

Date of Implementation

1st September 2023

Date Reviewed

August 2023

Date Due for Review

July 2024

Language, Literacy and Numeracy Policy (Clause 1.2, 1.7)

Purpose

Students have an expectation of the quality of training and support they will receive from MiHaven Training; therefore, it is important that MiHaven Training is able to deliver top quality learning outcomes. MiHaven Training have implemented the LLN Robot system to manage the initial LLN assessment and support of students regarding their language, literacy and numeracy needs in regard to the Standards for RTOs 2015.

Clause 1.2

The RTO determines the amount of training they provide to each student with regard to:

- a) **the existing skills, knowledge and the experience of the student**

Clause 1.7

The RTO determines the support needs of individual students and provides access to the educational and support services necessary for the individual student to meet the requirements of the training product as specified in training packages or VET accredited courses.

The LLN Robot System consists of two main parts:

1. Robot online LLN testing. (Paper based also available)
2. Generating training profiles, training support programs, plans and strategies.

The LLN Assessment has been designed to give an indication of a student's abilities across the 5 core skills of the ACSF, linked directly to the specific qualification they are applying to enrol in. These are Learning, Reading, Writing, Oral Communication and Numeracy. The outcome of the assessment is the first step in considering the support needs of the student, and assessing the students current LLN score against the benchmark LLN scores are for the chosen qualification.

Scope

MiHaven Training is committed to ensuring that each student enrolling into our training packages or courses will be given a fair and reasonable amount of language, literacy or numeracy learning options or support if required. An LLN Assessment is required to be completed by all students prior to enrolling in any of our courses or qualifications, MiHaven Training Sales Team will conduct a pre-enrolment interview/meeting where either a robot online or hard copy LLN assessment will be provided.

If any LLN barriers are indicated, the MiHaven Training trainer and assessor will be in touch with the individual student to discuss some strategies that could be implemented.

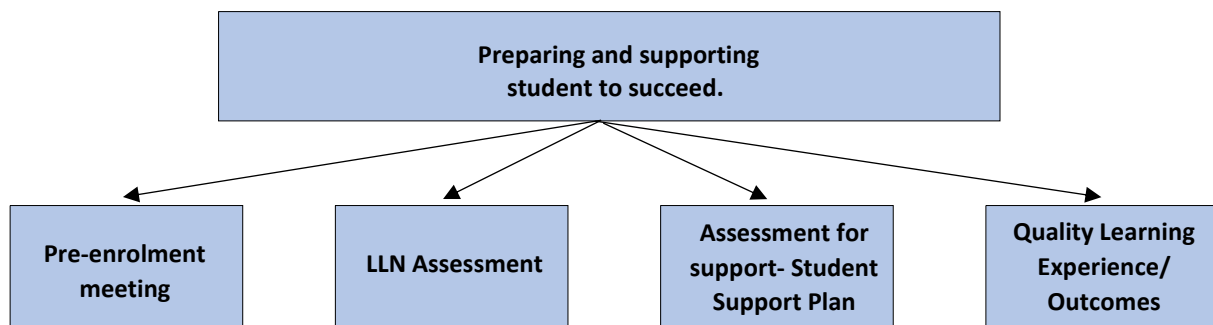
The LLN assessment will be reviewed to identify whether there may be a requirement for:

1. Low level support
2. Higher level support and / or reasonable adjustment
3. Potentially suited to a lower level qualification or possibly not suitable for the course

The following staff are critical in the provision of support to students:

1. *MiHaven Training Sales Team* – help explain the nature of the course to prospective students within pre-enrolment interviews/meetings and answer public queries.
2. *Student Support Team* – provide support to students regarding issues with any aspect of their learning journey.
3. *Trainers and Assessors* – who deliver and assess courses and who evaluates language, literacy and numeracy skills and supports the student with LLN matters. They may also provide student welfare support to students throughout the entire learning journey.
4. *Compliance Team* – to ensure compliance standards are met and students receive the support they require or are given the resources and external links to assist with further support methods required.

All MiHaven Training staff have a responsibility to ensure all students feel connected to their place of study through positive interactions as they transition through their training course.



Language Literacy Numeracy (LLN)

Where the Language, Literacy, and Numeracy (LLN) assessment indicates that there may be a LLN barrier, the Programs Manager will advise both the Trainer for review and follow-up with the student individually.

