

POLICY	Language Literacy & Numeracy (LLN) Policy & Procedure
<p>Overview</p>	<p>Australian Animal Care Institute, AACI, evaluates the Language, Literacy and Numeracy (LLN) skills of students prior to formally accepting their enrolment into a qualification to ensure they are academically suited to undertake the course in conjunction with all other entry requirements of the course. AACI uses a generally accepted LLN Assessment Tool¹ that validly and reliably assesses a student's competence for LLN levels against the Australian Core Skills Framework (ACSF).</p> <p>LLN evaluations are undertaken to indicate whether a learner:</p> <ul style="list-style-type: none"> • has the LLN skills to be able to successfully complete the qualification; • requires additional LLN coaching or support to successfully complete the qualification; • does not have sufficient LLN skills to successfully complete the qualification. <p>AACI has selected to use the ACSF² as its benchmark for LLN skills by utilising LLN Robot as a LLN evaluation tool. ACSF describes and measures LLN skills based on the National Reporting System (NRS). The ACSF describes levels of performance in five core skills areas (bands):</p> <ul style="list-style-type: none"> • learning, • reading, • writing, • oral communication and • numeracy. <p>AACI will generally accept students with one LLN entry level lower than recommended for that qualification upon the determination made by the Individual Needs Learning Officer (INLO) based on the LLN assessment results. However, prospective students with lower levels of LLN Skills may be accepted based on a determination on a case-by-case basis by the INLO.</p>
<p>Purpose</p>	<p>This policy and procedure is specifically focused on LLN and applies to all Learners enrolled or seeking to enroll in a nationally endorsed qualification with AACI. It should be noted that the procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies.</p> <p>AACI is required to publish³ course Entry Requirements⁴ for each course setting out eligibility requirements that must be met to enroll in each VET course of study including the recommended LLN requirements.</p>

¹ LLN Robot

² See www.education.gov.au/australian-core-skills-framework

³ Please refer to the AACI website and/or Student Information Guide for information on course entry requirements for and recommended LLN requirements for each qualification.

⁴ AACI's Course Training and Assessment Strategy (TAS) identifies the minimum recommended ACSF LLN band level appropriate for a particular course. LLN Robot tool automatically generates the ACSF levels for each course

<p>Policy Statement</p>	<p>AACI is committed to providing a high-quality education and training service for all Learners with the evaluation and development of LLN skills in each Learner.</p> <p>AACI is committed to supporting the LLN needs of Learners with a range of support mechanisms, and to assisting Learners to identify any LLN support needs they may have prior to enrolment.</p> <p>This enables prospective Learners to make an informed decision about enrolling in a course, and AACI along with the Learner, to make decisions about addressing LLN needs.</p>
<p>Policy Principles</p>	<ul style="list-style-type: none"> • AACI has an overall strategy for identifying and supporting Learners with LLN needs. • All courses specify course entry requirements including completion of the relevant LLN test that is disclosed to prospective students during PTR process. • AACI's PTR processes provides the opportunity for Learners to disclose in a confidential manner any LLN difficulties, learning disabilities and/or need for LLN support. • AACI implements a pre-enrolment assessment of LLN skills for all Learners as part of the course entry requirement. • AACI is committed to ensuring it is compliant with the requirements of ASQA, including those in relation to LLN support within its courses. • AACI applies its LLN Policy and Procedure including integrating it within the Training and Assessment Strategy for each course. • For entry in any of the nationally endorsed qualifications, AACI determines a recommended LLN level for each course based on the chart band levels of ACSF LLN Skills produced by LLN Robot. • AACI may offer a free pre-enrolment assessment of LLN skills to Learners who have satisfied the course entry requirements but nonetheless would like to understand their LLN skill level. • AACI may also offer a free post-enrolment LLN evaluation to students where AACI has subsequently identified concerns exist as part of our ongoing student support services.

depending on the units of competency within the course qualification. Please refer to LLN Robot charts for each AACI qualification contained in Schedule 2, 3 and 4.

