

Reading Writing Hotline
1300 6 555 06



A free national referral service for adults.

Reading Writing Hotline Statement of Standards

It is expected that providers listed on the RWH database would meet most or all of the standards below. Where this is not the case, potential providers could seek advice from the Hotline on ways of addressing any gaps.

Adult Education

The provider demonstrates the application of principles of adult education:

- a respect for the knowledge and experience of the learner
- learning program is designed around learners' needs, goals and interests
- learning resources are appropriate for adults
- culturally appropriate methods, resources and learning environment
- safe and comfortable learning environment

Qualifications and experience

The provider has at least some of the following:

- LLN qualifications
- teaching qualifications
- teaching experience with adults
- access to Professional Development

Ethical practice

The provider

- does not unrealistically raise learners' expectations about learning
- accepts only learners who would reasonably be expected to make progress in the chosen program
- agrees to comply with all State and Federal laws in relation to the provision of tutoring services. These requirements and laws include:
 - The Competition and Consumer Act
 - Racial vilification
 - Sexual discrimination

- is required to provide a Police check or state based equivalent check (unless provider is an RTO or sponsored by community organisations or other public entities).