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Authorised By	General Manager Quality and Compliance
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## Policy: Language, Literacy and Numeracy (LLN)

### Overview

Builders Academy Australia (BAA) 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 program in conjunction with all other entry requirements of the program. This process is conducted with honesty and integrity and uses an approved LLN Assessment Tool that validly and reliably assesses a student's competence for LLN levels against the Australian Core Skills Framework (ACSF).

LLN evaluations are done to indicate whether a student:

1. Has the LLN skills to be able to successfully complete the program;
2. Needs additional coaching or support to successfully complete the program;
3. Does not have sufficient LLN skills to successfully complete the program.

BAA determines a recommended LLN level for each program we deliver based on the Australian Core Skills Framework (ACSF) Five Core Skills, these being Learning, Reading, Writing, Oral Communication and Numeracy. BAA will generally accept students with one LLN entry level lower than recommended for that program upon the decision made by the Individual Learning Needs and Student Welfare Coordinator in conjunction with the LLN assessment results.

An exception to this, is for BAA's CPC50220 Diploma of Building and Construction (Building) students who would be eligible for VET Student Loans (VSL), who must display competence at or above the ACSF Exit Level 3 in Reading and Numeracy, and that BAA reasonably believes that the student displays that competence.

With regards to VSL, the student is exempt from undertaking an LLN assessment if they have already been deemed academically suited. This happens where:

- The student holds and provides a certified copy to BAA of an Australian Senior Secondary Certificate of Education (Year 12 Certificate), awarded by an Agency or State or Territory;

- The student holds and provides a certified copy to BAA of a Certificate showing they have been awarded a qualification at a Level 4 or above in the Australian Qualifications Framework (AQF), by a body registered to award the qualification in the AQF in Australia, and the program was delivered in English;

A link to complete the LLN is typically provided to the student before completing the PTR; however, may be issued after holding the PTR conversation with the student. Where this is the case, the student will be advised that enrolment into the program is dependent upon successful completion of the LLN assessment. The results of the LLN assessment are given to the student as soon as practicable after their LLN assessment is completed and results evaluated by the Individual Learning Needs and Student Welfare Coordinator.

Student LLN results will be saved to their individual files located on the Z drive in the Student Records folder.

## LLN Assessment Tool

The term 'Language, Literacy and Numeracy' (LLN) refers to the Australian Core Skills Framework (ACSF) Five Core Skills, these being Learning, Reading, Writing, Oral Communication and Numeracy. These Five Core Skills have been identified by the ACSF as the essential skills for individuals to hold to participate effectively in society including the workplace and Education Sector.

Core 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 comprehending written work instructions. Further information is available below:

<https://www.education.gov.au/australian-core-skills-framework>

The LLN Assessment will assess the Five (5) Core Skills in the ACSF following areas.

- Reading
- Writing
- Numeracy
- Oral Communication
- Learning

The LLN Assessment used by BAA is generated by LLN Robot <https://llnrobot.com.au/>. LLN Robot is the first assessment tool approved by the Federal Department of Education and Training and the VET Student Loans (VSL) Secretary after reviewing its accuracy in validly and reliably determining student LLN levels as part of the VSL implementation process. Being an approved tool, it is appropriately verified and evaluated using evidence-based assessment. Using trigger word and phrase analysis software developed by The Learning Resources Group, LLN Robot have determined the 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 (SSO/former ISC), otherwise they are calculated by the LLN Robot system.

LLN Robot uses a purpose built diagnostic tool to determine the required ACSF/core skill levels of a unit of competency. The 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. LLN Robot is an online system that combines ACSF testing, Program profiling and LLN Support into one easy to use package.

### **Evaluation of Digital Literacy Skills**

As part of the Pre-Training Review (PTR) the students will have their digital literacy skills evaluated as part of their LLN.

LLN Robot requires students to undertake basic digital literacy skills in order to complete the evaluation. This includes, but is not limited to:

1. The ability to logon to a computer
2. Access emails and click a link within an email
3. Login into an online database (LLN Robot)
4. Use a mouse and keyboard
5. Read and respond to online text

Students who complete their online LLN evaluation will be considered to meet the digital literacy requirements.

Students who are unable to complete their LLN online will be evaluated individually to see whether they meet the digital literacy requirements.

### **Program Entry Requirements**

The Training and Assessment Strategy (TAS) for each program provides the LLN levels required to be determined as having an appropriate ACSF level to enrol into the program desired.

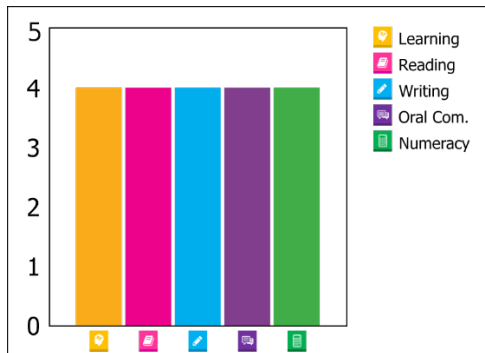
The LLN tool automatically generates the ACSF levels for each program depending on the units of competency within the qualification.

Students are required to undertake an LLN assessment prior to their enrolment being accepted by BAA. This is to ensure students enrolling in the program have the required LLN levels to complete training and assessment requirements towards successful completion of their qualification.

A student will be exempt from undertaking an LLN assessment if they have already been deemed as academically suited by BAA. This happens where:

- The student holds and provides a copy to BAA of an Australian Senior Secondary Certificate of Education (Year 12 Certificate), awarded by an Agency or State or Territory;
- The student holds and provides a copy to BAA of a Certificate showing they have been awarded a qualification at a Level 4 or above in the Australian Qualifications Framework (AQF), by a body registered to award the qualification in the AQF in Australia, and the program was delivered in English; (a USI Transcript is sufficient evidence in this case).

