Policy Document:

Language Literacy and Numeracy (LLN) Policy and Procedure

Please note this Policy is mandatory, and TMG College Australia Staff are required to adhere to the content.

Policy number: TMG College AustraliaP56

Summary

Version Number:	4.5
Status:	**ENDORSED**
Approved By:	CEO
Date Policy To Be Reviewed:	Jan 2021
Author:	Compliance and Quality Assurance Department
Owner:	CEO
Divisions:	The Malka Group Pty Ltd RTO #21694, CRICOS #03397E trading as TMG College Australia
Related Policies, Procedures, Forms, Guidelines, Standards, Frameworks:	Related Policies - Refer to TMG College Australia Policy Framework • Language Literacy and Numeracy (LLN) Assessment through LLN Robot

Related Legislation/Applicable Section Of Legislation:	ESOS/NCP	National Code 2018 Standard 1.2, 2.2, 3.3, 8.9
	SRTOs 2015	Standard 1.3, 1.7,18.5.1 and 5.2
	2018-19 Standard VET Funding Contract (Skills First Program – (Extended to 31 Dec 2020)	TMG College Australia ensures adherence to the 2018-19 Standard VET Funding Contract Skills First Program (Extended to 31 Dec 2020), Ministerial Directions and all Skills First Guidelines.
	National ELICOS Standards	N/A
	NEAS Standards	N/A

	Other applicable legislation, regulations and guidelines	• Education and Training Reform Act 2006 (Victoria) • Privacy Act 1988 (Commonwealth) • Information Privacy Act 2000 (Victoria) • Standards for VET Accredited Courses 2012
Contract And Compliance Requirements:		• http://www.asqa.gov.au/users-guide-to-the-standards-for-registered-training-organisations-2015/users-guide-to-the-standards-for-registered-training-organisations-2015.html
Related To:	Domestic and International Students	
Superseded Documents:	N/A	
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Endorsed By Management Committee:	Jan, 2020	
Document Control:	All printed versions of this document are classified as uncontrolled. A controlled version of this document is available from the Staff Portal or in the 'Policies and Forms' section of TMG College Australia's website.	

Table of Contents

1. Title and Policy Number

TMGP 56 – Language Literacy and Numeracy (LLN) Policy and Procedure

2. Purpose

TMG College Australia acknowledges the importance of skills in English Language, Literacy and Numeracy (LLN) for qualification pathways and to gain employment. TMG College Australia recognises its obligation to ensure, that Students enrolled in TMG College Australia courses of study are given the opportunity to learn and be successful, based on their current LLN and their ACSF level relevant to the qualification that they are undertaking.

This Language Literacy and Numeracy (LLN) Support Policy and Procedure applies to both Domestic and International Students of TMG College Australia. The LLN requirements and ACSF levels are aligned to the requirements of the relevant Training Package.

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.

3. Scope

This applies to all TMG College Australia's Trainers/Assessors and Coordinators involved in the development, delivery, assessment and review of training at TMG College Australia, who have identified Students with additional LLN support requirements during the enrolment process.

4. 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. TMG College Australia 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 (VET). 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.

LLN Robot Assessment:

The LLN Assessment is generated by LLN Robot. LLN Robot is the first assessment tool approved by the Federal Department of Education and Training after reviewing its accuracy in determining Student LLN levels as part of the VET Student Loans implementation process.

Using trigger word and phrase analysis software developed by The Learning Resources Group, LLN Robot have determined the ACSF profile of every current national unit of competency from Certificate 1 to Diploma.

The ACSF scores for units/qualifications are sourced directly from publications provided by training package owners (SSO/former ISC), otherwise they are calculated by the LLN Robot system. The choice of which Assessment that each Student will undertake is an organisational one.

The LLN entry Level requirements are determined by the following factors:

- Certificate IV and Higher-Level Qualifications - Students must demonstrate an LLN Level of ACSF 4 in the Core Skills listed above.