The LLN assessment will be reviewed to identify whether there may be a requirement for:

1. Low level support
2. Higher level support - reasonable adjustment
3. Potentially not suitable for the course- other options available

Speaking difficulties

- Student may bring a family member, friend, or support person to help explain and interpret terminology or more complex issues.

Listening difficulties

- Provision of seating close to trainer.
- Student may bring a family member, friend or support person to 'sign' course content.
- Ensure course materials are presented in clear, plain and 'easy' English.

Reading difficulties

- Provision of seating close to screen.
- Ensure all course materials are written in plain English.
- Student may bring a family member, friend or support person to help read terminology or more complex issues.

- Increase the use of graphics and signs in course materials.
- Provide large font training course materials.

Writing difficulties

- Trainer may use alternate assessment method (e.g. oral questioning).
- Student may bring a family member, friend or support person to take notes or complete exercises on the student's behalf where writing skills are not essential to course outcomes.

Procedure

MiHaven Training Sales Team will conduct a pre-enrolment interview/meeting where a robot online LLN assessment will be provided. Once the LLN Assessment has been completed, the Sales Team is required to export the LLN report against each student and qualification being undertaken. This report is to be sent to the trainer- per class group/cohort, and the Compliance Team is to be cc'd into the email. On the Application for Enrolment form there is a 'Support Needs' section where a student highlights if they have any disabilities, impairments, or long-term conditions, and whether they would like to receive and/or support with services, equipment and/or facilities- this information also needs to be forwarded to the trainer and Compliance Team prior to the commencement of any training course.

The trainer will review all LLN Robot Reports and supporting strategies sent through by the MiHaven Training Sales Team, the robot online assessment will develop this automatically and will need to be emailed directly to each student by the trainer.

The trainer will review and assess all LLN hard copy assessments sent through, the trainers will need to assess what supporting strategies each student requires (if any) and provide accordingly.

A General Student Support Strategy is available for all students to access via MiHaven Training website, this is work in conjunction with the LLN Robot supporting strategies supplied.

If major LLN barriers are identified an Individual Training Support Plan will need to be developed by the trainer with the student directly, signing off on key milestones and due dates.

Any LLN supporting resources issued are to be logged within the LLN Support Register.

Policy

This policy is based on our Access and Equity policy and Student Support and Welfare Policy that ensures that each training package that is nationally recognised (www.training.gov.au) and delivered by MiHaven Training has a minimum benchmark requirement in the language, literacy and numeracy skills of students. MiHaven Training provide students with training and assessment materials and strategies that are easily understood and suitable to the level of the qualification outcomes and workplace skills required. Although we cannot compromise the requirements of the relevant training package, we will make appropriate concessions and offer support to students identified with language, literacy and numeracy issues to ensure they undertake fair and equitable training and assessment.

MiHaven Training will provide clear information to students regarding any specific LLN requirements during the application for enrolment process. Prior to the training course, students will be given the opportunity to advise MiHaven Training and/or discuss further if there are any issues that may affect their ability to successfully undertake the training and assessment. Where a student discloses this information, MiHaven Training will provide confidential advice and support regarding the students learning options. This may result in a change to the assessment process for that student, e.g. written to verbal, or issuing of supporting programs and assessments.

MiHaven Training will refer the student to appropriate language, literacy and numeracy external support services, this is also indicated within the LLN General Student Support Strategy.

Where a student is identified during the course of study by the trainer or assessor to possess a lower level of language, literacy or numeracy than the minimum requirement set out for the training package, MiHaven Training will provide confidential support and advice regarding further learning options, extra support resources and external support services.

Love Apptually is a resource developed by Department of Youth Justice, Employment, Small Business and Training that has a list of resources and apps to support learning. MiHaven Training trainers and assessors are given an electronic copy of this resource to be able to support any of their students throughout their learning journey.

MiHaven Training has implemented inclusive practices to support student participation and learning outcomes as a core business element. When developing in-house assessment resources, inclusive of marketing collateral, PowerPoints and student handouts, MiHaven Training refers to the Department of Youth Justice, Employment, Small Business and Training Universal Design Principles Checklist, to cross check what is being developed and enhance the accessibility for everyone.

Refer to the LLN General Student Support Strategy and Individual Training Support Plan for further information.