SELF-PACED LEARNING POLICY & PROCEDURE

POLICY NAME	Self-Paced Learning Policy and Procedure
POLICY PURPOSE	This policy outlines InterCare Training's approach to the delivery, monitoring, and support of self-paced courses. It ensures that Students engaging in flexible, self-directed learning are provided with clear structure, appropriate resources, and consistent support to achieve successful outcomes, in alignment with the Standards for RTOs 2025.
POLICY APPLIES TO	☐ Staff Only ☐ Students Only ☒ Staff and Students
POLICY STATUS	☒ New Policy ☐ Revision of Existing Policy
PREPARED BY	Compliance Manager
APPROVED BY	CEO
APPROVAL DATE	July 2025
EFFECTIVE DATE	July 2025
DATE OF NEXT POLICY REVIEW *	As required
RELATED STANDARDS, ACTS AND LEGISLATION, GUIDELINES AND LOCAL PROTOCOLS, STATE GOVERNMENT FUNDING CONTRACTS AND REGISTERING BODIES	SNR 2025

* Unless otherwise indicated, this policy will still apply beyond the review date

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PURPOSE

This policy outlines InterCare Training's approach to the delivery, monitoring, and support of self-paced courses. It ensures that Students engaging in flexible, self-directed learning are provided with clear structure, appropriate resources, and consistent support to achieve successful outcomes, in alignment with the Standards for RTOs 2025.

SCOPE / APPLICATION

This policy applies to:

- All Students enrolled in self-paced courses at InterCare Training

- All InterCare staff involved in enrolment, delivery, Student support, and administration of self-paced programs

RELEVANT STANDARDS, ACTS AND LEGISLATION

- Standards for Registered Training Organisations 2025

- National Vocational Education and Training Regulator Act 2011 (Cth)

- Australian Qualifications Framework (AQF)

- Privacy Act 1988 (Cth)

DEFINITIONS

Self-Paced Learning: A flexible mode of study where Student progress through course materials and assessment at their own pace, within a duration set the by the RTO and with ongoing support from trainers and training support team.

Training Plan: A structured document that outlines the units of competency to be completed, trainers/assessors, the expected timeframes and the types of assessments required for each unit of competency.

Learning Management System (LMS): An online platform used to access course materials, assessments and communication between Students and trainers and assessors.

Pre-Training Review (PTR): A process used to access a prospective Student's suitability for a course, including their prior learning, support needs and goals to enrol in this course.

LLND Assessment: A Language, Literacy, Numeracy and Digital skills assessment used to determine whether a Student has the core skills required to successfully engage and complete the course.

POLICY

InterCare Training is committed to providing flexible, Student-centred learning options through self-paced delivery. These courses are designed to allow learners to manage their study time while maintaining access to structured learning resources, trainer support, and progress monitoring. InterCare ensures that quality and compliance standards are upheld in self-paced offerings.

This approach is underpinned by the following key principles:

- Students can learn at their own pace within a defined course duration and support framework.

- Trainers and support staff are available at set intervals to assist Students with learning and assessment.

- Student progress is regularly monitored and supported to minimise disengagement or non-completion.

- All training and assessment activities meet Training Package requirements and regulatory standards.

- Placement is not guaranteed, and Students are required to source their own work placement and must be approved by our Work Placement team to ensure they meet all the requirements.

PROCEDURE(S)

Enrolment Confirmation

- All prospective Students must submit a fully completed Enrolment Form and requested evidence, including the Pre-Training Review (PTR) and any RPL or Credit Transfer requests discussed with a Sales Representative.

- This qualification is delivered in a self-paced format, allowing Students the flexibility to manage their study around personal and professional commitments. Self-paced learning means Students can progress through their course materials and assessments independently, within the overall course timeframe, while still having access to trainer support and structured guidance as needed.

- Students may enrol from any location but must source their work placement within Victoria, Queensland, or South Australia at an InterCare-approved facility within a 1-hour radius of the main campus.

- Students are responsible for securing their own work placement and must meet standard facility entry requirements. While InterCare does not collect or verify these documents, Students must be prepared to provide the following directly to their placement provider:

  - COVID-19 vaccination

  - Influenza (Flu) vaccination

  - National Police Check

  - Working with Children Check (WWCC)

  - NDIS Worker Screening Check

- Meeting these requirements is essential not only for completing Work Placement but also for working in the sector post-training. InterCare encourages Students to plan ahead and obtain these clearances early to avoid delays.

- To successfully complete this Self-Paced course online, Students must have access to:

  - A desktop or laptop computer (mobile-only access is not sufficient)

  - Stable internet connection (WiFi)

  - Basic digital skills, including the ability to:

    - Use web browsers and email

- ▪ Save, upload, and submit documents (Word, PDF, video)

- ▪ Participate in video calls and record and upload video files

- Upon submission of the enrolment form, Students receive a link to complete the LLND quiz via LLN Robot. This must be completed before enrolment can be confirmed.

