

LANGUAGE, LITERACY AND NUMERACY (LLN) SUPPORT POLICY

Purpose

This Policy has been developed to ensure that appropriate Language, Literacy and Numeracy (LLN) support services are available to Students that are in addition to the provision of standard services provided to each Student.

Scope

This Policy applies to EduNex Training Trainers who have identified Students with additional LLN support requirements during the enrolment process.

Policy

The term 'Language, Literacy and Numeracy' (LLN) refers to the Australian Core Skills Framework (ASCF) Five Core Skills, these being Learning, Reading, Writing, Oral Communication and Numeracy. These five core skills have been identified by the Australian Core Skills Framework (ASCF) as the essential skills for individuals to hold to participate effectively in society including the workplace and education sector.

Core Skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as comprehending written work instructions and producing written documents. EduNex Training Staff are recommended to study the information available at the following two sites:

<https://www.education.gov.au/australian-core-skills-framework>

www.precisionconsultancy.com.au/acs_framework

Research has indicated that many adult Students do not have the language, literacy and numeracy skills they need to effectively participate in vocational education and training. It is also essential that Students have sufficient LLN skills at the completion of their training and assessment to work successfully in the chosen vocation. The increasing importance of

core skills such as communication in the workplace highlights the need for underpinning Language, Literacy and Numeracy skills.

Students with Language, Literacy and Numeracy skills at a lower level than suggested will require additional support to successfully undertake the course.

To support this approach EduNex Training will:

- Assess a Student’s ACSF Core Skills as a compulsory component during their enrolment process to ensure Students have adequate skills to complete the training program using LLN Robot.
- Once a Students enrolment is accepted and completed in full, including a verified USI, the Student is sent a link to a compulsory LLN Assessment using LLN Robot. LLN Robot is an online system that combines ACSF testing, Course profiling and LLN Support into one easy to use package.
 - LLN Robot analyses the Australian Core Skills Framework (ACSF) Levels of each Student per Course.
 - LLN Robot generates individualised LLN Training Programs & Supplements for Students.
 - LLN Robot provides detailed reports highlighting and providing recommendations for the gaps between Students' current skills and the course profile. This is coupled with customised self-paced LLN Training Supplements for Students to complete before or during the course. A Trainer can analyse the gap between single Students or entire learner cohorts.

All Students are assessed for LLN suitability using an LLN Robot Assessment. The LLN process is a compulsory enrolment activity at EduNex Training. Customised Language Literacy and Numeracy assessments have been developed which align with the Level of the Qualifications being delivered. EduNex Training Students who are enrolled into Short Courses complete the Short Course LLN Assessment, Certificate III Students complete the ACSF Level 3 Assessment and Diploma Students complete the ACSF Level 4 Assessment.

Any LLN Levels of a Student that are not at the required ACSF Levels for the qualification will have a LLN Gap, the LLN Robot will generate additional individual Student support material which will be provided to the Student to complete during the course of their training.

The EduNex Training Trainer will discuss this with the Student and assist them to complete the LLN Supplement over the course of their studies. The LLN Robot generates an LLN Assessment specific to the ACSF Levels of the course the Student has enrolled in.

- Trainer to monitor Students progression in completing the LLN Robot Training Supplement over the course duration.
- If required, negotiate an extension of time for due dates, milestones, or course duration to assist Students to complete training programs. All changes will be reflected on the Students Training Plan.
- When applicable, refer Students to External Providers of Language, Literacy and Numeracy (LLN) support services that are beyond the support available within EduNex Training and where this level of support is assessed as necessary.

