funding</a>
Wages, housing, health and more useful information	<a href="#">Youth Central</a>