PURPOSE

In keeping with the Institute’s access and equity policy, students experiencing difficulties with language, literacy or numeracy are offered support.

The purpose of this policy and related procedure is to establish guidelines to:

- identify students in need of LLN support
- establish staff guidelines to assist students with LLN needs

SCOPE

This LLN Policy applies to all:

- trainers and managers involved in the development, delivery, assessment and review of training
- current and future RGIT students

DEFINITIONS

Language involves the use of words in a structured and conventional way, in either written or spoken form, to communicate meaning.

Literacy is the ability to use and adjust language effectively, in a social context, to achieve specific purposes. Literacy involves the application of skills such as the ability to explain, debate, retrieve information, explore issues, entertain, create and express opinions.

Numeracy involves the practical application of mathematical skills to use and critically evaluate information in numerical, spatial or graphical form.

Numeracy may also involve literacy, for example, when extracting mathematical information from written text.
PROCEDURE

Needs Identification

Pre-enrolment Language and numeracy proficiency assessment is conducted by admission staff prior to student enrolment. All staff assessing the LLN tests receive a marking guide and appropriate training which includes familiarisation with the Australian Core Skills Framework. LLN assessment outcomes are overseen by RGIT’s LLN specialist.

Once the LLN assessment outcome is finalised, the student receives feedback informing them if LLN support is required.

Where a student’s LLN levels are identified as being lower than the specified requirements for the course, RGIT will:

- provide advice and information about alternative program choices or
- offer the student LLN assistance (refer below for examples of assistance offered). Ultimately, it is the choice of participants as to whether or not they proceed with the enrolment.

Where support needs go beyond what can be met with reasonable adjustment during the training and assessment process, and additional support is required, RGIT Australia, directs participants to a literacy specialist. A Commonwealth Government support service is:

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Contact Number</th>
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<tr>
<td>The Reading Writing Hotline</td>
<td>1300 6555 06</td>
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Post-enrolment

Trainers are to ensure that they monitor student assessment submissions for any LLN issues.

Where a trainer identifies LLN issues for a student that significantly impact upon the student’s ability to complete the course, the trainer is to notify
RGIT’s LLN specialist to discuss the support that can be given to the student.

The range of support options available include:

- Providing student with additional time to complete assessment tasks
- Meeting with student to discuss strategies that the student could employ to improve their language or numeracy skills
- LLN specialist sitting in on class to assist teacher in helping student with LLN difficulties
- For students of non-English speaking backgrounds, the option of enrolling in one of RGIT’s ELICOS or EAL courses. This may incur a fee.
- Referral to an external LLN expert. Additional support may occur on a fee for service basis.

Training in LLN

All trainers will be required to maintain a unit of competency in LLN.

To support trainers in their understanding and application of LLN support in the classroom, RGIT will conduct in-house PDs to inform trainers how to deal with LLN issues and to inform trainers of the literacy and numeracy standards expected within RGIT courses.

Recording of LLN issues

All trainers are to ensure that they record all LLN concerns, actions taken and conversations with a student on the student’s LMS portal.

Information

LLN support offered by RGIT is communicated to both students and staff via:

- Student orientation sessions
- Classroom posters
- Student Handbook
- Trainer induction
Confidentiality

The confidentiality of students who require additional support services and are in accordance with RGIT’s Privacy Policy