

Supportive Learning Environments for Inclusive Education

ASVET Service Provider Training Module



Module Overview

Equip providers to create safe, inclusive, and empowering environments.

Learning Outcomes:

- Describe characteristics of a supportive learning environment.
- Identify barriers faced by disadvantaged learners.
- Apply strategies to remove barriers.
- Self-assess current practices.
- Develop an improvement action plan.

Understand Your Learners

Common Challenges:

- Language barriers
- Limited prior education
- Trauma
- Financial hardship
- Unstable housing
- Digital literacy gaps

Strengths:

- Resilience
- Adaptability
- Diverse Perspectives

Activity: Learner Profile Mapping - Identify strengths and barriers, reflect on gaps.

Learner Profile Mapping

Learner Group	Strengths	Barriers	Notes/Ideas

Characteristics of a Supportive Learning Environment

Psychological Safety

A shared belief that it's safe to speak up, take risks, and make mistakes without fear of judgement or punishment

Cultural Responsiveness

The ability to understand, respect, and adapt to diverse cultural perspectives and practices.

Accessibility

Designing environments, resources, and information so they can be used by everyone, regardless of ability and circumstances.

Empowerment

Enabling people to gain confidence, skills, and control over decisions that affect their lives.

Self-Assessment Rating Scale

Characteristic	Rating (1-5)	Why This Rating	Goal
Psychological Safety			
Cultural Responsiveness			
Accessibility			
Empowerment			

Trauma-Informed Approach

Trauma-informed Learning Environments

- **Avoid Triggers:** Create safe spaces by being mindful of sensitive topics.
- **Offer Opt-Out Activities:** Provide choice to support emotional safety.
- **Quiet Spaces:** Designate calm areas for learners who need time to regulate.

Takeaway: Build environments where learners feel safe, respected, and in control of their participation.

Flexible Delivery

Adapting to Learner's Needs

- **Adapt Schedules:** Offer multiple session times to suit different commitments.
- **Blended Learning Options:** Combine in-person, online, and self-paced modules.
- **Responsive Adjustments:** Make room for changing circumstances (work, family, health).

Takeaway: Flexibility removes barriers and supports consistent engagement.

Flexibility Opportunities

Current Practices	Potential Improvements	Timeline

Building Trust

Creating a Safe and Predictable Learning Space

- **Plain English:** Use clear, jargon-free language.
- **Clear Expectations:** Explain session goals, timelines, and requirements upfront.
- **Consistent Facilitators:** Build relationships and reduce anxiety by keeping the same teaching team.

Takeaway: Trust grows when learners know what to expect and feel respected

Creating Belonging

Fostering a Sense of Community

- **Peer Support:** Encourage collaboration and group problem-solving.
- **Celebrate Cultural Events:** Recognise diversity through inclusive celebrations.
- **Learner Input:** Involve participants in shaping learning topics and activities.

Takeaway: Belonging motivates participation and strengthens learning outcomes.

Support Beyond the Classroom

Strengthening Learning Through Partnerships

- **Community Services:** Partner with housing, health, and legal aid organisations to address barriers that impact learning.
- **Employment Readiness Workshops:** Offer resume building, interview practice, and workplace culture session in collaboration with local employers.
- **Digital Literacy Support:** Provide access to devices, Wi-Fi, and beginner-to-advanced digital skills training so learners can engage confidently.
- **Holistic Approach:** Ensure that learning is supported by social, emotional, and practical resources.

Community Partnership Plan

Support Area	Existing Partners	Potential Partners	Action Steps

Measuring & Improving Outcomes

Tracking What Matters

- **Attendance & Engagement:** Monitor session participation and consistency.
- **Completion Rates:** Track learners who finish courses or modules.
- **Learner Confidence:** Use survey or reflective exercises to measure skill growth and self-belief.
- **Transitions:** Record pathways into employment, further study, or volunteering.
- **Qualitative Feedback:** Capture learner stories and testimonials to show impact beyond numbers.

Current State Analysis

- **Step 1:** Review existing program data (attendance, outcomes, feedback).
- **Step 2:** Identify trends; where are learners thriving? Where are drop-offs happening?
- **Step 3:** Discuss with staff and learners to uncover barriers and enablers.
- **Step 4:** Prioritise 1-2 areas of improvement and set measurable goals.

Action Plan Template

Area of Improvement	Why it Matters	Actions	Resources	Responsible Person	Timeline

Closing and Next Steps

Bringing It All Together

- **Key Takeaway:**

‘When Learners feel safe, valued, and understood, they thrive’

Create learning spaces where psychological safety, inclusion, and flexibility are embedded in every step of the journey.

- **Next Steps:**

- Review Action Plan - Every 3-6 months
- Evaluate Progress - Check data on attendance, engagement, and outcomes
- Gather Feedback - Include learner voices to guide adjustments
- Refine & Celebrate - Make improvements and celebrate wins with your team and learners.

Every step you take toward inclusion builds confidence, strengthens participation, and transform lives.



Thank you!

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