Procedures

Language, Literacy and Numeracy (LLN) Assessment Procedures

The following procedure is to be followed in order to assess a Student's LLN core skills:

- **Self-Assessment.** In the first instance, prospective Students are asked on the enrolment form "Do you consider that you have adequate Language, Literacy and Numeracy skills to undertake the course?" In response to this question, the Student may tick yes, no or not sure. Regardless of their self-assessment, all Students will still be required to complete the compulsory LLN Assessment with LLN Robot prior to commencement of training.
- **Interview.** If the Student ticks no or not sure on the enrolment form as holding appropriate LLN Skills, the Student should be contacted, and arrangements made for a discussion prior to attempting the LLN Assessment with LLN Robot. The purpose of the phone discussion is to establish the background, motivation and general abilities of the Student to determine what support EduNex Training may provide.
- **LLN Assessment with LLN Robot.** Regardless of the information gained from discussions with the Student, every Student will need to undertake a compulsory LLN Assessment BEFORE training commences. The assessment is not intended to cause anxiety but to determine where the Student has specific Language, Literacy or Numeracy deficits and to determine what support is required to undertake training at EduNex Training. The LLN Assessment, Trainer Analysis and Student Supplement are made available the Trainer for analysis. No enrolment will be finalised or training commenced without a completed LLN Assessment.

If Language, Literacy and Numeracy (LLN) support is required, the Trainer needs to arrange this by completing the following steps:

- Complete a Student Support Record including strategies on how the Student will be supported and course progress monitored;
- Discuss the Students LLN Supplement if applicable;
- Scan and upload copy of Student Support Record to VETtrak;
- Add notes in VETtrak detailing the support;
- Schedule dates for monitoring Student’s progress ;
- Schedule dates for follow-up meetings with the Student;
- Refer Student to an External Provider where applicable.

Supporting Students with Language, Literacy and Numeracy Deficits

Where it is determined that a Student does have deficiencies with their ACSF Core Skills, EduNex Training is to adopt strategies which enable the Student to progress in their desired training program. The following strategies are to be considered and will be informed by the level of Language, Literacy or Numeracy (LLN) deficit determined during the LLN Assessment:

- Trainer to analyse the LLN results of the Students LLN Assessment completed online. LLN Robot provides detailed reports highlighting and providing recommendations for the gaps between Students' current skills and the course profile. This is coupled with customised self-paced LLN Training Supplements for Students to complete before or during the course.
- Trainer to complete a Student Support Record including strategies on how the Student will be supported and course progress monitored;
- Negotiate a training program or schedule with the Student that recognises that additional time will be required to appropriately support the Student to complete the training.
- Obtain a strong commitment from the Student that they will provide personal effort that is in addition to that normally required to undertake the training program.
- Provide the Student with their LLN Robot Supplement that will be utilised for support throughout their training program.
- Program sessions where learning information that would usually be delivered to the Student via their own reading is presented to the Student verbally and is supported by questions and answers.
- Make arrangement to regularly engage via teleconference with the Student to monitor their coursed progress and adjust the support strategies.
- Make changes to the Students Train Plan when applicable
- Refer Student to an External Provider where applicable.

Deciding to Refer the Student to an External Provider

The decision to refer a Student to an External Provider for Language, Literacy and Numeracy (LLN) training will be based on the level of the Students LLN Assessment and Core Skills deficit and the Student's motivation to improve their abilities. The LLN Robot Supplement will make a recommendation on this in the Trainer analysis.

As a general Guide:

- If the Student does not currently possess the basic skills to perform training and development tasks in the workplace, they **should** be referred for assistance which should occur prior to enrolment with EduNex Training.
- If the Student's skills are adequate for the workplace but will hinder their participation in training, they **should not** be referred. Instead, EduNex Training is to design and implement suitable support services to enable their training and assessment.

Referring the Student for External Language, Literacy and Numeracy assistance

Where it is determined that a Student has LLN Core Skills which are beyond the support available within EduNex Training, the Student should be referred externally for dedicated Language, Literacy and Numeracy (LLN) training. This training is available through most public training providers. These courses have been designed to provide Students with the opportunity to gain specific Language, Literacy and Numeracy (LLN) skills required in a vocational or work environment, which meet the requirements to gain entry into a range of vocational qualifications and gain Language, Literacy and Numeracy (LLN) related employability skills.

Note: Refer to the *Student Support Services Policy* for details about Support Services.