



LLN & Digital Proficiency Policy and Associated Procedures

PURPOSE

In keeping with Veritas Institute Australia's Student Support Policy and Associated Procedures, Access and Equity Policy and Associated Procedures, students experiencing difficulties with language, literacy, numeracy and digital proficiency are offered support. The purpose of this policy and procedure is to establish guidelines to:

- identify students in need of language, literacy and numeracy (LLN) and digital proficiency support and
- establish staff guidelines to assist students with LLN & digital proficiency needs

This policy also describes the process Veritas Institute Australia undertakes to assess prospective students' current competencies including language, literacy and numeracy skills and digital proficiency prior to enrolment of training and to ensure that training and assessment strategies are designed to meet individual needs and provide advice to each prospective VET student about whether the training product is suitable for them. This policy also ensures that the staff and applicants make informed decisions about the suitability and relevance of the course the applicant is undertaking with Veritas Institute Australia and ensures adequate support services are available to those in need.

SCOPE

This LLN & Digital Proficiency Policy and Associated Procedures applies to all

- trainers and managers involved in the development, delivery, assessment and review of training
- current and future Veritas Institute Australia's students

RESPONSIBILITY

It is the responsibility of the prospective student to reveal any information about LLN & Digital literacy needs, as part of the enrolment process. Veritas Institute Australia is responsible for organising additional internal post enrolment diagnostic assessment, if required, and ensuring use of individual learning plans and reasonable additional learning aids/strategies that might be required by the student during their learning.

DEFINITIONS

Course Entry Interview means the process undertaken between Veritas Institute Australia and a prospective student to determine the most suitable and appropriate training for that individual.

Personal Information means information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

Australian Core Skills Framework (ACSF) is a tool which assists both specialist and non-specialist English language, literacy and numeracy practitioners describe an individual's performance in the five core skills of learning, reading, writing, oral communication and numeracy.

Training Plan/Timetable means the plan for the training and assessment to be delivered to an individual created by Veritas Institute Australia.

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.

Digital Proficiency / Literacy skills are skills relevant to usage of computer, internet, Word Processing, graphics, multimedia, presentation software etc



POLICY

Veritas Institute Australia is committed to providing high quality education and training to all students. Veritas Institute Australia is committed to providing any reasonable support necessary to help students with LLN & Digital literacy difficulties to complete their course. Veritas Institute Australia will have in place both pre- and post-enrolment mechanisms to determine whether a student's LLN & Digital literacy level meets course requirements. The mechanisms will aim to help prospective students make informed decisions about whether Veritas Institute Australia's courses are suited to their needs. This policy and procedure is in place to ensure that all applicants seeking entry into a nationally recognised course with Veritas Institute Australia have the appropriate level of foundation/LLN & Digital literacy skills in order to achieve the competencies of the vocational course. This policy also ensures that the staff and applicants make informed decisions about the suitability and relevance of the course the applicant is undertaking with Veritas Institute Australia and ensures adequate support services are available to those in need.

PROCEDURE

Pre-enrolment:

Prior to enrolment, all students must demonstrate that they have the language, literacy and numeracy & Digital literacy skills sufficient to meet course requirements. Students will be required to complete an LLN & Digital Literacy test to ensure the learner has the required LLN & Digital literacy for their chosen course. Where a student's LLN & Digital literacy level is identified as being lower than the specified requirements for the course, Veritas Institute Australia will:

- Provides advice to each prospective VET student about whether the training product is suitable for them to ensure that students are able to make informed decisions about whether a training product is right for them, based on their skills, competencies and learning needs.
- Provide advice and information about alternative program choices or offer the student LLN & Digital Literacy assistance (refer below for examples of assistance offered). Ultimately, it is the choice of participants as to whether or not to 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, Veritas Institute Australia directs participants to an LLN & Digital Literacy specialist.
- Where a prospective student does not have the required skills and competencies needed to successfully participate in a training product, Veritas Institute Australia will advise the person on the suitability of the training products for them

LLN & Digital Support Services

LLN & Digital Support Services	Contact Details
The Reading Writing Hotline	1300 6555 06 https://www.readingwritinghotline.edu.au
Skills for Education and Employment (SEE)	https://www.education.gov.au/see-providers
Reading Writing Hotline	1300 655 506
Conversation groups & Desk Tutors	English Conversation Café Geelong Library and Heritage Centre (The Dome) Ground Floor South (Blue Table)
Geelong Library & Heritage Centre	The Dome: https://www.qrlc.vic.gov.au/

Post-enrolment:

Trainers/Assessors are to ensure that they monitor student assessment submissions for any LLN & Digital Literacy issues. Where a trainer/assessor identifies LLN & Digital Literacy issues for a student that significantly impact upon the student's ability to complete the course, the trainer is to notify Veritas Institute Australia's CEO to discuss the support that can be given to the student.