	<ul style="list-style-type: none"> • All Learners will have the opportunity to participate in LLN skills development during their course.
<p>Entry Requirements</p>	<p>Each broad AQF level in the VET domain is mapped against the ACSF core skills levels. The PTR process and Enrolment applications include specific questions about educational experience and academic skills and need for LLN support.</p> <p>All prospective students must demonstrate an appropriate level of oral communication skills, digital literacy and LLN skills for a qualification they are being considering undertaking.</p> <p>All AACI’s prospective students are required to undertake a Language, Literacy and Numeracy (LLN) assessment prior to commencing and completing the course enrolment process. This ensures students enrolling in the course have the required LLN levels to complete training and assessment requirements towards successful completion of their qualification.</p> <p>LLN Robot performs a LLN Skills evaluation of a Learner against that of a completed graduate for a particular qualification. This results in the production of a LLN Results report that details whether the minimum recommended LLN Skills level for the course has been meet and whether further assistance and support need to be provided.</p> <p>All prospective students will undertake a LLN evaluation via LLN Robot prior to being deemed suitable to the PTR process and/or submit an enrolment application and commence training.</p> <p>It is generally expected that students, shall during their course of their studies will be able to increase their ACSF levels in each band up to 1 level. Accordingly, it is generally accepted practice that RTOs will determine a Learner’s LLN levels as acceptable where their LLN levels are identified as being one below the chart bands level identified and generated by LLN Robot.</p> <p>Students who do not meet this level as a minimum (1 level below) will be reviewed on an individual basis, with appropriate LLN Support and strategies in place for students as determined by the Individual Learning Needs Officer (ILNO).</p>
<p>Individual Learning Needs Officer (ILNO)</p>	<p>The ILNO evaluates a prospective student’s needs and suitability as well as LLN Skills by reviewing LLN Results to see if the prospective student meets the minimum recommended Course Entry Requirements.</p> <p>The ILNO shall communicate (by email and/or phone) that a prospective student has not met the recommended LLN Level for the course.</p>

	<p>The ILNO will also assess each Learner’s LLN results, suitability for the course and whether to put in place an Individual Learning Plan (ILP) or where the PTR identifies any additional support might be needed by the student and developed in consultation with the student as required.</p> <p>The ILNO shall make a determination as to whether the Learner is admitted to the course with or without ILP or not. Prospective students with lower levels of LLN Skills may be accepted and this evaluation shall be on a case-by-case basis by the ILNO.</p>
<p>Digital Literacy Skills</p>	<p>AACI’s Pre-Training Review (PTR) process delivers an Indicative assessments evaluation of a Learner’s digital literacy skills and basic literacy skills by requiring Learners to complete a PTR application and the online LLN evaluation using LLN Robot software.⁵</p> <p>As Learners successfully undertaking the online LLN Robot Skills evaluation shall be considered to have meet the digital literacy requirements.⁶ Students who are unable to complete their LLN online will be evaluated individually to see whether they meet the digital literacy requirements.</p>

⁵ Visit LLN Robot <https://llnrobot.com.au/>. Digital literacy skills include the capability to logon to a computer, access emails, click a link within an email and download a document, login into an online database (LLN Robot), use a mouse pad or other navigational device and computer keyboard and read, follow and type online text responses.

⁶ AACI learner resources and assessments are delivered primarily via a learning management system (Google Classroom) over the internet and/or by email. Learners therefore will be required to have the skills to navigate this digital environment.

PROCEDURE	Language Literacy & Numeracy (LLN)
<p>Course Entry Requirements</p> <p>Actions</p>	<p>The Training and Assessment Strategy (TAS) for each course provides the course Entry Requirement including the minimum recommended LLN levels.</p> <p>All Learners are required to undertake a Language, Literacy and Numeracy (LLN) assessment prior to commencing and completing the course enrolment process. This ensures Learners enrolling in the course have an appropriate LLN level to complete training and assessment requirements to successfully complete their qualification.</p> <p>LLN Robot performs a LLN evaluation against the ACSF Core Skill levels of a student that has graduated from this particular qualification. (See LLN Robot LLN Charts for each AACI qualification contained in Schedule 2, 3 and 4).</p> <p>Students must demonstrate a level of LLN appropriate to the qualification being completed. All AACU prospective students will undertake a LLN evaluation via LLN Robot prior to being deemed suitable to submit an enrolment application and commence training. unless a condition below is satisfied.</p> <p>It is generally expected that students, through a course of their studies will be able to increase their ACSF levels in each band up to one level thus usual practice will deem a student's LLN levels as being acceptable where their levels are identified as being one below the band number identified in the chart of a course as shown in the LLN Robot charts contained in Schedule 2, 3 and 4.</p> <p>Learners who do not meet this level as a minimum will be reviewed on an individual basis, with appropriate support and strategies in place for students who score 1 level below this again (2 below the band level in the LLN Robot chart), it is also reasonably expected that these students will be able to successfully complete this qualification with support. Where required, Learners will be provided with additional coaching and support in order to complete this training program. This may also include a reasonable adjustment to assessments.</p> <p>AACI's ILNO will assess each Learner's suitability and LLN competence and will put in place Individual Learning Plans (ILP) where required that are developed in consultation with the student as required.</p> <p>A prospective student wishing to enrol into an individual unit of competency may still be required to complete an LLN assessment.</p>

