



Nepean Community College

Language, Literacy and Numeracy Policy and Procedures



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1. Policy

Nepean Community College (NCC) (RTO: 1223) 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 NCC and our commitment to students satisfies the ASQA requirements. NCC 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.

Trainer/Assessors 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. The basis for the development of NCC's LLN will be based on the Language, Literacy and Numeracy tool known as LLN Robot (<https://llnrobot.com.au/>).

2. PURPOSE

NCC's LLN Policy and Procedure sets out the framework for integration of LLN within accredited courses and provides guidance to students on its implementation and monitoring. It also reflects the expectations and responsibilities of staff and its students.

3. SCOPE

This policy and procedures are specifically focused on LLN and apply to all students including potential students enrolled or seeking to enrol in a VET course of study with NCC.

3.1 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.

3.2 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.

3.3 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.

4. GUIDELINES

NCC recognises the importance of basic skills in 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, NCC 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 the LLN Robot Assessment system. 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.

5. PROCEDURE

- The NCC team 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 the Student Engagement Facilitator 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.
- Identification of training needs is to be based on the language literacy and numeracy competencies, which are needed to participate effectively in NCC's training programs. NCC will 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.
- NCC endeavours to equip the participant to write sufficiently to undertake the tasks of the profession. RTO Manager will be consulted to analyse necessary requirements to meet the participant's individual needs. Where these needs cannot be met, a refund will be given to the participants.
- Where support needs to go beyond what can be met with reasonable adjustment during the training and assessment process, and additional support is required, NCC will direct participants to an external literacy specialist.
- Students are requested to disclose 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.
- All students and relevant NCC staff are informed of this policy and procedure.
- All information relating to participants gathered during needs identification, training and evaluation will remain confidential.
- Participants will have access to any information gathered by NCC about them as defined in NCC's Privacy Policy and Procedures.

6. RESPONSIBILITIES

6.1 Student Engagement Facilitator

- Follows the *Student LLN Checklist*.
- Advises all potential students of the entry requirement to complete the NCC LLN.
- Gives general advice to potential students in terms of LLN support available at NCC.
- Flags any disclosures in relation to LLN needs in the registration form and/or failure to



achieve the ACSF levels of the course in records kept in the student record management system for follow-up.

- Ensures records of calls, enrolment forms, academic certificates and LLN Robot assessment results are stored in the student management system.
- Ensures development of Individual Learning Plan where LLN difficulties have been identified (where possible).
- Communicates with Trainers in relation to LLN support needs of students.
- Ensures that LLN support is promoted to students within the course.
- Reports on LLN data as part of the annual course review process.

6.2 Trainer responsibilities:

- Integrates LLN learning activities and assessment into their subjects.
- Communicates with the Student Engagement Facilitator where students are demonstrating LLN difficulties via assessments.

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