



## Language, Literacy and Numeracy Policy

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

Research has indicated that many adult learners do not have the language, literacy and numeracy skills they need to effectively participate in vocational education and training. The increasing importance of employability skills such as communication and problem solving in the workplace highlight the need for underpinning language, literacy and numeracy skills.

To support this approach Broadband Connect will:

- Assess a student’s language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training;
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to students about the detail of the language, literacy and numeracy assistance available;
- Refer students to external language, literacy and numeracy support services that are beyond the support available within Broadband Connect and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

### Language, literacy and numeracy assessment

The following procedure is to be followed in order to assess a student’s language, literacy and numeracy skills:

- **Self-assessment.** In the first instance, prospective students are asked on the enrolment form “*Do you consider that you have adequate language, literacy and numeracy skills to undertake the course?*” In response to this question, the student may tick yes, no or not sure. If the student ticks yes, it is to be assumed that the student will have the language, literacy and numeracy skills to undertake the training.
- **Interview.** If the student ticks no or not sure on the enrolment form, the student should be contacted and arrangements made for an interview to further assess their language, literacy and numeracy skills. The interview should be in person, or if this is not practical, by phone. The purpose of the interview is to establish the background, motivation and general abilities of the student to determine what support Broadband Connect

may provide. The Language, Literacy and Numeracy Interview Guide are available in the Language, Literacy and Numeracy Tools section that follow.

- **LLN Indicator Assessment.** Depending on the information gained from the interview, it may be necessary to invite the student to undertake Broadband Connect LLN Assessment. The assessment is not intended to cause anxiety but to determine where the student has specific language, literacy and numeracy deficits and to determine what support is required to undertake Broadband Connect training. The Language, Literacy and Numeracy Indicator Assessment is available in the Language, Literacy and Numeracy Tools section that follows.

### **Supporting students with language, literacy and numeracy deficits**

Where it is determined that a student does have deficiencies with language, literacy or numeracy skills, Broadband Connect is to adopt strategies which enable the student to progress in their desired training program. The following strategies are to be considered and will be informed by the level of language, literacy or numeracy deficit determined during the assessment:

- Negotiate a training program with the student that recognises that additional time will be required to appropriately support the student to complete the training
- Obtain a strong commitment from the student that they will provide personal effort that is in addition to that normally required to undertake the training program
- If agreed to by the student, engage with the student's employer to negotiate the additional time and effort required to appropriately support the student during the training program
- Provide the student with a list of the words and terms which are highly relevant to the workplace skills and knowledge being delivered within the training program. This list should be practised with the student to get them comfortable with identifying the words and their meaning. This list should be expanded over time and acts as a "vocational vocabulary" and will focus the student on small steps of achievement
- Program sessions where learning information that would usually be delivered to the student via their own reading is presented to the student verbally and is supported by questions and answers
- Provide the student with 'quick reference' sheets which assist them to undertake basic mathematical tasks. These may be example calculations or conversion tables. The student may benefit from a session learning to use a calculator or simply recognising the common symbols and references
- Make arrangement to regularly meet with the student to monitor their progress and adjust the support strategies

### **Referring the student for language, literacy and numeracy assistance**

Where it is determined that a student has language, literacy or numeracy skills which are beyond the support available within Broadband Connect, the student should be referred for dedicated language, literacy and numeracy training. This training is available through most public training providers (TAFE). These courses have been designed to provide students with the opportunity to gain specific language, literacy and numeracy skills required

in a vocational or work environment, which meet the requirements to gain entry into a range of vocational qualifications and gain language, literacy and numeracy related employability skills.

The options for the student's attendance at this training are to be investigated by Broadband Connect in close consultation with the student. These options should be presented to the student but ultimately it is the student's choice on the path they take. The cost for attendance at this training is met by the student and will not be met by Broadband Connect.

If the student is unemployed or receiving certain Commonwealth payments, they may be entitled to financial support from government agencies.

### **Deciding to refer the student**

The decision to refer a student to another training provider for language, literacy and numeracy training will be based on the level of assessed language, literacy or numeracy deficit and the student's motivation to improve their abilities.

As a general guide:

- If the student does not currently possess the language, literacy and numeracy skills to perform the skills outlined in the target unit of competence, they **should** be referred for assistance which should occur prior to enrolment with Broadband Connect.
- If the student's language, literacy and numeracy skills are adequate for the workplace but will hinder their participation in training, they **should not** be referred. Instead, Broadband Connect is to design and implement suitable support services to enable their training and assessment.