LANGUAGE, LITERACY, NUMERACY & DIGITAL (LLND) POLICY & PROCEDURE

PURPOSE

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

The purpose of this Language Literacy,Numeracy and Digital Policy and Procedure is to ensure that MSTS's Trainer/Assessors, and Managers, can identify LLND skill levels, from the onset and throughout training, and assist students with LLND 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 LLND Policy and Procedure 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 learners and is communicated to them prior to enrolment, during application and prior to commencing training.

RELEVANT STANDARDS AND GUIDELINES

This Language Literacy,Numeracy and Digital Policy and Procedure document specifically addresses Section 2.2 in the Standards for Registered Training Organisations (RTOs) 2025.

RELATED DOCUMENTS

Code of Practice.
Pre Course Questionnaire.
Language Literacy,Numeracy and Digital (LLND) Assessment (high risk and non-high risk).
Learner Acknowledge Form.

POLICY

MSTS:

i. Promotes the LLND Policy and Procedure to learners at initial enquiry and before the training course commences.

ii. Advises learners of the availability of available support services for those with LLND problems.

iii. Ensures Trainer/Assessors can identify learners with LLND problems and can implement appropriate strategies to assist them with their learning.

iv. Ensures that LLND issues are considered during development of training courses and assessment tools.

v. Provides relevant employee training to ensure an understanding of LLND requirements.

All Managers and Trainers/Assessors are responsible for:

i. Promoting the MSTS LLND Policy to learners at; initial enquiry and before the Training Course commences.

ii. Identifying learners' LLND skill level.

iii. Providing learners with as much opportunity as possible to learn, given their current LLND skill levels.

iv. Escalating any LLND problems to the Managing Director for final authorisation of approach.

NEEDS IDENTIFICATION PROCEDURE

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

- **Remote Completion Limitations:** LLND assessments are completed off-site, which means we can't guarantee they're completed unassisted. To address this, MSTS takes a holistic approach by incorporating the pre-course questionnaire, which provides insight into the learner's existing skills, licences and experience.

- **Adaptable Delivery Approach:** While MSTS offers short-format courses, we remain flexible and responsive to learners' needs. If LLN issues are identified, we provide tailored recommendations and allow those marked as Not Yet Competent (NYC) to return and retake the course.

- **Industry-Relevant Content:** These assessments are designed to reflect authentic workplace tasks relevant to each learner's role and industry, rather than relying on generic testing.

Where it is not possible to meet the learner's LLND needs, MSTS can refer the learner to a professional organisation specialising in LLND for further assistance. Suppose such LLND requirements have been established prior to course commencement, and the learner has already paid funds towards the training course. In that case, 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 learners who have been identified as having low LLND skills, noting again that MSTS is bound by certain legislative regulations. However, the learner will be referred to a professional organisation specialising in LLND for further assistance, where required.

Ultimately it is the choice of the learner as to whether or not they proceed with the enrolment.

ADJUSTMENT TO ASSESSMENTS

There are a number of ways that MSTS may make reasonable adjustments to the assessment procedure to allow for the LLND skills of learner 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 learners 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 learner 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 learners, regarding LLND, will be treated as confidential and in accordance with MSTS's policy on privacy.