

## Language, Literacy and Numeracy Policy and Procedure

### Policy

Each Training Package sets a minimum requirement in language, literacy and numeracy (LLN) skills of applicants, with which Guidestar Training and Professional Services (GTPS) must abide. GTPS will assess every applicant against these minimum LLN requirements of the Training Package. This assessment will undertake to see if the existing LLN skills are appropriate for the enrolment in the requested course and if any support arrangements are required for the students.

GTPS will conduct LLN Assessment using an online LLN system called LLN Robots. GTPS may make appropriate concessions for language, literacy and numeracy issues of the applicant where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

GTPS will provide LLN results to the trainer and assessor and will make a support program (if required) for the student throughout the course.

The applicant who holds a bachelor or higher Australian qualification will be exempted from undertaking Guidestar Training LLN assessment.

### Procedure

#### LLN Requirements:

The LLN Assessment will assess 5 components listening, reading, writing, oral communication and numeracy against the Australian Course Skills Framework (ACSF). GTPS has defined the entry requirements of every course with required ACSF score in all the above 5 components. Please refer to the **appendix A** to see the entry requirements.

#### Arranging LLN Assessment

After the successful interview using the pre-enrolment questionnaire, GTPS enrolment officer will arrange LLN Assessment and conduct a pre-training review.

#### Conducting LLN Assessment

GTPS will conduct LLN Assessment using the online LLN system “**LLN Robot**”. GTPS enrolment officer will ensure that the applicant has access to a computer or a tablet to undertake LLN Assessment. GTPS will send the following LLN Assessment level link on the applicant’s personal email:

| Qualifications Level           | LLN Robot Level |
|--------------------------------|-----------------|
| Certificate III Qualifications | ACSF Level 3    |
| Certificate IV Qualifications  | ACSF Level 4    |

### **Outcome of LLN Assessment**

Once the applicant completes the Assessment, LLN Robot will generate the result of LLN Assessment with the following action plans:

- i) No Action Required
- ii) Training Recommendations Provided
- iii) Training Supplement Generated

### **No Action Required**

The LLN result with No Action Required mean that the applicant has achieved the required score and GTPS enrolment officer will enrol student in the course.

### **Training Recommendations Provided:**

The LLN result with **Training Recommendations Provided** means that student will require support throughout the course. If LLN results in **Training Recommendations Provided** action plan in one or all of the 5 components, GTPS will still enrol the applicant in the course. GTPS will develop strategies to provide required support throughout the course, which will enable student to complete the course with required LLN skills. The **Training Recommendations Provided** will outline the areas of weakness of the student.

### **Training Supplement Generated:**

The LLN result with **Training Supplement Generated** means that applicant does not have adequate LLN skills and a training supplement is generated to improve the required LLN skills.

If LLN results in **Training Supplement Generated** action plan in all 5 components of CSFW, GTPS will not enrol applicant in the course and the GTPS enrolment officer will provide appropriate advice and support to the applicant regarding further learning options.

If the LLN results in **Training Supplement Generated** action plan in 2 components of CSFW, GTPS will provide an opportunity to re-attempt the LLN Assessment.

If the result generated comes with **Training Supplement Generated** action plan in 1 component of CSFW, GTPS will provide 2 options to the applicant:

1. Re-attempt the Assessment OR
2. enrol in the course and commit to finish the training supplement generated from LLN Robot within 2 months of the start of study.

### **LLN Assessment Attempts:**

GTPS will provide maximum 2 attempts to successfully complete the LLN Assessment if applicant receive result with Training Supplement Generated as a result of technical error while undertaking LLN Test or where GTPS Enrolment Officer believes that the applicant has the capability but couldn't achieve the desired outcome due to disruption or technical issue. If applicant still does not meet the required score after 2 attempts, the GTPS enrolment officer will provide appropriate advice and support to the applicant regarding further learning options.

### **LLN Support**

The results with **Training Recommendations Provided** will be provided to all the GTPS trainers and Assessors. GTPS will device a student support program with the help of trainer/assessor, GTPS support staff and GTPS Management. This support plan will enable student to improve LLN skills according to the Training Recommendations report.

**Appendix A**

| No. | Course                                                                 | ACSF Entry Requirements |   |
|-----|------------------------------------------------------------------------|-------------------------|---|
| 1   | HLT33115 Certificate III in Health Services Assistance                 | Reading                 | 2 |
|     |                                                                        | Writing                 | 2 |
|     |                                                                        | Oral Communication      | 3 |
|     |                                                                        | Numeracy                | 2 |
| 2   | CHC33021 Certificate III in Individual Support (Ageing and Disability) | Reading                 | 2 |
|     |                                                                        | Writing                 | 2 |
|     |                                                                        | Oral Communication      | 3 |
|     |                                                                        | Numeracy                | 2 |
| 3   | CHC43121 Certificate IV in Disability Support                          | Reading                 | 3 |
|     |                                                                        | Writing                 | 3 |
|     |                                                                        | Oral Communication      | 3 |
|     |                                                                        | Numeracy                | 2 |
| 4   | CHC43015 Certificate IV in Ageing Support                              | Reading                 | 3 |
|     |                                                                        | Writing                 | 3 |
|     |                                                                        | Oral Communication      | 3 |
|     |                                                                        | Numeracy                | 2 |