<p>Action</p>	<p>Upon AACI’s Course advisor receiving an enquiry (my email or phone or internet) from a prospective student AACI shall commence an initial interview as part of and start of the Pre-Training Review (PTR) process by communicating via phone interview and/or email and/or reference our Pre-Enrolment Information Pack on our website.</p> <p>The AACI Pre-Enrolment Pack contains a range of information and links to AACI website that detail the rights and responsibilities of a student and AACI, course training and assessment resources and other material information all part of the Pre-Training Review (PTR) process.</p> <p>This Pre-Enrolment Pack process, if required, prospective students may also receive link to LLN Robot to undertake and complete an LLN Evaluation. (This link to an information page is generally provided to the prospective student prior to completing the PTR process) unless evidence of a prospective student’s LLN ACSF level is available.</p> <p>After conducting the initial communications with a prospective student as part of the PTR process, after a prospective student enquiry (by email or telephone). During this initial contact, the prospective student will be informed that commencing the PTR application process into a particular course is dependent upon them successfully completing the LLN Assessment for the course and any other course entry requirement.</p>
<p>Individual Learning Needs Officer</p> <p>Actions</p>	<p>AACI’s ILNO evaluates a prospective students’ needs and suitability including LLN Robot results including those <u>that do not meet minimum course entry requirements</u>.</p> <p>ILNO shall retrieve the LLN Evaluation Results from LLN Robot and save it in the prospective students’ file and shall analyse the LLN Robot Results and any other LLN evaluations to make one of the following general determinations:</p> <ol style="list-style-type: none"> 1. prospective learner can undertake the course enrolment application process. 2. prospective learner can complete the enrolment application process for the course with a support plan (known as an ‘Individual Learning Plan (ILP)’) 3. prospective student shall be telephoned and/or email, and additional evaluation will be made. 4. prospective student can re-take the LLN evaluation again immediately. 5. prospective student will be referred to a third party or course to assist with their needs. 6. prospective student can undertake the evaluation again at some future time <i>if they satisfy the conditions below</i>.

	<p>7. prospective student is deemed not suitable to undertake this course but may be referred to a lower-level AQF course. If a prospective student is determined unsuitable for a course, the ILNO will notify the student by telephone and/or email.</p>
<p>Previously completed a LLN assessment</p> <p>Actions and Conditions</p>	<p>If an existing AACI student has previously completed a LLN Assessment at AACI and/or provides evidence of their LLN level, the <i>Individual Learning Officer</i> will make a determination as to whether the student needs to complete another LLN assessment if they intend to undertake another qualification at AACI.</p> <p>This determination is usually done via a telephone call with the prospective student. This will also help determine whether the student will require support for their new qualification.</p> <p>If a Learner undertaking a PTR has already completed a LLN assessment through AACI and their results indicate that they meet entry levels for the course they are seeking enrolment into (<i>or where the LLN had previously been resolved by the ILNO</i>), they do not need to complete a new LLN assessment.</p>
<p>Conditions under which a Learner may Immediately Re-sit the LLN Evaluation</p>	<p>A prospective student shall generally be given the opportunity by AACI to re-sit an LLN Evaluation immediately where one of the following occurs if:</p> <ol style="list-style-type: none"> 1. LLN Assessment evaluation was not fully completed 2. completion of the LLN Assessment was completed in an unusually short time (eg. <i>generally, if LLN Assessment takes 30 minutes or less</i>) this may more than likely indicate that the prospective student may not have considered the importance of the LLN evaluation. 3. completion took an unusually long period of time (eg. generally, if LLN Assessment takes 90 minutes or more to complete) this may more than likely indicate that a prospective student was interrupted or distracted. 4. computer or network connectivity issues were experienced by the prospective student. (especially the case in regional & remote areas) 5. a prospective student generally did well, but because they answered some multiple choice incompletely the LLN Robot shall mark the whole question as incorrect. 6. failure occurred for one complete section, but prospective student passed all other sections 7. the audio component failed. <p>The prospective student may select to do a face-to-face (via skype / Zoom) or phone interview if the oral communication sections did not meet the required levels.</p>

<p>Action – If deemed suitable to commence Enrol Application Process with ILP</p>	<p>If a prospective student is deemed suitable for entry into a course with a support plan, (known as an Individual Learning Plan (ILP) the ILNO will notify the relevant course Trainer. They may also make recommendations to support the Trainer and where the training is workplace based, to support the employer and training supervisor in the workplace.</p> <p>ILPs are provided to Trainers to access and discuss with students. Other Factors/issues that may be taken into consideration will include the number of staff at a particular Work Placement Clinic, number work placement students and what impact this may have on other students and staff at the Clinic.</p>
<p>Individual Learning Plans (ILP)</p>	<p>Individual Learning Plans are generally developed by the ILNO and/or with course Trainer when</p> <ol style="list-style-type: none"> 1. a prospective student does not meet the minimum LLN requirement but have been admitted to the course or 2. if the prospective student has medical conditions or disabilities which require support. <p>ILP forms part of the Training Plan for a student as they state the extra support agreed to be provided to the student by AACI.</p> <p>ILPs are provided to the Trainer and contact is also made by the Individual Learning Needs Support Officer to discuss the ILP.</p> <p>ILP may also be put together where the initial LLN evaluation to meet the minimum requirements, where the Trainer has identified that the student requires support. In this case, they must contact the Individual Learning Needs Support Officer to record the ILP accordingly.</p> <p>ILP shall outline each LLN Evaluation Results (for each attempt made if more than one attempt was made), the gaps indicated by each ACSF category and recommendations for the Trainer or, in the case of a medical condition or disability, it will outline a management plan if additional support is required externally.</p> <p>All students with ILP will be followed up by the Individual Learning Needs Support Officer who shall schedule follow up calls and/or emails with the Trainer. Generally, the ILP will initially have recommendations discussed and agreed with the student and Trainer and based on the gaps indicated from the evaluation.</p> <p>Follow up calls / emails shall be made after commencement. If a follow up call/email reveals a need for more detailed support or may indicate that the student is having no issues with the course, further discussions will be held between the Trainer, student and ILNO.</p> <p>If a welfare issue is identified, this will be referred to the Trainer.</p>

