



# Language Literacy and Numeracy (LLN) Policy

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## Policy Statement

Absolute Medical Response is committed to providing a high quality education and training service for all students. The term 'language, literacy and numeracy' refers to five core skills; learning, reading, writing, oral communication and numeracy.

Development of language, literacy and numeracy (LLN) in students is an important component of education at Absolute Medical Response ' commitment to students and satisfies the ASQA requirements. Absolute Medical Response is committed to supporting the LLN needs of students with a range of support mechanisms, and to assisting students to identify any LLN support needs they may have prior to enrolment. VET staff need to be aware of the LLN skills of a student; the LLN requirements of a Training Package; and the industry's expectation of LLN skills of its workforce in order to develop appropriate delivery and assessment materials

## Purpose

The Absolute Medical Response LLN Policy and Procedure sets out the framework for integration of LLN within Absolute Medical Response and provides guidance to Absolute Medical Response on its implementation and monitoring. It also reflects the expectations and responsibilities of staff and its students.

## Scope

This policy and its procedure are specifically focussed on LLN and apply to all students including potential students enrolled or seeking to enrol in a VET course of study with Absolute Medical Response .

## Definitions

**ASQA:** Australian Skills Quality Authority

**VQF:** The VET Quality Framework consists of:

- The standards of NVR Registered Training Organisations.
- The Fit and Proper Person requirements
- The Financial Viability Risk Assessment requirements
- The Data provision requirements
- The AQF



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**Language:** In its broadest sense, language involves the words, verbal structures and gestures we use to convey meaning. In using language, we generally use a combination of communication forms such as speaking, listening, reading, writing and visual communication.

**Literacy:** Literacy is the ability to read and use written information as well as to write appropriately, in a range of contexts. Literacy involves the integration of speaking, listening, and critical thinking with reading and writing. Literacy skills enable us to interact with one another to achieve particular purposes: to explain, debate, retrieve and provide information, explore issues, entertain and create.

**Numeracy:** Numeracy involves the practical application of mathematical skills to absorb, use and critically evaluate information in numerical or graphical form. Depending on the context this can include basic number skills, spatial and graphical concepts, the use of measurement and problem solving. Numeracy may also involve literacy, for example when extracting mathematical information from written text.

## Guidelines

Absolute Medical Response recognises the importance of basic skills in English language, literacy, and numeracy (LLN) for students in being able to participate actively and effectively in any course of study. Improving basic skills will assist in breaking down barriers for students in communicating with their trainers, peers and in the workplace.

To achieve this, Absolute Medical Response will ensure that all participants enrolled in our vocational training courses are given the opportunity to learn based on their individual competencies in LLN identified by an LLN assessment test.

We recognise that not all individuals have the same skills-set in reading, writing and performing calculations. Trainers and staff will endeavour to help and accommodate participants with difficulties in Language, Literacy or Numeracy.



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## Procedure

1. The academic management staff are responsible for acting upon information obtained in the Enrolment Form where LLN and other individual needs are identified. Where individual needs are identified, action can be taken during the delivery of the training program and the assessment process to assist the participant by way of:
  - Discussion between participant and academic management team member to identify participants' particular needs
  - Reasonable adjustment of the training program delivery and assessment methods to suit these needs.
  - One-on-one support provided during the training program, delivery and progress monitored by the academic management staff to promote successful learning outcomes.
2. Identification of training needs is to be based on the English language literacy and numeracy competencies, which are needed to participate effectively in Absolute Medical Response ' training programs. Absolute Medical Response will endeavour to obtain LLN information before commencement of the course / unit although the participant's individual needs may not be identified until after the course / unit has commenced
3. Absolute Medical Response endeavours to equip the participant to write sufficiently to undertake the tasks of the profession. The National training and Education Manager will analyse necessary requirements to meet the participant's individual needs. Where these needs cannot be met, a refund will be given to the participants
4. Where support needs to go beyond what can be met with reasonable adjustment during the training and assessment process, and additional support is required, Absolute Medical Response will direct participants to an external literacy specialist
5. Students are requested to declare any learning disabilities / language requirements as a part of the enrolment process. Once such requirements are identified, relevant staff are alerted to the students' requirements and remedial processes can be implemented
6. Absolute Medical Response assesses the student's English language skills in an initial assessment session prior to commencement of each term or course. These results are collated and 'at risk' students are identified. Students with insufficient English proficiency are required to undertake additional English studies



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7. Students are offered specific assistance in the form of study skills and tutorial sessions. These are incorporated into the academic program over each semester. These sessions may have a particular emphasis on essay and report writing, writing skills, referencing and plagiarism. As a follow up, individual tuition is provided on a one-to-one basis geared to the needs of each student. This may include assistance with oral presentations, editing of assignments and preparation techniques for exams. This support is provided during option classes for the students. At risk students are also encouraged to attend Writers' Workshop lessons.
8. All students and relevant Absolute Medical Response staff are informed of this policy and procedure. Copies of this policy and procedure are in the policy and procedures manual and published on Absolute Medical Response intranet site.
9. All information relating to participants gathered during needs identification, training and evaluation will remain confidential.
10. Participants will have access to any information gathered by Absolute Medical Response about them as defined in Absolute Medical Response ' Privacy Policy and Procedure.

## Responsibilities

### Marketing Manager and Customer Services Officers

- advise potential students of the entry requirement to complete the mandatory Diploma Entry Test
- giving general advice to potential students in terms of LLN support available at Absolute Medical Response
- flagging any disclosures in relation to LLN needs in the enrolment form and/or failure to achieve the Australian Core Skills Framework (ACSF) levels of the course in records kept in the student record management system and with the Training Manager for follow-up
- Ensuring records of calls, enrolment forms, academic certificates and LLN initial test results are stored in the student management system.

### National Training and Education Manager

- Organise for additional post enrolment diagnostic assessment
- Ensure development of Individual Learning Plan (ILP) where LLN difficulties have been identified
- Communication with Trainers in relation to LLN support needs of students
- Ensuring that LLN support is promoted to students within the course
- Reporting on LLN data as part of the annual course review process



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## **Trainer responsibilities**

- Integrating LLN learning activities and assessment into their subjects
- Communicating with Trainers and Assessors where students are demonstrating LLN difficulties via assessments

## **Director's responsibilities**

- Ensuring that LLN development forms part of Absolute Medical Response Training and Assessment Strategies
- Ensuring that LLN development is reported on as part of annual course review
- Ensuring that training of staff is resourced and conducted.