If Language, Literacy and Numeracy (LLN) & Digital Literacy support is required, the Trainer needs to arrange this by completing the following steps:

- Complete a Student Support Plan including strategies on how the Student will be supported and course progress monitored;
- Discuss the Students LLN & Digital Literacy test if applicable;
- Scan and upload copy of Student Support Plan to Student Management System or place on student file;
- Add notes in Student Management System detailing the support;
- Schedule dates for monitoring Student's progress;
- Schedule dates for follow-up meetings with the Student;



- Refer Student to an External Provider where applicable

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 & Digital Literacy specialist sitting in on class to assist teacher in helping student with LLN & Digital Literacy difficulties.

Training in LLN

To support trainers in their understanding and application of LLN & Digital Literacy support in the classroom, Veritas Institute Australia will conduct in-house PDs to inform trainers how to deal with LLN & Digital Literacy support issues and to inform trainers of the literacy and numeracy standards expected within Veritas Institute Australia's courses.

Recording of LLN issues

All trainers are to ensure that they record LLN & Digital Literacy support concerns, actions taken and conversations with a student on the student's file.

Information

LLN & Digital Literacy support offered by Veritas Institute Australia is communicated to both students and staff via:

- Student orientation sessions
- Official Website
- Student Handbook
- Course Brochures
- Trainer & Student induction

Confidentiality

All information relating to participants gathered during needs identification, training and evaluation will remain confidential.

Note - Under the Data Provision Requirements 2012, Veritas Institute Australia is required to collect personal information about all students and to disclose that personal information to the National Centre for Vocational Education Research (NCVER). All personal information as contained on an enrolment form and your training activity data may be used or disclosed by Veritas Institute Australia for statistical, regulatory and research purposes. Veritas Institute Australia may disclose your personal information for these purposes to third parties, including:

- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorized agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operated, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

Please refer to Veritas Institute Australia's Privacy Policy & Associated Procedures.

Access & Equity

Veritas Institute Australia must ensure that access to training is equal for all students. Veritas Institute Australia does not discriminate against students and/or prospective students whose learning needs are identified under the standards of LLN & Digital Literacy support with regards to their enrolment in any current or future training courses. Where LLN & Digital Literacy support levels are identified as being lower than the specified requirements for the qualification or course level, Veritas Institute Australia will provide advice and information on their options. All outcomes of LLN & Digital Literacy support are to be recorded & filed. However, it is important to note that this LLN & Digital Literacy test is a sole indicator of the student's LLN & Digital Literacy proficiencies and any needs identified to be addressed by the Veritas Institute Australia and does not provide assessment of the suitability of the student for their enrolled course, whether the overseas student's English language proficiency, educational qualifications or work experience is sufficient to enable them to enter the course.

Adjustments to Assessments



There are a number of ways that Veritas Institute Australia may make reasonable adjustments to the assessment procedure to allow for the LLN & Digital Literacy 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 but not limited to:

- Reading aloud written material to students
- Allowing the use of a helper for students who cannot type the answers
- Using signs, pictures and graphics
- Allowing the use of an interpreter
- Writing material in plain English
- Asking parts of questions to be answered orally
- Asking students to demonstrate their skills
- Modifying workstations
- Modifying premises
- Modifying or providing equipment
- Adapting delivery strategies
- Ensuring that course activities are sufficiently flexible
- Providing additional support to students where necessary
- Customising resources and activities within the training package or accredited course
- Modifying the presentation medium
- Making information accessible both prior to enrolment and during the course
- Monitoring the adjustments to ensure student needs continue to be met

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.

Appeal

A student may appeal against a decision made with respect to admission or enrolment process/outcome and the appeal must be lodged in writing according to the processes for appeals as detailed in the Complaints and Appeals Policy and Associated Procedures. Students have the right to appeal any decision made by Veritas Institute Australia's administration under this policy. The affected parties will have access to Veritas Institute Australia's Complaints and Appeals and Associated Procedures if they think that the decisions made by appropriate authorities are not just and fair in their opinion.

Final Responsibility

The CEO is to ensure all requirements of this Policy & Associated Procedures are met. All staff and clients adhere to Veritas Institute Australia's Policies & Procedures. The CEO has the responsibility to ensure that Veritas Institute Australia complies with all the statements and processes included in this document. Any complaints or breaches in relation to this policy should be reported to the Senior Management in person or by email.