<p>Additional Learner Support</p>	<p>ILPs are copied into the Student File Records and available to course Trainers for access and administration purposes. They are also saved in the student file together with the Training Plan.</p> <p>The ILNO shall then email the course Trainer to inform them that there is an ILP for that particular student.</p> <p>Learner support resources may include, but are not limited to:</p> <ul style="list-style-type: none"> ▪ AACI LMS LLN Resources ▪ LLN support ▪ Reasonable Adjustment ▪ Referral to external specialist organisations ▪ assistance in using technology for online delivery components. ▪ referral for legal services, counselling, mental health support, housing and tenancy services, financial and health support. ▪ career and industry resources for the Animal Care ▪ educational pathway resources
<p>Evaluation of Digital Literacy Skills Actions</p>	<p>AACI, as part of the PTR process, evaluates a prospective student’s digital literacy skills by requiring them to complete the LLN Evaluation online that demonstrates their ability to:</p> <ol style="list-style-type: none"> 1. start, access and logon to a computer 2. logon and use the internet 3. logon and access an email account 4. select a link by clicking a link within an email 5. login into an online database (LLN Robot) 6. use a computer mouse (navigation tool) 7. use a computer keyboard, read and respond to online text questions. <p>A Learner that is capable of navigating and completing the LLN Robot assessment shall be considered to meet the digital literacy requirements.</p> <p>Students who are unable to complete the LLN Robot Evaluation online will be evaluated individually to see whether they meet the digital literacy requirements.</p>
<p>PTR – Oral Communications</p>	<p>In addition, AACI Course Advisor, as part of the PTR process, may conduct and manage a series of questions concerning a prospective student. These responses shall be used to determine whether the prospective student has suitable oral communication skills.</p>

<p>Action –</p> <p>Learner Deemed not suitable</p>	<p>If a prospective student is deemed not suitable for a course the ILNO will contact the Learner and inform them of the decision and any further options available that may include.</p> <ul style="list-style-type: none"> • If the determination is made that a course may not be suitable for a prospective student to undertake, they may be referred to complete a lower-level course (if applicable) or to a third party to assist them in developing skills to undertake the course in the future. • If requested, ILNO will research relevant third parties in their local area and make a recommendation. • redirected to a more suitable course if relevant or to external services such as an RTO that specialises in LLN development that may support their future learning options. 										
<p>Conditions under which the ILNO may manually override the LLN Robot evaluation results</p>	<p>The ILNO may manually overturn the results of LLN Robot and will do so under limited conditions that may include where a prospective student answered all questions in capital letters (LLN Robot automatically ‘fails’ students for answering with all capital letters even if their answers are correct) – the Individual Learning Needs Officer will manually review the questions and if answered correctly will overturn the outcome.</p> <p>The ILNO will document their reasons for their decision to override LLN Robot.</p>										
<p>Recording Determination Outcomes on Student File</p> <p>Actions</p>	<p>The outcomes of LLN determinations shall be recorded, stored and documented in the Student Management System.</p> <p>Outcomes of LLNs are listed as events in the Student Management System</p> <table border="1" data-bbox="507 1384 1407 1590"> <tr> <td>LLN Support</td> <td>LLN Evaluation has been completed and did not meet minimum level in each category</td> </tr> <tr> <td>LLN Support – In Progress</td> <td>The Individual Learning Needs Support Officer is actively working on this support and it is not yet resolved</td> </tr> <tr> <td>LLN Support – Resolved</td> <td>Student was admitted with no ILP in place</td> </tr> <tr> <td>LLN Support – Resolved With ILP</td> <td>Student was admitted with ILP in place</td> </tr> <tr> <td>LLN Support – Resolved Unsuccessful</td> <td>Student was not admitted to course</td> </tr> </table> <p>Additional outcomes will maybe recorded may include ‘LLN – ILP follow up’ this is recorded for every conversation with a Trainer and to schedule follow up ‘touch points’.</p> <p>If an Individual Learning Needs Support Officer contacts a student, they will record the event as ‘Student Contact – LLN’.</p>	LLN Support	LLN Evaluation has been completed and did not meet minimum level in each category	LLN Support – In Progress	The Individual Learning Needs Support Officer is actively working on this support and it is not yet resolved	LLN Support – Resolved	Student was admitted with no ILP in place	LLN Support – Resolved With ILP	Student was admitted with ILP in place	LLN Support – Resolved Unsuccessful	Student was not admitted to course
LLN Support	LLN Evaluation has been completed and did not meet minimum level in each category										
LLN Support – In Progress	The Individual Learning Needs Support Officer is actively working on this support and it is not yet resolved										
LLN Support – Resolved	Student was admitted with no ILP in place										
LLN Support – Resolved With ILP	Student was admitted with ILP in place										
LLN Support – Resolved Unsuccessful	Student was not admitted to course										
<p>Records Management</p>	<p>All LLN results and correspondence for a prospective Student and Learner will be saved to their individual Student file located on the drive in the Student Records folder and backup in the cloud.</p>										

