

LANGUAGE, LITERACY & NUMERACY POLICY AND PROCEDURE

December 2024

PURPOSE

MiTraining is committed to ensuring that students have a comprehensive understanding of the requirements of enrolling in a course and that they are well equipped to successfully complete the course. In accordance with the Standards for Registered Training Organisations 2015, MiTraining will identify any additional support requirements through the enrolment process.

This policy outlines MiTraining's practice to assess and identify prospective students' current competencies within their language, literacy and numeracy skills prior to enrolment. The procedure ensures that MiTraining staff make informed decisions about the suitability of a qualification prospective students are planning to undertake, and where necessary, additional supports can be put into place to assist the student towards qualification completion.

SCOPE

This policy applies to all prospective students enrolling in an accredited course of study.

POLICY STATEMENT

The Australian Core Skills Framework (ACSF) identifies five core skills which are deemed as essential for individuals to hold to participate effectively in the workplace and education sector. These are Learning, Reading, Writing, Oral Communication and Numeracy.

This policy enables MiTraining to assess the students' performance against the ACSF core skills and tailor the training program and/or assessment process to best meet identified learner needs. Where necessary, adjustments to the methods of learning delivery and/or to the assessment process can be made, so the student is supported and has a reasonable chance of success in their training.

LLN LEVELS AND MINIMUM COMPETENCY

LLN levels are reference numbers given to a student's performance and/or a Training Package in each of the ACSF's five core skills (Learning, Reading, Writing, Oral Communication and Numeracy).

The reference numbers describe the degree of LLN skills performed by a student or what the student needs to demonstrate as per a Training Package's requirements. The reference numbers range from 1 (lowest performance level) to 5 (highest performance level).

MiTraining will adopt the ACSF levels in its practices to ensure that MiTraining is in alignment with nationally recognised LLN levels.

Table A shows the minimum competency levels that students must achieve for each of the domains learning, reading, writing, oral communication and numeracy when undertaking the LLN assessment to meet course entry requirements:

Product	Learning	Reading	Writing	Oral Com.	Numeracy
BSB30120 Certificate III in Business	4	3	3	3	2
BSB30120 Certificate III in Business (Customer Engagement)	4	3	3	3	2
BSB30120 Certificate III in Business (Administration)	4	3	3	3	2
BSB30120 Certificate III in Business (Records and Information Management)	4	3	3	3	2
BSB30120 Certificate III in Business (Medical Administration)	4	3	3	3	2
BSB30220 Certificate III in Entrepreneurship and New Business	3	3	3	3	2
BSB40520 Certificate IV in Leadership and Management	4	4	4	4	3
BSB50420 Diploma of Leadership and Management	4	4	4	4	3
BSBSS00103 New Business Ventures Skill Set	3	3	3	3	2
BSBSS00119 Customer Service Skill Set	3	3	3	3	2

LLN ASSESSMENT

An LLN assessment is conducted to assess a prospective student's capabilities to comprehend the content and undertake the tasks of the intended course of study. As an RTO, MiTraining always attempt to deliver the highest standard of service and to do this, it's necessary to know the student's LLN skills before training commences.

Student assessment will determine a student's performance levels in learning, reading, writing, oral communication and numeracy. Student assessment will have general focus on content so that it can be used across all VET courses without disadvantaging any student. MiTraining employs an external professional service to facilitate the LLN student assessments in the form of LLN Robot.

For each prospective student who meets eligibility criteria for enrolment with MiTraining, an LLN assessment is conducted to ascertain the candidate's levels in line with the ACSF. This assessment is conducted prior to enrolment. Early assessment will allow students to identify if they meet the LLN levels for their intended qualification.

MiTraining will, for those students not meeting the LLN levels, identify them as 'at risk'. At risk students are those that are in jeopardy of not successfully completing the qualification in the predicted timeframes.

Students will not be charged a fee to sit the LLN Robot assessment.

Exemption

Prospective students who have completed one of the following certifications will be exempt from completing an LLN assessment upon enrolment with MiTraining:

- Nationally recognised training in Australia at Certificate III level or higher
- Higher School Certificate issued from any Australian State

The prospective student will be required to provide a copy of the certification to receive the exemption or give MiTraining permission to view their transcript via the USI website. MiTraining will then verify the certificate via the USI website or the institution who issued the certification.

PROCEDURE

Identification of Support Needs

MiTraining uses the following methods to identify LLN needs of prospective students:

- Written LLN Assessment Screening Tool (or exemption process as per this policy)
- Discussion with the student about prior education and experience during the enrolment process. Please note that where the student is a Business Trainee recruited through, and hired by MIGAS, the recruiter will have this initial conversation with the applicant about their career goals and suitability for completing their intended qualification.
- Discussion with the student about their experience with online learning
- Referral of identified students to supplementary resources as required
- Monitoring and support for students who are enrolled provisionally under 'at risk' status

Conducting Assessments

- The prospective students will be asked if they have completed a nationally recognised Certificate III qualification or higher or achieved a higher school certificate. If yes, a copy of the certificate will be obtained and verified prior to enrolment
- If the prospective student is not exempt through evidence of a Certificate III or higher school certificate, they will complete the LLN Robot assessment prior to enrolment into an accredited course, for the purpose of identifying the student's learning support needs
- Student's results will be compared to LLN entry requirements for the intended course of study as shown by the LLN system and referenced in table A above
- If a student scores two levels (or more) below the minimum competency levels identified in Table A on two or more domains, the student will not be eligible to enrol in nominated qualification and will be referred to an RTO or community program as described in this policy below (Recommended External Agencies and Resources)
- The following process will be executed if the student does not meet the minimum competency level on one or more domains of the LLN Robot assessment:
 - If they achieve one level below the minimum competency on any of the LLN Robot domains, the prospective student will be issued with a supplementary resource generated by LLN robot to complete prior to enrolment.
 - If they achieve two or more levels below the minimum competency on one of the LLN Robot domains, the student will be identified as 'at risk' and requiring additional support that can be carried out by the staff at MiTraining. For students deemed 'at risk', the process described in the next section (Modification of Delivery and Assessment Strategies for Students with LLN Needs) will be deployed.