- Upon meeting the enrolment requirements, Students will receive a Digital Orientation Pack, followed by a personal induction call from Allocations team. This call provides an overview of:

  - o Cloud Assess online learning platform

  - o Course structure and requirements

  - o Assessment process and support services

- Digital Orientation Pack includes the following:

  - o Contact details for trainers and assessors

  - o Information about support services (wellbeing, counselling, disability)

  - o Troubleshooting tips for system access

  - o FAQs for self-help links

- Additional orientation materials are accessible on the Cloud Assess 'Community Page'.

- Upon enrolment, Students will also receive:

  - o Welcome email and login credentials to the Cloud Assess (LMS)

  - o A Training Plan outlining unit timelines and expectations

  - o Contact details for Trainers and Support team

  - o An invoice with fees for the course and Direct Debit Form (if applicable)

Learning Access and Course Materials

- Learning and assessment resources are provided via InterCare Training's LMS – Cloud Assess.

- As this is a self-paced course, all units for the qualification are unlocked upon LMS access, allowing Students to progress at a pace that suits their individual needs provided and complete it within the maximum course duration allowed for the respective course.

- Additional resources include:

  - o Student Handbook (available online)

  - o Orientation Pack

  - o Practical Requirements Summary

  - o Wellbeing and mental health resources

  - o Self-help and FAQ pages

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Prepared by:	Compliance Manager	Review Date:	As required	Version Date:		July 2025
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Role Play Assessments

- Students may be required to involve up to three additional participants to assist with role play assessments.

- These participants must be available, willing to assist, and provide consent to being recorded.

- Participants should be appropriate for the scenario considering age, ability, and realism in role portrayal.

- Specific guidelines for each role play assessment will be provided within the assessment task instructions.

Trainer and Assessor Support

- Although the course is self-paced, Students have ongoing access to qualified trainers for academic guidance.

- Trainers are available via email, phone, or scheduled Zoom calls, during business hours (Monday to Friday, 9:00 am to 5:00 pm).

- Students can book one-on-one support sessions in 15-minute blocks by emailing student@intercaretraining.edu.au at least 24 hours in advance.

- Trainers assist Students by:

    o Clarifying course content

    o Providing feedback before assessment submission

    o Discussing progress and any challenges

- Trainers respond to academic queries via email within 48 business hours.

- Assessment feedback is provided within 14 business days of submission.

- If a Student is identified as requiring ongoing or intensive academic support, they may be assessed for alternative study arrangements.

Administrative and Technical Support

- Students receive step-by-step guidance on using the Cloud Assess learning platform, including access to tutorials and user guides.

- Additional resources are available via the Cloud Assess Community Page.

- Technical support is available during business hours via phone or email through the Student Support Team.

- All support bookings (academic or technical) are available in 15-minute increments and must be made in advance.

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Work Placement Support

- InterCare supports Students to prepare for a smooth and professional work placement experience aligned with industry expectations.

- The Work Placement (WP) team provides:

  o Document preparation advice

  o Advice on requirements

  o Placement checklists

  o Support letters to assist in sourcing placement

Monitoring Student Progress

- The Training Support Team regularly monitors Student engagement using LMS activity and assessment submissions.

- Students who have not engaged or not progressed over a period will receive a reminder notification from Student Support team.

- Ongoing non-progression triggers an Intervention Notification, offering additional support or check-ins with a Trainer or Support Officer.

Deferrals and Withdrawals

- InterCare Training recognises that Students may occasionally experience personal, medical, or unforeseen circumstances that impact their ability to study. The course structure has been thoughtfully designed to accommodate such situations within the overall course access period.

- As such, formal deferrals are not considered under this model, as the flexibility needed for short breaks or interruptions has already been factored into the total course duration. Any break in study remains part of the total course access period, and the overall timeframe for completion does not extend due to time away from study.

- Students may request a course extension by submitting a formal application with supporting evidence. If approved, extensions are granted in 30-day increments and incur a fee of $100 per 30-day period.

- If a Student shows a lack of engagement for an extended period, Support options will be offered to encourage re-engagement.

- If a Student remains unresponsive despite team efforts, InterCare Training may initiate a formal withdrawal process in accordance with its Deferral and Withdrawal Policy to support the Student's best interests.

- Refunds, where applicable prior to course commencement, are processed in accordance with InterCare's Refund Policy. However, the Administration and Enrolment Fee of $550 is non-refundable, as outlined in the policy.

- Refunds are not applicable once the course has commenced, even if the Student is on a payment plan or has not submitted any work. This is because full access to learning resources, course content, and trainer support is provided from the official commencement date.

Completion and Certification

- Once all units for the qualification are completed and deemed competent, Students are issued their Qualification within 30 calendar days.

- Students are invited to complete a post-course survey and provide feedback on their experience.

OTHER RELEVANT POLICIES AND PROCEDURES

- Enrolment Policy and Procedure

- Training and Assessment Policy and Procedure

- Refund Policy and Procedure

- Deferral and Withdrawal Policy and Procedure

- Training and Assessment Policy and Procedure

DOCUMENTS, FORMS OR CHECKLISTS ASSOCIATED TO THIS POLICY

- Student Handbook

- Pre-Training Review Form

- Refund Form

- Withdrawal Form

- Training and Assessment Strategy

VERSION HISTORY

VERSION	DETAIL OF UPDATE	UPDATED BY	DATE
V1.0	New Policy drafted for Self-Paced Learning	Compliance Manager	09/07/2025