<p>Definitions</p>	<p>Australian Core Skills Framework or ACSF is a framework that identifies Five Core Skills, namely: Learning, Reading, Writing, Oral Communication and Numeracy.</p> <p>Core Skills means the Five Core Skills are identified in the Core Skills Framework (ACSF) as being critical to almost all areas of work, that impact and influence the performance of workplace tasks. (eg comprehending written work instructions. (www.education.gov.au/australian-core-skills-framework))</p> <p>Diagnostic assessments are designed to formally assess the ACSF performance levels of learners and involve a set of assessment tasks and detailed conversation with the learner. The assessment tasks would be chosen according to their relevance to the course or qualification that the learner is undertaking.</p> <p>Indicative assessments are often used by RTOs before a vocational training course begins to identify the approximate performance levels of students and determine whether they will need LLN assistance.</p> <p>Dimensions means the term used to describe the 3 dimensions of a Core Skill namely; <i>Level of Performance, Variables of Performance and Domains of Communication.</i></p> <p>Domains of Communication refers to the broad contexts in which core skill may be used that are: <i>personal and community; workplace and employment and education and training.</i></p> <p>“External LLN resource provider” means resources that are owned and controlled by a legal entity other than AACI.</p> <p>“Entry Requirements” or “Course Entry Requirement” are those requirements to entry a course as determined by AACI with reference from the relevant TAS, Training Package and LLN Requirements identified by LLN Robot for a course.</p> <p>“INLO” or “Individual Needs Learning Officer” means a person that evaluates a Learners’ needs including LLN Robot results for students that do not meet minimum course entry requirements.</p> <p>“Learner” refers to a person enrolled (Student) or seeking to enrol (prospective student) in any course or unit of study at AACI that is based in Australia or an overseas based learner.</p> <p>Level of Performance means one of the five levels of performance, ranging from 1 (lowest level of performance) to 5. Each level of performance has indicators that describe the person’s achievement at that level.</p> <p>Individual Learning Plans or ILP mean a plan created by the Individual Learning Needs Officer for a student that does not meet the minimum LLN requirement but has been admitted to the course or if the student has medical conditions or disabilities which require support. ILPs form part of the Training Plan as they state extra support agreed to be provided to the student. A ILP outlines the LLN Evaluation results including the gaps indicated by each ACSF Core Skill and recommendations for the Trainer or, in the case of a medical condition or disability, it will outline a management plan if additional support is required.</p> <p>Language, Literacy and Numeracy’ or (LLN) describes three separate components in the way words and numbers are used to communicate ideas or information.</p> <p>Language refers to the words used to communicate. Individuals that speak English as a second language can have language difficulties if their command of English is not up the standard required for the level of communication they’re involved in.</p> <p>Literacy is the ability to read and write. This includes 'critical thinking', which enables a person to understand what they're reading and express thoughts clearly in their writing.</p>
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	<p>Numeracy is the ability to use numbers. It ranges from simple mathematics to the use of graphs and analytical tables.</p> <p>LLN Robot is an online system that combines ACSF testing, Course profiling and LLN Support into one easy to use software package that has been developed by Learning Resources Group website and was approved by Department of Education. LLN Robot determines ACSF profile of every current national unit of competency from Certificate 1 to Diploma. The ACSF scores for units/qualifications are sourced directly from publications provided by training package owners and calculated by the LLN Robot system. LLN Robot uses a purpose built a diagnostic tool to determine the required ACSF/core skill levels of a unit of competency by using trigger words and phrase analysis software. The LLN Robot system uses a series of language analysis algorithms to scan the content of a unit of competency to identify trigger words and phrases and their associated values based on the training package, ACSF performance indicators and the AQF (certificate) level of the unit. This data is used to generate a training profile that reflects the core skills required to understand and perform the criteria outlined in the unit.</p> <p>LLN Robot Results means the ACSF results received by prospective students after completing online LLN Assessment evaluation for a course or unit.</p> <p>LLN Evaluation means a determination of prospective students LLN core skills based on their LLN Robot Assessment Results that provide detailed reports highlighting and providing recommendations for the gaps between a prospective students' current skills and the course profile, Digital Literacy and Oral Communication responses that are contained in the LLN Report.</p> <p>LLN Report means the final determination that may include customised self-paced LLN Training Supplements for Students to complete before or during the course to satisfy the LLN Gap and LLN Robot Results, ILP, Digital Literacy and <i>Oral Communication assessment</i></p> <p>LLN Gap means the identify gap between a prospective students' current Core Skills and the course ACSF profile.</p> <p>LLN Supplement means the LLN Support undertaken by the student over the course of their studies assisted by the course Trainer.</p> <p>Oral Communication assessment means AACI Student Support Officer shall answer a series of questions concerning the prospective student response to a series of questions that shall be used to determines the prospective students' oral communication skills</p> <p>Variables of Performance refers to four performance variables that may influence a person's performance in the core skills that are: the nature and amount of support provided; how familiar the context is; how complex the text is and how complex the task is.</p>
<p>Staff Responsible for implementation</p>	<p>RTO Manager (or designated Quality and Compliance Manager), Individual Learning Needs Officer, Student Support Officer and/or Course Advisor are responsible for this policy and procedure.</p>
<p>Related Regulations & Guidance</p>	<p>Standards for Registered Training Organisations 2015 (Cth)</p> <p>Clauses 1.1 to 1.4 and 2.2—Implementing, monitoring and evaluating training and assessment strategies and practices</p> <p>Clauses 1.1 - The RTO's training and assessment strategies and practices, including the amount of training they provide, are consistent with the requirements of training packages and VET accredited courses and enable each learner to meet the requirements for each unit of competency or module in which they are enrolled.</p>

