

## **Policy Title: Language, Literacy and Numeracy Policy and Procedure**

### **Purpose**

The purpose of this policy is to outline Southern Cross Civil & Rail Training's practice to identify and assist Vocational Education and Training (VET) students that have language, literacy and numeracy issues.

Southern Cross Civil & Rail Training trainers, manager and administrative staff are required to identify LLN skill levels required by rail industry regulators and assist students with LLN skill needs to understand that this is a safety critical issue for rail workers and encourage them to seek LLN training if necessary.

### **Policy Statement**

The policy and procedure has been designed to support the Standards for Registered Training Organisations 2015 including, but not limited to:

Standard 1.7 Support and progression

The term Language, Literacy and Numeracy (LLN) refers to five core skills;

- Learning
- Reading
- Writing
- Oral Communication
- Numeracy

These 5 core skills have been identified by the Australian Core Skills Framework (ASCF) as the essential skills for individuals to hold to participate effectively in society, including the workplace and education sector.

As stated, it is essential that VET students have sufficient LLN skills to participate in training and assessment in the Vocational Education and Training Sector.

### **Policy:**

- Southern Cross Civil & Rail Training will ensure all students are provided with appropriate levels of support when undertaking training.
- Trainers and assessors can identify students with LLN problems and can implement appropriate strategies to assist them with their learning where permissible. Rail Industry courses are the exception.
- LLN issues are considered during development of training courses and assessment tools for courses other than Rail Industry courses.

- Relevant staff professional development opportunities and publications will be made available to ensure continued awareness and competence with regard to the Southern Cross Civil & Rail Training LLN Policy and Procedure.
- Where students with LLN problems are not suitable to undertake the training, where practicable we will advise the student to undertake further Language, Literacy and Numeracy training with a specialised language facility.
- All Managers, Trainers and administrative staff have the responsibility to:
  - Promote the Southern Cross Civil & Rail Training LLN Policy to students at initial enquiry and before the training course commences and advise the availability of confidential support services if they have LLN problems.
  - Identify students LLN skill level.
  - Provide students with as much opportunity as possible to access courses and effectively learn within their current LLN skill levels.
  - Refer students to professional organisations specialising in LLN skills, where required eg Local TAFEs Community TESOL provides in their area.
  - Escalate any LLN problems to the Training Manager for final approval on strategy.

### **Identifying LLN needs**

- To optimise student's ability to meet course requirements, identification of training needs to be undertaken using English LLN assessment where applicable.
- Southern Cross Civil & Rail Training will establish student's LLN needs, at enrolment prior to the course commencement, however should a student's LLN needs not be identified until the course has commenced, the course facilitator/trainer will analyse affected student's needs and refer the student to the Training Manager for assistance.
- If it is not possible to meet the students LLN needs, Southern Cross Civil & Rail Training will refer the participant to a professional organisation specialising in LLN for further assistance and will provide the participants with a refund or a credit towards participating in a Southern Cross Civil & Rail Training at a later date.

### **Access & Equity**

- Southern Cross Civil & Rail Training is bound by the policies of Rail Industry Regulators regarding the LLN for rail safety workers and must advise students or potential students who have been identified as having LLN skills below the required level. The affected applicant will be referred to a professional organisation specialising in LLN for further assistance if they desire to complete rail related courses at a later date.

- **Students Needs and Supporting Obligations:**

- Southern Cross Civil & Rail Training's LLN Policy applies to all trainers and managers involved in face to face facilitation, delivery and assessment of rail industry courses.
- It is a rail industry requirement that rail industry workers must be literate in written and spoken English at least to the level of normal workplace communication. Interpreters are not permitted. Information is communicated to students via the Southern Cross Civil & Rail Training website, during the enrolment confirmation process and outlined in the Student Handbook.
- Southern Cross Civil & Rail Training ensures all students are provided an opportunity to successfully complete their chosen training course/program. The needs of an individual are established prior to or as close as practicable to the commencement of training.

### **Reasonable Adjustment**

- Students with a disability/condition and/or those in need of additional support to participate in training and assessment on the same basis as other students may require a reasonable adjustment action/measure to assist them with their training/assessment.
- Any adjustment must be undertaken within the bounds of what is accepted for regulatory purposes. Where a regulatory authority requires certain practice, this must be upheld and cannot be compromised. This may include levels of fitness, knowledge or abilities to perform certain tasks.
- Measures that may be implemented to enable a student to participate on the same basis as a student without a disability/condition include, but not limited to:
  - In the case of students such as those who may self-identify as having dyslexia and cannot spell but can understand spoken English and answer questions orally, the trainer/assessor may arrange for an independent person to scribe for that person.
  - Course content must be spoken clearly in English at a comfortable pace.
  - Repeating content and asking students to explain portions of content in their words.
  - Using a writer for students who cannot write can be allowed where appropriate.
  - Interviewing the employer/supervisor about their work; and/or
  - Asking students to demonstrate their LLN skills before undertaking the course where there is doubt about the level of LLN skills held.

### **Procedure**

- Student initiates course enquiry through website.
  - Outcome - Student can access the internet, navigate a website and complete a form in English.
- Student attends Training offices

- Outcome - Can navigate a defined route and follow directions. They can perform simple calculations, including distance and time.
- Student attends course information session, including housekeeping.
  - Outcome - Student can listen, learn and interpret information. They can have a discussion in English.
- Student completes enrolment form.
  - Outcome - Student can read and interpret information in English and respond to simple questions. can complete a form and provide information.
- Student pays for course.
  - Outcome - Student can interpret instructions and use technology. They can calculate fees and charges.
- The student may already have achieved the LLN requirements, as they may already hold:
  - a RIW licence
  - a current Certificate III trade qualification
  - Protection Officer Licenceand in these cases meet the LLN requirements for the short courses offered.
- If the student cannot complete the initial enrolment stage and understand English they assessor initiates a further discussion with the manager and formal LLN testing occurs.
  - A decision on the LLN capabilities of the student is made and they are accepted into the course, or is referred to alternate English specialist.
- Where enrolment is directly into a Certificate III qualification or higher, does not hold any licences an interview will be held with the student and LLN testing completed.

### **Related Documents**

- Student Handbook
- Enrolment Procedure
- Access and Equity Policy
- Language, Literacy and Numeracy Assessment – Aptitude Test