



Language, Literacy, and Numeracy Policy

1. Purpose

The purpose of this policy is to ensure that students are supported in their Language, Literacy, and Numeracy needs through the completion of their training. This policy enables the academic staff members to identify any gaps in skills and to offer additional support with literacy or numeracy to assist students to better manage the requirements of their course of training.

LLN Policy and Procedure sets out the framework for integration of LLN within Australian School of Commerce (ASOC) and provides procedures on implementation and monitoring of LLN along with LLN support provided to learners.

It also reflects the expectations and responsibilities of staff and its students.

2. Scope

This policy applies to all the current and prospective students at Australian School of Commerce (ASOC). The standards require all students to complete an assessment of literacy and numeracy skills prior to commencement of their course.

For all learners, LLN are key underpinning skills that will support their vocational learning, the development of their employability skills and their workplace communication skills, whatever level of course or training they are doing.

3. Definitions

LLN: Language, Literacy, and Numeracy.

Language: Means the method of human communication, either spoken or written, consisting of the use of words in a structured and conventional way, including any nonverbal method of expression or communication such as a language of gesture and facial expression.

Literacy: Means the capacity, confidence, and disposition to use language in all its forms. Literacy incorporates a range of modes of communication including music, movement, dance, storytelling, visual arts, media, and drama, as well as talking, listening, viewing, reading, and writing.

Numeracy: Numeracy involves using some mathematics and to achieve some purpose using the numbers in a particular context.

Student: Means a learner that uses or purchases the services provided by Australian School of Commerce (ASOC).

Australian Core Skills Framework: The Australian Core Skills Framework (ACSF) is a tool which assists both specialist and non-specialist English language, literacy and numeracy practitioners describe an individual's performance in the five core skills of learning, reading, writing, oral communication, and numeracy.

LLN Robot - The LLN Robot system is used to manage the assessment and support of learners regarding their language, literacy, and numeracy needs.

The LLN Robot LLN quiz has been designed to give an indication of a learner's abilities across the 5 core skills of the ACSF. These are:

- Learning,
- Reading,
- Writing,
- Oral Communication (listening),
- and Numeracy.



Exit Level: An individual's level in the ACSF is described as 'exit level'; that is, a person is able to demonstrate what is required at that level. If a person is not able to demonstrate what is required at that level, they are rated as being at the lower level.

4. Legislative Context

Australian School of Commerce (ASOC) acknowledges its obligation under various federal and local government acts and regulations including.

- National Vocational Education and Training Regulator Act 2011 (Cth)
- Education Services for Overseas Students (ESOS) Act 2000
- Commonwealth Australian Human Rights Commission Act 1986
- Commonwealth Disability Discrimination Act 1992
- Commonwealth Disability Standards for Education 2005
- Equal Opportunity Act 1995

5. Responsibility

Administration Officer will ensure that the LLN assessment, relevant to the courses/qualifications being undertaken, is offered to all new students prior to their course commencement.

Student Administration Officer and/or Trainers and Assessors are responsible for providing LLN support to students in need as per the Student Support and Welfare Policy.

The CEO has overall responsibility for the implementation and review of this policy. Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer or Administration Officer in person or by email to: apply@asoc.edu.au.

6. Policy Statement

6.1 Australian School of Commerce (ASOC) is committed to providing a high-quality education and training service for all students.

6.2 Australian School of Commerce (ASOC) is committed to supporting the LLN needs of students with a range of support mechanisms, and to assist students to identify any LLN support needs they may have.

6.2 Australian School of Commerce (ASOC) recognises that students come with a vast range of skills, experiences, motivations, and capacity to deal with the challenges required when commencing training. With this view, Australian School of Commerce (ASOC) will ensure that students are supported through completion of their training in all aspects of Language, Literacy, and Numeracy. Australian School of Commerce (ASOC) will not discriminate against students who will be identified as needing LLN assistance.

7. Requirements

7.1. One of the essential entry requirements for the courses is that students must possess sound Language, Literacy and Numeracy skills to satisfactorily undertake their course work at Australian School of Commerce (ASOC). All students wanting to study at Australian School of Commerce (ASOC) will be required to undertake LLN test prior to the enrolment or commencement of the course.

7.2. Australian School of Commerce (ASOC) will use ACSF mapped online LLN assessment tool – LLN Robot (<https://tlrg.com.au>) to conduct LLN test. LLN test will be conducted on campus under the supervision of qualified LLN assessor.

7.3. All students and relevant Australian School of Commerce (ASOC) 's staff will be informed of this policy and procedures.

Refer to below procedures for detailed information.



8. Procedures

8.1 LLN needs will be identified through Pre-Training Review conducted prior to the enrolment and the LLN test prior to the commencement of the course and/or trainer/assessors' recommendations. Communication skills of the students will be accessed by Pre-Training review call conducted after submission of the PTR form (attached with the application form). This call will be conducted by Enrolment Officer or representative depending upon the availability.

8.2. Australian School of Commerce (ASOC) will endeavour to provide LLN information to students prior to the course commencement.

The LLN test will be conducted at the campus by using an ACSF mapped online LLN assessment tool - LLN Robot (<https://tlrg.com.au>) under supervision of qualified assessor.

8.3. Australian School of Commerce (ASOC) will endeavour to establish students LLN information prior to course commencement. However, if a student's LLN needs are not identified until the course has commenced, Australian School of Commerce (ASOC) will analyse these needs and provide a strategy for assistance. These needs will be addressed through classroom learning and assessment activities over the duration of the program.