	<p>Clause 1.2 - For the purposes of Clause 1.1, the RTO determines the amount of training they provide to each student with regard to:</p> <ul style="list-style-type: none"> a) the existing skills, knowledge and the experience of the student; b) the mode of delivery; and c) where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification. <p>Clause 1.7 -RTO needs to identify any support an individual student needs through pre-enrolment or pre-training checks.</p> <p>Clause 4.1 Provide accurate and accessible</p> <p>Clauses 5.1 to 5.3 – You must provide clear information to prospective students to enable them to decide if your RTO and course is suitable for them, based on their existing skills and knowledge and any specific needs.</p> <p>National Vocational Education and Training Regulator Act 2011 (Cth) Users’ Guide for the Standards for Registered Training Organisations 2015</p>
<p>Related Policies and Procedures</p>	<p>Pre-Training Review Policy and Procedure Assessment Policy and Procedure Industry Engagement Policy and Procedure Risk Management Policy and Procedure Continuous Improvement Policy and Procedure</p>
<p>Related Documents</p>	<p>Pre-Enrolment Pack (see contents list Appendix 1) Completion of Pre Training Review Process PTR Application form PTR interview (LLN Interview) LLN and Learner Support Resources Policy and Procedure</p>

Appendix 1

Pre-Enrolment Information Pack Contents
Emailed or linked and / or available on AACI website

Student Handbook (Student Information Guide) (SIG)
Course Brochures
Pre-Training Review Application
Language Literacy & Numeracy (LLN) Policy and Procedure
LLN Guide
Fees and Charges Policy and Procedure
Refund Policy
Scholarships Terms and Conditions
Statement of Fees
Refund Policy
Assessment Policy
Enrolment Policy
Students with Special Needs
Disability Policy
Assessment Policy
Course Design Delivery
Training Package Transitional Arrangements
Access and Equity Policy

Schedule 1

Guide Literacy and Numeracy Skills Levels

This guide below will assist you in choosing the most appropriate level of study at AACI

Literacy

Level 1	This level means you should be able to identify personally relevant information and ideas from texts on highly familiar topics, as well as convey simple ideas, opinions and factual information in writing with limited vocabulary. This is usually the level of non-English speakers or those that may have had problems at school and didn't complete Year 10 in Australia. At this level you will need focussed language, literacy and numeracy courses to prepare you before enrolling in a qualification.
Level 2	This level means you should be able to identify and interpret relevant information and ideas from texts on highly familiar topics, as well as write on familiar topics for a limited range of purposes using simple vocabulary and basic punctuation.
Level 3	You should be able to use a range of reading strategies to evaluate and integrate information and ideas to construct meaning from a range of text types, as well as communicate ideas and information in writing, using appropriate vocabulary, grammar, punctuation and reasonably accurate spelling. This level is the Australian adult average for reading. You will have no problem completing most Certificate IV qualifications.
Level 4	This level means you should be able to interpret and critically analyse complex texts, as well as communicate complex ideas and information in writing, displaying a broad vocabulary and accurate spelling and punctuation. This level is generally required for most Diploma qualifications.
Level 5	This level means you should be able to organise, evaluate and critique ideas from a range of complex texts, as well as generate complex written text, demonstrating sophisticated writing skills.

