



RTO Code: 40921

## Support services available for students

SCA's provides free and confidential support services to students and staff. Services include disability support, information, resources, counselling, student wellbeing and referral services which meet individual student needs.

Support services include, but are not limited to;

### Welfare and Guidance Services

Welfare and guidance are available to all students, and students are encouraged to seek the help from the Academy Director should they need it throughout their learning. The following Contact numbers may be useful for students:

- *Head Space* : [info@headspace.org.au](mailto:info@headspace.org.au)  
03 9027 0100
- *Ambulance*: 000
- *Shellharbour Medical Centre*: 02 4297 0037
- *Wollongong Medical Centre*:  
02 4254 2600
- *Lake Illawarra Police*:  
02 4232 5599
- *Centre link: General Enquires*  
132 468
- *Dept. Fair Trading*: 13 32 20

### Language, literacy & numeracy skills

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach SCA will:

- Assess a student's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training;
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to students about the details of the language, literacy and numeracy assistance available.
- Refer students to external language, literacy and numeracy support services that are beyond the support available within SCA and where this level of support is assessed as necessary; and



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- Negotiate an extension of time to complete training programs if necessary.

Please discuss with the Academy any specific requirements that we may be able to assist with.