

**It's okay to ask for a support!**



# How to Getting a Learning Support

Email: [admin@lettraining.com.au](mailto:admin@lettraining.com.au)

Phone: 02 9633 3929

# Getting a Learning Support

We're here to support during your learning journey with us! If you require any student support services (e.g. administration, technical, financial, or learning), please send us an email at [admin@lettraining.com.au](mailto:admin@lettraining.com.au), or give us a call on **(02) 9633 3929**.

## **Contact your trainer via phone:**

- Monday to Fridays ( NSW Business Days) between 9:00am to 5:00pm.

## **Contact your trainer via email:**

- Highly recommended. Email is the best way to communicate with your trainer, we will get back to you within one business day (24 hours).
- Ensure you have included the unit name, the assessment and question in details in the email to avoid any delay of response.

## **Monthly contact from LET Training:**

- We will also contact you on a monthly basis to offer learning support services and gather your feedback.

## **How to request and participate in a one-on-one support session:**

- Follow the processes and procedures outlined in the next page to undertake a one-on-one support session.

# Getting a Learning Support

## Request and participate in a one-on-one support session

<b>Booking a support session</b>	Minimum 3 business days before the session, send an email to: <a href="mailto:admin@lettraining.com.au">admin@lettraining.com.au</a>
<b>Information required for booking</b>	<ul style="list-style-type: none"><li>▪ Unit code or name</li><li>▪ Description of the support needs, questions, or issues, or as described in the assessment workbook</li></ul>
<b>Session length</b>	30 minutes
<b>Number of sessions allowed</b>	Maximum <b>two one-on-one sessions</b> per student per unit of competency
<b>Participation requirements</b>	<ul style="list-style-type: none"><li>▪ The student is participating in the session in a safe and quiet environment;</li><li>▪ Get ready five minutes before the session starts;</li><li>▪ Log in to the online learning portal;</li><li>▪ Have the relevant training and assessment documents open for discussion;</li><li>▪ Follow LET Training policies and procedures.</li></ul>

# Getting a Learning Support

## What will happen if you are not meeting the participation requirements

<b>Unable to attend the session</b>	<ul style="list-style-type: none"><li>▪ Cancel the session at least 2 hours before the session;</li><li>▪ Student/s missed two sessions without complete the cancellation process may result from further bookings being rejected.</li></ul>
-------------------------------------	--

<b>Trainer authorised actions</b>	<p>LET Training trainer is authorised to terminated session if:</p> <ul style="list-style-type: none"><li>▪ The student is not meeting the participation requirements;</li><li>▪ The required policies and procedures are not followed;</li><li>▪ The student presents inappropriate behaviour/s and/ or conducts themselves in an inappropriate manner.</li></ul>
-----------------------------------	--

**It's okay to ask for help!**

Chat with your trainer to work out a study plan if you can't find a reliable time for study!

# Contact us for more questions!

---

Email to your trainer, or: [admin@lettraining.com.au](mailto:admin@lettraining.com.au)

Phone: 02 9633 3929 (9am to 5pm NSW Business Days)