Modification of Delivery and Assessment Strategies for Students with LLN Needs

If it is identified that the student requires additional support that can be carried out by the staff at MiTraining, the following process will apply:

- MiTraining staff will meet with the student to discuss concerns over the area that may prevent them from successfully completing their intended course

- The trainer will consult with the student on a more suitable mode of training delivery and/or assessment process
- The trainer will identify the material to be adapted and make the necessary changes
- The trainer will create a Student Support Plan. MiTraining will re-assess the student three months from their enrolment date to determine if they meet the LLN standards as a result of the strategies applied in the Student Support Plan
- Specifically, depending on the vocation training area, methods may include but are not limited to:
 - Employing more demonstration activities
 - Providing more visual/diagrammatic learning material where appropriate that does not compromise the integrity of the assessment
 - Using verbal rather than written questioning for assessment
 - Providing additional time to complete assessment tasks
 - Offering additional assistance on an individual basis
 - Referral to external agencies for literacy and numeracy courses
 - Providing flexibility in learning and assessment delivery modes, scheduling and access to support services

Referring Students with LLN Needs

If it is identified that the student requires additional support that cannot be carried out by the staff at MiTraining prior to enrolment, generally where the student is two (or more) levels down in more than two domains on the LLN assessment, the following process will apply:

- MiTraining will meet with the student (face-to-face or virtually) to discuss the results and the concerns over which area may prevent them from successfully completing their intended course
- MiTraining will not enrol the students into their nominated course, and instead refer them to a Foundation course with their local RTO or community organisation
- Upon completion of the Foundation course, the student can re-apply with MiTraining. The student will be required to undertake a new LLN assessment at the time of enrolment

RECOMMENDED EXTERNAL AGENCIES AND RESOURCES

The Reading Writing Hotline

The Reading Writing Hotline (the Hotline) provides a free national service for adults seeking English language, literacy and numeracy information, advice and support.

The Hotline provides information on:

- Adult reading, writing and numeracy classes held locally across Australia or via correspondence
- Adult LLN teaching and learning resources
- Commonwealth-funded programs for Centrelink clients
- Commonwealth-funded English as an additional language program for migrants
- Literacy and numeracy in the workplace for employers

Further information is available on the Reading Writing Hotline website <http://www.readingwritinghotline.edu.au> or phone 1300 6 555 06.

Skills for Education and Employment (SEE) Program

The SEE program is available for learners who are Job Seekers and is delivered across Australia by 20 Registered Training Organisations located in all capital cities, and many regional centres and remote communities. Providers deliver accredited training to help job seekers obtain a job or go on to further study. SEE caters to various groups including Aboriginal and Torres Strait Islanders, youth, people with disabilities, mature aged people, and job seekers from culturally and linguistically diverse backgrounds.

To be eligible the person must be a registered job seeker, over the age of 15 and assessed as suitable for participation by the SEE provider. The SEE program can help participants improve their English speaking, reading, writing, maths and basic computer skills. These skills will help them to:

- Improve their language, literacy, numeracy and digital skills
- Improve their confidence and ability to engage in the community
- Increase their confidence to undertake further study
- Learn new or improve their vocational skills for further study or employment

Further information is available on the DEWR website <https://www.dewr.gov.au/skills-education-and-employment> or by calling the National Customer Service Line on 1800 805 260.

State and Commonwealth Initiatives

The Australian government provides a wide variety of assistance programs to adults in literacy and numeracy which may include:

- Free English lessons
- Programs to improve basic speaking, reading, writing and math skills

Further information is available at [TAFE Foundation Skills for Education and Training](#). [The Foundation Skills for Your Future Program](#). Free English lessons are also available for migrants is available from 1 July 2024. There are free English lessons for migrants available at [TAFE](#).

RECORDS MANAGEMENT

All documentation from this policy and associated processes will be maintained in accordance with the Records Management Policy.

POLICY REVIEW

This policy and accompanying documents will be periodically reviewed in accordance with the Continuous Improvement Policy to identify areas for improvement.

POLICY PUBLICATION

Policies and procedures applicable to prospective and enrolled students, MiTraining staff and contractors are (where appropriate):

- Included in the student induction or staff orientation
- Available on the website
- Available on the student administration/management system or internal electronic system
- Available by request

NOTES

<i>Related Policies/Procedures:</i>	<i>Access and Equity Policy Continuous Improvement Policy Enrolment Policy</i>
<i>Related Documents/Forms:</i>	<i>Enrolment Form Student Handbook Student Support Plan</i>
<i>Related Legislation:</i>	<i>National Vocational Education and Training Regulator Act 2011 Standards for Registered Training Organisations (RTOs) 2015 The Australian Core Skills Framework</i>
<i>Approved By:</i>	<i>Chief Executive Officer</i>
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