8.4. In developing training and learning materials, Australian School of Commerce (ASOC) will ensure that respective LLN requirements of specific units of competency or training packages are integrated into learning and assessment materials.

8.5. Accordingly, Australian School of Commerce (ASOC) will embed LLN principles within its delivery and learning and assessment tasks based on the specific Employability Skills and training package requirements.

8.6 Australian School of Commerce (ASOC) will ensure that the training staff members have the required knowledge and skills to manage with LLN issues as they arise; and engage in professional development activities within LLN domain.

8.7 Australian School of Commerce (ASOC) will ensure that the training staff members implement appropriate strategies to assist the students who need LLN assistance with their learning and maintain fairness, confidentiality, and equality in dealing with them.

8.8 LLN test will use an ACSF mapped online LLN assessment tool - LLN Robot (<http://tlrg.com.au>) to assess student's LLN skills. The LLN test will be conducted at the campus under supervision of the Australian School of Commerce (ASOC) staff or a qualified assessor.

8.9 Australian School of Commerce (ASOC) uses the LLN results from the LLN Robot to determine the LLN skills.

The recommended ACSF levels required for the Australian School of Commerce (ASOC) courses will be as following:

Qualification

Performance Level

SIT30821-Certificate III in Commercial Cookery	ACSF Level 3
SIT40521-Certificate IV in Kitchen Management	ACSF Level 3
SIT50422-Diploma of Hospitality Management	ACSF Level 4
BSB40920- Certificate IV in Project Management Practice	ACSF Level 3
BSB50820- Diploma of Project Management	ACSF Level 3
BSB50120 - Diploma of Business	ACSF Level 3
BSB60720- Advanced Diploma of Program Management	ACSF Level 4
BSB60120 - Advanced Diploma of Business	ACSF Level 4
BSB80120-Graduate Diploma of Management (Learning)	ACSF Level 4



8.10 Students are required to achieve expected level of performance level as per the required level. Where a student does not achieve the required LLN scores for the qualification into which they are seeking enrolment, LLN support* will be provided to the student, providing the student achieves the required performance level in at least three of the core skill elements and only fails to achieve the required score in the other 2 areas by 1 level. However, if student fails to demonstrate performance level in more than two core skills or fails to achieve required scores by more than level 1 in any of the skills, this will result in rejection of the application.

A student failing to demonstrate this LLN level does not have the required skills to successfully obtain the qualification applied for and will be referred to explore other training pathways. *LLN support-If students do not meet the recommended English and/or LLN requirements, students will be referred for additional support which will be provided by the institute with ACSF Support Plan** or students may also be asked to take further Language, literacy, and numeracy training, such as ELICOS programs to ensure that students are provided with support and proper guidance. Australian School of Commerce (ASOC) does not offer ELICOS programs. Contact Australian School of Commerce (ASOC) at 1300 781 194 for further information.

LLN Assessor will determine where students might require support, and when an application may be rejected. A student failing to demonstrate the LLN performance level in all the components will have his/her application rejected and students will be referred to explore other training pathways.

***LLN support**-If students do not meet the recommended English and/or LLN requirements, students will be referred for additional support which will be provided by the institute with *ACSF Support Plan or students may also be asked to take further Language, literacy, and numeracy training, such as ELICOS programs to ensure that students are provided with support and proper guidance. Australian School of Commerce (ASOC) does not offer ELICOS programs.

8.11 Education agents or any third party will not be authorised to conduct PTR or LLN test on behalf of Australian School of Commerce (ASOC).

8.12 Students are required to bring their photo Id such as passport or driver's license to authenticate their identification.

8.13. LLN instructions guide is available for students which will be made available prior to the LLN test.

8.14. If a student gets exit level less than the required level, Australian School of Commerce (ASOC) will implement *ACSF Support plan.

8.14. After the completion of LLN test, students will be informed of their LLN results and hardcopy of LLN result will be kept in student's file once the result has been generated.

8.15. All information relating to students gathered during this process will remain confidential.

****ACSF Support Plan**

ACSF Support plan is a plan developed for students who are facing difficulties in meeting LLN requirements. This plan is implemented for student to achieve expected learning outcome. Support learning outcomes will be provided in the areas where students have been identified as facing difficulty. Support will be provided if a student's exit level is less than the required level. Support plan for students will be developed on individual case by case basis. Few of the learning outcomes from the support provided in each component is provided below:

1. Learning

Student will be able to have short conversations in a social context, introduce self and others in a formal and informal setting, participate in group discussion and present views and opinion and/or use a range of vocabulary and grammar structures to maintain conversations.



2. Reading

Student will be able to Skim and scan form main idea and supporting ideas, read and comprehend general and academic texts, read and infer meaning and opinion of author, identify and take notes of important information, comprehend and summarise information and read academic, general, business, commercial texts with different purpose.

3. Writing

Student will be able to write simple, compound, and complex sentences, write cohesive paragraph with a range of grammar and vocabulary for the level, write formal website profile for businesses and individual, write a blog, covering letter, post cards, formal letter, adverts for products and/or write descriptive paragraph, new stories, personal emails.

4. Numeracy

Students will be able to Identify mathematical information and meaning in activities and texts, Use and apply mathematical knowledge and problem-solving processes, Communicate, and represent mathematics.

5. Oral Communication

If required, students can also be provided with support in Grammar, Vocabulary, Pronunciation. Students must contact Australian School of Commerce (ASOC) to seek assistance or support in LLN.

Students are requested to contact Australian School of Commerce (ASOC) for any queries