



LANGUAGE, LITERACY AND NUMERACY (LLN) POLICY

PURPOSE

MSTS realises that many adults do not have the Language, Literacy and Numeracy abilities that are required to effectively participate in training.

The purpose of this Language Literacy & Numeracy Policy is to ensure that MSTs's Trainer/Assessors, and Managers, can identify LLN skill levels, from the onset and throughout training, and assist students with LLN skill needs, in order to provide them with as much opportunity as possible to complete their learning and assessment, when attending any training courses at MSTs.

As a great majority of MSTs's courses are high-risk, we are bound by certain legislative regulations. All assessments must be completed in English and, as such, learners are required to have a sufficient level of English literacy that permits them to complete both the written and practical assessments, without the assistance of an interpreter.

SCOPE

This LLN Policy applies to all MSTs's Trainer/Assessors and Managers involved in the development, delivery, assessment and review of training at MSTs.

This Policy and Procedure also applies to all MSTs students and is communicated to them prior to enrolment, during application and prior to commencing training.

RELEVANT STANDARDS AND GUIDELINES

This Language Literacy and Numeracy Policy document specifically addresses Section 1.7 in the Standards for Registered Training Organisations (RTOs) 2015.

RELATED DOCUMENTS

Code of Practice
Enrolment Form
Language Literacy and Numeracy Indicator Assessment

POLICY

MSTS:

- i. Promotes the LLN Policy to Students at initial enquiry and before the training course commences.
- ii. Advises students of the availability of available support services for those with LLN problems
- iii. Ensures Trainer/Assessors can identify students with LLN problems and can implement appropriate strategies to assist them with their learning.

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- iv. Ensures that LLN issues are considered during development of training courses and assessment tools.
- v. Provides relevant employee training to ensure an understanding of LLN requirements.

All Managers and Trainers are responsible for:

- i. Promoting the MSTS LLN Policy to Students at; initial enquiry and before the Training Course commences.
- ii. Identifying students' LLN skill level.
- iii. Providing students with as much opportunity as possible to learn, given their current LLN skill levels.
- iv. Escalating any LLN problems to the Compliance Manager for final authorization of approach.

NEEDS IDENTIFICATION

To optimise student's ability to meet course requirements; prior to enrolment, MSTS will offer students the ability to complete an LLN indicator assessment. This is used as a needs analysis and to effectively allow for student participation in MSTS Training Courses. We are also able to offer sample calculations, as an effective method for ascertaining numeracy skills.

The learner will have the opportunity to complete this indicator assessment before deciding whether to enrol on a course with MSTS.

MSTS 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, MSTS analyses these needs and provides a strategy for assistance.

Where it is not possible to meet the Students LLN needs, MSTS will refer the participant to a professional organisation specialising in LLN for further assistance. If such LLN requirements have been established prior to course commencement, and the learner has already paid funds towards the training course, MSTS will issue either a full refund or credit towards participating in an MSTS Training Course at a later date.

ACCESS & EQUITY

MSTS does not discriminate against 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, where required.

Ultimately it is the choice of the learner as to whether or not they proceed with the enrolment. In a situation where a learner has not requested LLN support information, prior to course commencement, or where MSTS has advised against proceeding until LLN skills reach an appropriate level, MSTS will not be obliged to offer the student a refund or a credit toward participating in a training course at a later date.

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ADJUSTMENT TO ASSESSMENTS

There are a number of ways that MSTS 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 include:-

- i. Writing material in plain English;
- ii. Reading aloud written material to students;
- iii. Using signs, pictures and graphics;
- iv. Interviewing the employer/supervisor about their work;
- v. Asking student's to demonstrate their skills on-the-job;
- vi. Providing the student with a manual, prior to course commencement;
- vii. Providing the student with sample calculations to practice, prior to course commencement.

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. There are also certain legislative criteria that need to be met, when a student is participating in a course for high risk work. This needs to be taken into account when determining suitable adjustments.

CONFIDENTIALITY

All information relating to students, regarding LLN, will be treated as confidential and in accordance with MSTS's policy on privacy