

Name: Language, Literacy and Numeracy Policy

Endorsed by: Continuous Improvement Committee

Date approved: 29th March 2019

Review Date: 29th March 2020

PURPOSE

Eagle Wing Training and Education (EWET) understands the importance of skills in English Language, Literacy and Numeracy (LLN) and recognises that some adults do not have the LLN skills they need to effectively participate in training and workplace communication.

The purpose of this Language, Literacy & Numeracy Policy is to ensure that EWET Trainers and Managers can identify LLN skill levels and assist students with LLN skill needs, in order to provide them with as much opportunity as possible to complete their learning and assessment requirements, when attending EWET Courses.

SCOPE

This LLN Policy applies to all EWET Trainers and Managers involved in the development, delivery, assessment and review of training at EWET.

EWET LLN Policy and Procedure also applies to current and future students of EWET training courses and is communicated to them at the enquiry and enrolment stage and information relating to this policy forms part of the student Handbook.

RELEVANT STANDARDS AND GUIDELINES

This Language, Literacy and Numeracy Policy document addresses aspects of Clauses 1.3, 1.7, 1.8, 5.1 and 5.2 of the Standards for Registered Training Organisations (RTOs) 2015.

RELATED DOCUMENTS

- Course information flyer
- Enrolment Form
- Student Handbook
- Privacy Policy
- Assessment Policy and Procedure
- Access and Equity Policy and Procedure
- Training and Assessment Strategy Policy and Procedure
- Student Selection and Enrolment Policy and Procedure
- Language, Literacy and Numeracy Assessment – Aptitude Test

POLICY

It is essential that the student has language, literacy and numeracy skills sufficient to approach training and assessment at the level of competency reflected in the AQF qualification and detailed in the Training Package from which their course of study is drawn.

EWET:

- Provides applicants with pre-enrolment information at course enquiry, this information includes access to student support services.
- Advises students of the availability of support services for those with LLN concerns
- Ensures trainers and assessors can identify students with LLN challenges and can implement appropriate strategies to assist them with their learning.
- In developing training and learning materials, will ensure that respective LLN requirements of specific units of competency or training packages are integrated into learning and assessment materials. Accordingly, EWET will embed LLN principles within its delivery and learning and assessment tasks based on the specific Foundation Skills and Training Package requirements.
- Provides relevant staff professional development opportunities and publications for ensure continued awareness of and competence with regard to LLN requirements.
- Fosters links with professional organisations for the referral of students with LLN issues
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Managers and Vocational Educators Responsibilities

All Managers and Trainers/Assessors have the responsibility to:

- Promote the EWET LLN Policy to students at initial enquiry and before the training course commences and of the availability of confidential support services if they have LLN concerns.
- Identify students LLN skill level.
- Provide students with as much opportunity as possible to learn given their current LLN skill levels.
- Refer students to professional organisations specialising in LLN skills, where required e.g. Navitas English, Ability Options, Reading Writing Hotline, Adult Migrant English Program (AMEP), Skills for Education and Employment Program etc.
- Escalate any LLN issues to the Training Manager for final approval on strategy.

Needs Identification

To optimise student's ability to meet course requirements, identification of training needs is to be undertaken using English LLN competencies, which may be needed to effectively participate in EWET training courses.

EWET endeavours to establish students LLN needs, prior to course commencement, however should a student's LLN needs not be identified until the course has commenced, EWET analyses these needs and provides a strategy for assistance.

Where it is not possible to meet the students LLN needs, EWET will refer the participant to a professional organisation specialising in LLN for further assistance and will provide the participant with a refund or a credit toward participating in a EWET Training Course at a later date.

Access & Equity

EWET does not discriminate against students or potential students who have been identified as having low LLN skills. However, the individual will be referred to a professional organisation specialising in LLN for further assistance.

Ultimately it is the choice of the participant as to whether or not they proceed with the enrolment. In a situation where EWET has advised against proceeding until LLN skills reach an appropriate level, EWET will not be obliged to offer the student a refund or a credit toward participating in a training course at a later date if the student choose to enrol when advised not to proceed.

Adjustment to Assessments

There are a number of ways that EWET may make reasonable adjustments to the assessment procedure to allow for the LLN skills of students without losing the integrity component of the assessment. Any adjustments are made under guidance from the relevant Industry Skills Council.

These may include:-

- Allowing the use of an interpreter;
- Writing material in plain English;
- Reading aloud written material to students;
- Allowing the use of a writer for students who cannot write;
- Interviewing the employer/supervisor about their work; and/or
- Asking student's to demonstrate their skills on-the-job.

Depending on the specific types of assessment, not all above adjustments are possible, appropriate or permissible. For example, allowing the use of an interpreter where an assessment specifically requires demonstration of English communication skills would invalidate that assessment.

Confidentiality

All information relating to students regarding LLN will be treated as confidential and in accordance with the **EWET Privacy Policy**.