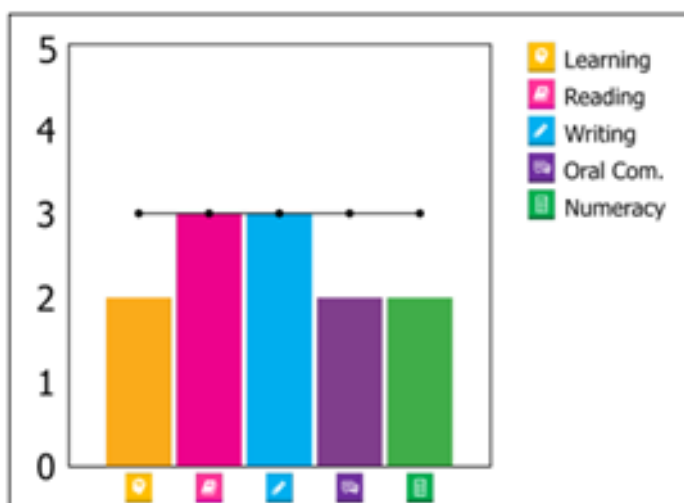
Numeracy

Level 1	This level means you should be able to use everyday language or simple written symbols to communicate maths information. At this level you will usually need focussed language, literacy and numeracy courses to prepare you before enrolling in a qualification.
Level 2	This is the Australian adult average for numeracy. At this level you should be able to identify, understand and communicate relevant maths information and use strategies to solve familiar problems.
Level 3	This level means you should be able to understand and interpret maths information and apply problem solving strategies in a range of familiar and some less familiar contexts. You will have no problem completing most Certificate IV qualifications.
Level 4	This level means you should be able to interpret, extract and evaluate mathematical information embedded in a range of tasks and texts and apply appropriate problem solving methods. This level is generally required for most Diploma qualifications.
Level 5	This level means you should be able to understand tasks that include formal mathematical symbols and language and apply highly developed problem solving strategies in a broad range of contexts.

Schedule 2 – ACSF Core Skill Levels

ACM10121 - Certificate I in Animal Care Industry Pathways

This diagram from LLN Robot indicates the ACSF Core Skill levels of a student that has successfully completed, (graduated) from this particular qualification.

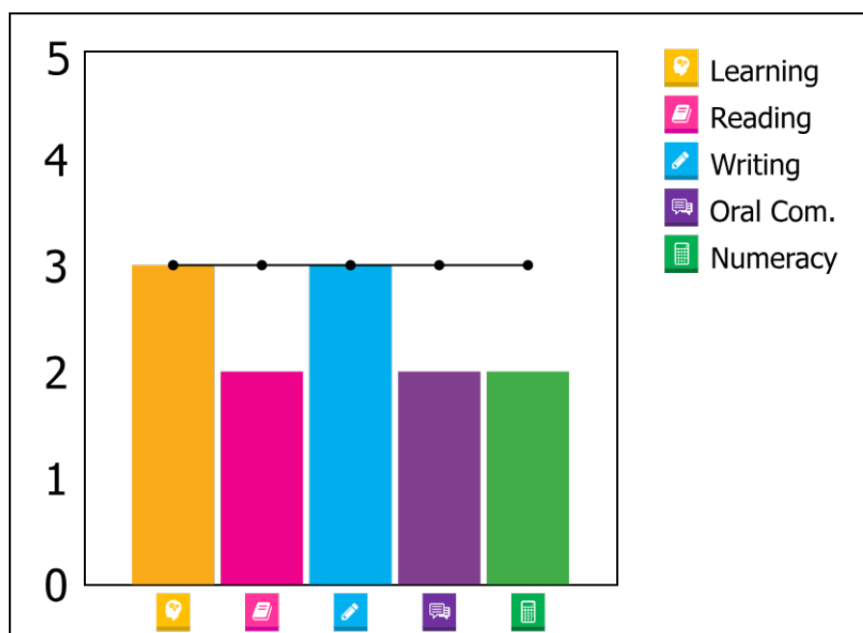


If required a ***LLN Training Supplement*** will be generated specifically for the needs of each learner by LLN Robot in addition to AACI's LLN Resources. The training supplement contains a series of lessons and activities that should be used in conjunction with the formal training program you are delivering, and any other recommendations made in the LLN Robot report for each student result.

