

Student Support Services

Support Services

Student Support Services is a wide a wide variety of educational services provided to students in the effort to assist and support students during their time with NTS.

Should you require you require additional support during the program, please advise your Trainer or Program Manager 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 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.

Access and Equity

National Training Services 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.

Finance & Administration Manager	Stuart Tyson (03) 9988 7949
Manufacturing Programs	Rory Ryan (03) 9988 7983
Building Trade (Waterproofing, Formwork, Concreting)	Ellie Lees (03) 9988 7989
Building Construction Programs	Laura Issa (03) 9988 7948
Gas Supply Industry Operations Programs	Remco Pen (03) 9770 8842
External Support Services	
Adult Migrant English Service (AMES)	http://www.ames.net.au/contact
Beyond Blue	1300 22 4636 www.beyondblue.org.au
Employment information	Business Victoria Fair Work Commission Fair Work Ombudsman
Equal opportunity	Victorian Equal Opportunity & Human Rights Commission
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	Fitzroy Legal Services Law College of Victoria
Life Line 24 hour Counselling, Advice and Referral Services	Phone 131 114
Occupational Health & Safety	WorkSafe Victoria
Relationships Australia	1300 364 277 www.relationships.org.au
RTO registration	Australian Skills Quality Authority
Translating and Interpreting Service	Phone 131 450
Travel	Public Transport Services
Victorian Adult Literacy and Basic Education Council (VALBEC)	Victorian Adult Literacy and Basic Education Council
Victorian Skills first Funding Information Wages, housing, health and more useful information	Victorian Skills First Funding Youth Central