- Certificate III and Lower-Level Qualifications - Students must demonstrate an LLN Level of ACSF 3 in the Core Skills listed above.

Any LLN Levels of a Student that are not at the required ACSF Levels for the qualification will have an 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 in the form of a Training Supplement. The Trainer will discuss this with the Student and assist them to complete the LLN Supplement over the course of their studies as an Individual Student Support Plan.

To support this approach TMG College Australia will:

– Assess a Student's core skills during their enrolment process to ensure they have adequate skills to complete the training through an LLN Assessment generated by LLN Robot;

– All Students are assessed for LLN suitability using an LLN Robot 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 TMG College Australia Trainer

will discuss this with the Student and assist them to complete the LLN Supplement over the course of their studies;

– Support Students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;

– Provide clear information to Students about the detail of the core skills assistance available;

– When applicable, refer Students to external Language, Literacy and Numeracy support services that are beyond the support available within TMG College Australia and where this level of support is assessed as necessary; and

– Negotiate an extension of time and other support arrangements to assist Students to complete training programs if necessary.

LLN (Core skills) Assessment with LLN Robot

Every Student will need to undertake an LLN Assessment BEFORE training commences. The assessment is not intended to cause anxiety but to determine where the Student has specific language and literacy deficits and to determine what support is required to undertake training at TMG College Australia.

The LLN Assessment, Trainer Analysis and Student Supplement are made available the Trainer for analysis. <u>No enrolment will be finalised, or training commenced without a completed LLN Assessment.</u>

If Language, Literacy and Numeracy 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;
– Refer Student to an external provider where applicable ;
– 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.

Supporting Students with Language, Literacy and Numeracy Deficits

Where it is determined that a Student does have deficiencies with their Core Skills, TMG College Australia 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 deficit determined during the assessment:

- Negotiate a training program 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.

Referring the Student for External Language, Literacy and Numeracy assistance

Where it is determined that a Student has Core Skills which are beyond the support available within TMG College Australia, the Student should be referred externally for dedicated Language, Literacy and Numeracy 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 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 related employability skills.

Deciding to Refer the Student

The decision to refer a Student to another training provider for Language, Literacy and Numeracy training will be based on the level of assessed 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 TMG College Australia.

– If the Student's skills are adequate for the workplace but will hinder their participation in training, they **should not** be referred. Instead, TMG College Australia is to design and implement suitable support services to enable their training and assessment.

5. Monitoring, Evaluation and Review

CEO or the delegated General Manager must monitor, evaluate and review this policy and relevant procedures on an ongoing basis and suggest appropriate changes to the Compliance and Quality Assurance Department for approval.

6. Definitions and Abbreviations

Term	Meaning
Language	The tools we use to communicate with one another in many different situations and for many different reasons. Language involves speaking, listening, reading and writing.
Literacy	The ability to read and use written information. It means being able to recognise, read and interpret documents, signs etc.
Numeracy	Involves being able to carry out mathematical tasks
LLN	Language, Literacy, and Numeracy
LLN Robot	The LLN Assessment is generated by LLN Robot. LLN Robot is the first assessment tool approved by the Federal Department of Education and Training after reviewing its accuracy in determining Student LLN levels as part of the VET Student Loans implementation process.

7. Revision Record

Date	Version Number	Revision description/ Nature of change (change/reasons for change/comments)
20/05/2013	1.0	Policy created (First draft)
20/05/2014	2.0	Policy reviewed to incorporate feedback from all stakeholders and legislative changes
20/05/2015	3.0	Policy reviewed for ASQA re-registration audit
20/01/2016	4.0	Policy reviewed to incorporate changes in 2016.
May 2016	4.0	Policy Reviewed and revised as per the 2016 Guidelines
May 2017	4.1	Policy Reviewed
Jan 2017	4.2	Policy Reviewed
Jan 2018	4.3	Policy Reviewed
Jan 2019	4.4	Policy Reviewed
Jan 2020	4.5	Policy Reviewed and LLN Robot added