



Student Support Services

To ensure all students have the complete and positive experience whilst undertaking training, MAX Solutions offers variety of learning support services which students are able to access throughout their time with MAX Solutions. If you feel or know you require additional support we encourage you to discuss this with us upon enrolment so we can work with you to develop a personalised support plan based on an assessment of your individual needs. As a MAX Solutions student you have access to one or all of the following support areas:

Language, Literacy and Numeracy support

All students will undertake pre-enrolment eligibility assessments to ensure they have the skills to meet the language, literacy and numeracy (LLN) demands and qualification entry requirements of their chosen training course. We encourage students with issues to seek assistance from MAX Solutions or your trainer.

Those who require further assessment or remedial support will be referred to a qualified expert. MAX Solutions has access to personnel with the expertise to support students with learning difficulties.

Where language, literacy and numeracy competency is essential for course students, we make every effort to ensure that students are adequately supported to enable them to complete their training, and arrangements with relevant qualified experts. Any additional fees incurred are discussed with the student prior to training.

In addition, MAX Solutions has access to personnel with experience in developing diagnostic assessment services for diverse client needs.

Student Services, Welfare and Guidance

MAX Solutions has management practices to ensure effective student services.

Our operational standards ensure timely issuance of training assessments, results and qualifications. These are appropriate to competence achieved and issued in accordance with National Guidelines.

All student records and documentation are recorded, kept confidential and securely archived. Records are kept in safe custody, with access restricted to authorised staff. Students can access their files by request, in writing with 14 days notice.

We have student welfare and guidance services relevant to our training products. We advise student of information regarding fees and charges prior to enrolment. Students are advised of course content, outcomes, and assessment procedures before training commences.

Our quality focus includes – access and equity, Recognition of Prior Learning, fair and equitable refund policy, grievance policy, complaints and appeals policy and procedure.

For any matter outside of the organisation's expertise or control, MAX Solutions will make every attempt to refer the student to the relevant agency or expert.

Student Support/Counselling

MAX Solutions is at all times concerned with the welfare of our students. Staff are required to respond to and attempt to alleviate any signs of distress or discomfort by students.

We understand that there may be times when personal issues may affect your ability to undertake your training. We encourage students to advise us if there are personal issues which will impact their attendance or progression through the course. MAX Solutions staff will ensure options are available to minimise the impact on your course progress and provide alternatives, dependant on the circumstances, e.g., deferring course for a period of time.

If the student has advised the staff member of a problem which requires professional assistance from an outside support or counselling service, then the staff member is to assist the student to contact the support or counselling service.



Support Service Details

National Training Hotline	133873
Translation and Interpreter Services	131450
Adult Learning Australia	www.ala.asn.au
Lifeline	www.lifeline.org.au 131114
Beyond Blue	www.beyondblue.org 1300 224 636
Youth Mental Health	1800 551 800
Drug and Alcohol Helpline	1800 888 236

MAX Solutions has existing partnering agencies which provide additional support to cope with life-personal challenges. These partnering agencies include:

