

LLN

This policy / procedure has been approved for release by the CEO April 2022.

Introduction

All students who enter Fit Education training programs have a right to expect that they are able to successfully complete the program and will be supported to do when they experience challenges. Language, literacy and numeracy (LLN) ability is one of the key challenges students experience in Vocational Education and Training.

Purpose

The purpose of the Language, Literacy and Numeracy Procedure is to define what assessments will be undertaken of LLN and what assistance will be offered to students who experience difficulty with this critical element of their skills.

Scope

The Language, Literacy and Numeracy Procedure applies to all training and assessment conducted by Fit Education.

Responsibilities

This procedure is the responsibility of the Chief Executive Officer. Additionally, all training and assessment staff and administrative staff have responsibilities under this procedure.

Definitions

No special definitions apply to this procedure.

Procedure

Needs Assessment

The CEO must identify learner needs through a needs assessment where a student identifies himself or herself as requiring support. Further, training and assessment staff must conduct a needs assessment where they have identified a student at risk of low language, literacy and numeracy skills. Learner needs can be identified as follows:

Identification of Needs

The CEO and training and assessment or support staff can obtain information from:

- Enrolment information
- Interview or
- Formal needs assessment if required.

Learner Characteristics and Needs

The CEO and training and assessment staff must find out if learners have needs related to:

- Relevant prior training and/or employment
- Educational background
- Learning styles
- Physical or intellectual ability
- Language, literacy and numeracy levels
- Location
- Cultural or ethnic background
- Socio-economic factors or
- Family.

Learning and Learning Support Needs

Trainers and assessors must find out about learners' prior formal and informal learning and advise them about RPL where relevant.

Training and assessment staff must identify a delivery mode and attendance patterns that accommodate learners' needs.

Administrative and training and assessment staff must ask learners on registration/enrolment form or in interview about any characteristics or needs which may affect their learning or assessment.

Training and assessment staff must manage learners' language, literacy and numeracy needs. This can be done by:

- Checking programs for specific language, literacy & numeracy content which may require extra or remedial tuition, and, where it has been identified, make arrangements for the extra or remedial tuition
- Organise remedial support for learners with language, literacy & numeracy needs prior to enrolment. NOTE: Enrolment may be refused where language, literacy & numeracy proficiency is insufficient for training and workplace safety and
- Organise remedial support for clients with language, literacy & numeracy needs identified during training.

VSL Applicants

Students applying for a VET Student Loan must be academically suited to undertake the course.

Applicants are required to provide to FIT Education:

- A copy of Senior Secondary Certificate of Education awarded to the student by a State or Territory agency or authority for completion of Year 12, or
- A copy of a Certificate IV or higher qualification awarded to the student that was delivered in English

If an applicant is unable to provide either of the above certificates, the student must undertake Literacy and numeracy assessment (ACER approved) to display competence at or above Exit Level 3.

Results of assessing a student's academic competence in reading and literacy will be reported:

- to the student as soon as practicable after the assessment
- to the Secretary in the requested form, manner and timelines

FIT Education must be confident that the student displays the academic competence to undertake the course.

Assistance

Training and assessment staff must develop a strategy to assist the learner as appropriate through:

- Internal support
- Workplace support and
- External support.

Training and assessment staff must integrate support strategies with relevant learning and assessment strategies.

Training and assessment staff must confirm that support for any special needs does not compromise safety in any learning or workplace environment.

Remediation

Wherever possible, training and assessment staff should refer learners to specific internal staff or workplace personnel for remedial tuition.

Where internal remedial tuition is unavailable, training and assessment staff must liaise with Management to establish a connection with a provider who can provide remedial assistance (where a connection does not already exist) or other selected support organisation for external remedial tuition.

Follow Up

Training and assessment staff must follow up language, literacy and numeracy remedial assistance to ensure that it is successful.

Training and assessment staff must confirm that the learner is now able to learn and demonstrate competency effectively.

Records

Training and assessment, as well as support staff must ensure that there is a record placed on the learner's file of all language, literacy and numeracy support, assessments and the details of any remedial assistance provided.

Improvements to Support Services

All support services are subject to the Monitoring & Review Procedure and Continuous Improvement of Client Services Procedure.

All staff are required to document the following:

- Needs assessment processes and results
- Support services embedded into learning and assessment programs
- Information provided to staff and clients regarding support services
- Changes to support services
- Changes to access and use of learner support services
- Modifications to resources, facilities and equipment
- Improved rates of learner progression and completion and
- Obtain feedback from clients regarding the effectiveness of support services.

Related Documents

Language, Literacy and Numeracy Support Request Form