



LANGUAGE LITERACY & NUMERACY POLICY (IN ACCORDANCE WITH h&h REGULATIONS)

Scope:

This policy has been developed to protect the interests and reputation of h&h Accredited Training ('the business') and relates to all students, prospective students and each course offered by h&h Accredited Training; it applies to all educational services including pre and post enrolment services.

Purpose:

In order to meet student needs, h&h has developed this Language, Literacy and Numeracy (LLN) Policy.

The college has obtained information from the Australian Core Skills Framework ("ACSF") and has developed an understanding of the five core skills:

- Learning
- Reading
- Writing
- Oral Communication
- Numeracy

The ACSF offers a reliable national approach to the identification of the core skills requirements in diverse people, the community, and work and training contexts, and is a common reference point for describing and discussing performance in the 5 core skill areas.

h&h has developed a questionnaire to allow potential students the ability to demonstrate their skill and knowledge level, for the purpose of identifying special learning needs and possible barriers. Following the results of this assessment and through working together, h&h staff, trainers and assessors will ensure that the learner has the chance to obtain and/or improve the necessary LLN skills.

This LLN Policy enables h&h to address specifically identified learner needs. h&h is able to then tailor their training programs and assessment processes, meeting all the identified needs. If required, changes to the methods of delivery and the assessment process can be made, so the student is supported and has a reasonable chance of success on their skills and knowledge development journey.

Guidelines:

h&h staff take responsibility to ensure that they are conscious of individual learning needs and will provide appropriate support for each person. Where necessary, additional assistance will be provided by the trainer/assessor, to assist learners in successfully completing their course. Note: In order to fulfil the requirement of Clause 5.1, Standards for RTOs 2015, the initial LLN test document also captures student existing skills and competencies.

The methods used by h&h to identify LLN needs of students are as follows:

- Screening using the LLN test to determine the suitability of enrolment
- Preliminary discussions with the student about prior education and experience
- Sighting records of previous skills, education and training



- Encouraging a potential student to sit in one of the classes prior to enrolment (to assess their own level of understanding)
- Student discussion with trainer/assessor, going through the workbooks and assessment books
- Combination of all the above

Conducting Assessment of LLN:

- The initial h&h LLN test is to be conducted at the time of enrolment or within the 2-week timeframe.
- The LLN test can be done on papers, online with Zoom sessions arranged by the College staff.
- If the initial screen, using the methods above, identifies any concerns, the staff member is to discuss the concerns with the General Manager or delegate to determine an appropriate outcome

Should the trainer/assessor observe LLN barriers and conclude that the barriers would impact on the students' completion of studies there are steps in place to address this. Should the trainer/assessor be unable to make reasonable adjustment (see the Assessment Policy), guidance from the General Manager or delegate to determine.

Vet Student Loan (VSL) requirement:

Where an enrolling person cannot provide copy of a year 12 High School Certificate from Australian school or copy of a certificate at level 4 or above from the Australian Qualifications Framework and the course was delivered in English, the person must sit for an LLN test to be deemed academically suited for VSL program (VSL Rules s 80).

The enrolling person will be assessed using an approved LLN assessment tool which shows competence at or above Exit Level 3 in the Australian Core Skills Framework (ACSF) in both reading and numeracy.

The result of the LLN test will be reported as soon as practicable after the assessment (VSL Rules s 81). If the person fails to achieve the required standard of LLN, he or she may re-sit the test after 3 months have passed so that there will be enough time for the person to improve their LLN skills to the required level.

h&h will keep these LLN result for at least 5 years (VSL Rules s 105)

Modification of delivery and assessment strategies for students with LLN needs:

When it has been identified that the student requires additional support, this can be carried out by the staff and trainers/assessors at h&h. In this instance the following process is to be followed:

- The student will be advised (early in their studies, preferably by week 3) that there has been a concern identified, that may prevent them from effectively completing their course
- The trainer/assessor is to then consult with the student, finding a more suitable mode of training delivery and assessment process
- The trainer/assessor is to identify the material to be adapted and make the necessary changes; this process is required to be overseen by the General Manager or delegate

Specifically, methods may include but are not limited to:

- Utilising more demonstration activities
- Offering additional assistance on an individual basis
- Providing more visual/diagrammatic learning material
- Using verbal rather than written questioning for assess
- *Referring Students with LLN needs:*

If it is identified that the student requires additional support that cannot be carried out by the staff at h&h, then there are set processes to be followed:

- The student will be directly advised that there is a possible concern over a certain area that may prevent the student from effectively completing their course
- The student is to be offered support through external organisations (staff at h&h are to assist the student in gaining information on organisations that can assist in this area)
- The student is to be advised of the process and options that can be followed

Related Legislation/Guidelines:

- Standards for Registered Training Organisations (RTOs) 2015
- VET Student Loans Rule 2016

Version Dates	Policy Version 1 approved 9 November 2012 / Policy Version 2 approved 20 April 2016 / Policy Version 3 approved 14 March 2018 / Policy Version 4 approved 24 June 2020
Review Date	Version 4 will be reviewed as policies are updated
Approved by	CEO / General Manager
Relevant to	All staff; trainers and assessors; students

Risk Rating (Please highlight the appropriate risk level):

5 = High Risk

4 = Medium Risk

3 = Medium to Low Risk

2 = Low Risk

1 = Very Low Risk or N/A