Schedule 3 ACSF Core Skill Levels

ACM20121 Certificate II in Animal Care

This diagram from LLN Robot indicates the ACSF Core Skill levels of a student that has successfully completed, (graduated) from this particular qualification.

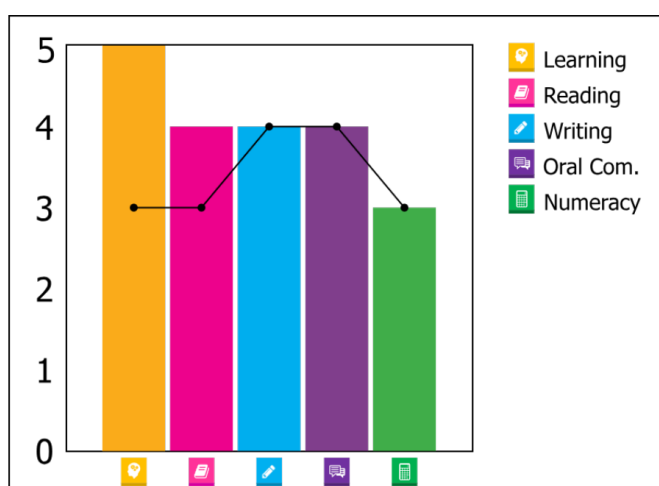


If required a LLN Training Supplement will be generated specifically for the needs of each learner by LLN Robot in addition to AACI's LLN Resources. The training supplement contains a series of lessons and activities that should be used in conjunction with the formal training program you are delivering, and any other recommendations made in the LLN Robot report for each student result.

Schedule 4 ACSF Core Skill Levels

ACM40418 Certificate IV in Veterinary Nursing

This diagram from LLN Robot indicates the ACSF Core Skill levels of a student that has successfully completed, (graduated) from this particular qualification.



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Learning

LLN Robot is an Online LLN Assessment and does not test above level 4 in any core skill.

If a prospective students "Learning" band level that is at 3 then AACI's ILNO shall determine if the Learner will require coaching, support and assistance to reach level 5 during the training.

If the learner's LLN Robot's results are at **Level 4 for "Learning"** the Learner may or may not need additional assistance to develop these skills further.

If the learner's LLN Robot's results for "Learning" are at **Level 3 the following are techniques adopted by AACI for upskilling from Level 3 to Level 4:**

- Seek feedback from experienced persons to improve their level of performance and support the development of their skills.
- Act in a leadership role as part of a group exercise which includes some organisation and problem solving.
- Access and use software and computer systems to locate or use relevant information.
- Use email, blogs, internet, wikis, discussion boards and forums to support the learning experience.
- Use the internet to conduct in-depth research for a complex task or topic.

ACSF Support Plan would recommend these units as a priority for learners to develop these skills:

- SIRXHWB002 Promote workplace health and wellbeing
- ACMGEN315 Communicate effectively with clients and team members
- ACMSUS401 Implement and monitor environmentally sustainable work practices
- ACMVET401 Coordinate veterinary reception duties

Reading

If a prospective learner's LLN Robot's results are at **Level 3 for "Reading"**, then throughout the training the learner should be given opportunities to carry out tasks similar to those listed here (appropriate to course and job role) to support the development of their skills to ACSF level 4 in Reading:

- Read a range of texts written from different perspectives to form an opinion about a central idea or topic.
- Access technical texts relevant to job role and relevant technology to improve understanding and knowledge of a process.
- Read and reflect on the usefulness of different texts to meet a specific purpose.(eg identify relevance, bias and currency.
- Identify and use specialised vocabulary and acronyms relevant to subject of study.
- Access complex or technical texts that require the consideration of theoretical information or situations to infer a reasonable conclusion based on evidence and reflection (e.g. legislation, codes of practice, statistical information, complex reports, evaluations and assessments).

These tasks will assist the learner to develop reading, research and critical thinking skills

ACSF Support Plan would recommend these units as a priority for learners to develop these skills:

- SIRXHWB002 Promote workplace health and wellbeing
- ACMGEN315 Communicate effectively with clients and team members

If required a LLN Training Supplement will be generated specifically for the needs of each learner by LLN Robot in addition to AACI's LLN Resources. The training supplement contains a series of lessons and activities that should be used in conjunction with the formal training program you are delivering, and any other recommendations made in the LLN Robot report for each student result.

**Version Control and Responsible Officers
 Review / amendment history**

Policy Approved by: Chief Executive Officer / RTO Manager

Responsible Officer: Chief Executive Officer / RTO Manager

Next Policy Review Date: 1 May 2024

Version	Date	Details
1.0	4 August 2021	Policy approved and issued
2.0	1 March 2022	Minor Changes
3.0	1 September 2022	RTO Registration TOID and contact details
4.0	1 May 2023	Updated LLN Guide and overseas based students clarified and updated

Contact AACI for further information concerning this policy
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