An example of the Australian Core Skills Framework (ACSF) levels for students graduating from the CPC40120 Certificate IV in Building and Construction are as below –



Students must demonstrate a level of LLN appropriate to the qualification being completed. All prospective students will undertake an LLN assessment prior to being deemed suitable to commence the training.

It is generally expected that students, through the program of their studies will be able to increase their ACSF levels in each band up to 1 level thus usually practices will deem a student’s LLN levels as acceptable where their levels are identified as being one below the numbers identified in the chart above (with the exception of VSL Diploma students).

Students 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 that in the chart), it is also reasonably expected that these students will be able to successfully complete this qualification with support.

Where required, students will be provided with additional coaching and support in order to complete this training program. This may also include a reasonable adjustment to assessments.

The BAA Individual Learning Needs and Student Welfare Coordinator will assess each student’s suitability and LLN competence and will put in place Individual Learning Plans (ILP) that are developed in consultation with the student as required.

Students enrolling into individual Units of Competency under a Fee for Service arrangement may or may not be required to complete an LLN assessment. A determination will be made by the General Manager Quality and Compliance based on the cohort of the students and the length of the program.

### VSL LLN Assessment Requirements

BAA’s CPP50220 Diploma of Building and Construction (Building) students must display competence at or above the ACSF Exit Level 3 in Reading and Numeracy, and that BAA reasonably believes that the student displays that competence to be deemed academically suited for the program. The Student LLN and Welfare Co-Ordinator will notify the student as soon as practicable after the LLN assessment has been completed.

A VSL student is exempt from undertaking an LLN assessment if they have already been deemed academically suited. This happens where:

- The student holds and provides a certified copy to BAA of an Australian Senior Secondary Certificate of Education (Year 12 Certificate), awarded by an Agency or State or Territory;
- The student holds and provides a certified copy to BAA of a Certificate showing they have been awarded a qualification at a Level 4 or above in the Australian Qualifications Framework

(AQF), by a body registered to award the qualification in the AQF in Australia, and the program was delivered in English;

For VSL students, where the results from the LLN Robot assessment confirms that the student has not achieved competence at Exit Level 3 ACSF for Reading and Numeracy, then VSL cannot be offered to the student until such competence is achieved.

Where the results from the LLN Robot assessment confirms that the student has achieved competence at Exit Level 3 ACSF for Reading and Numeracy, the Individual Learning Needs and Student Welfare Coordinator reasonably believes that the student displays that competence then BAA can deem the student academically suited and proceed with the enrolment process and PTR for VSL.

## Previously Assessed LLN

If a student undertaking a PTR has already completed an LLN assessment through BAA, however the results indicate an insufficient level of LLN for the program they are seeking enrolment into, they may need to complete a new assessment. The enrolments team will make an LLN event in VETtrak to notify the Individual Learning Needs and Student Welfare Coordinator of a previous student result. The Individual Learning Needs and Student Welfare Coordinator will make a determination as to whether the student needs to complete another LLN assessment. If it is determined that the student does not require a further assessment, the Individual Learning Needs and Student Welfare Coordinator will make notes on the existing LLN summary, and place that into the student folder.

If a student undertaking a PTR has already completed a LLN assessment through BAA and their results indicate that they meet entry levels for the program they are seeking enrolment into (or where the LLN had previously been resolved by the Individual Learning Needs and Student Welfare Coordinator), they do not need to complete a new LLN assessment.

- If the LLN assessment was completed 6 months ago or less, the Individual Learning Needs and Student Welfare Coordinator does not need to be informed. However, should there be any new learning requirements or concerns raised during the PTR, these would be noted in the PTR and the enrolment team would make a LLN event in VETtrak to notify the Individual Learning Needs and Student Welfare Coordinator to follow up.
- If the LLN assessment was completed more than 6 months ago the enrolments team will make an LLN event in VETtrak to notify the Individual Learning Needs and Student Welfare Coordinator of a previous student result. The Individual Learning Needs and Student Welfare Coordinator will check the results, make notes on the existing LLN summary, and place that into the student folder.

## LLN Assessment for International Students

In addition to International Students meeting the BAA specific and general entry requirements of the program, they will be required to undertake the LLN Robot Assessment prior to BAA formally accepting their enrolment into a qualification to ensure they are academically suited to undertake the program and issuing a Confirmation of Enrolment (CoE).

## Individual Learning Needs and Student Welfare Coordinator

BAA has an Individual Learning Needs and Student Welfare Coordinator who evaluates students' needs including LLN Robot results for students that do not meet minimum program entry requirements. The Individual Learning Needs and Student Welfare Coordinator facilitates all LLN assessments for BAA and evaluates the results.

The Individual Learning Needs and Student Welfare Coordinator is advised by Student Support Services that a student has not met the required LLN Level (1 level below the recommended minimum), or where the PTR identifies any additional support might be needed by the student.

Where the student is 2 or more levels below the recommended minimum, the Individual Learning Needs and Student Welfare Coordinator will discuss this further with the Training Manager and will make a determination as to whether the student can be admitted to the program, should be moved to a different stream, undertake a lower-level program (where available), or not admitted to the program at this time.

The Individual Learning Needs and Student Welfare Coordinator retrieves the LLN evaluation results, saves it in the student's file, analyses the results and makes one of the following general determinations:

1. The student can enrol into the class with no further action;
2. The student can enrol into the class with a support plan (known as an 'Individual Learning Plan (ILP)');
3. A subsequent telephone or face-to-face additional evaluation will be made;
4. The student can undertake the evaluation again immediately;
5. The student will be referred to a third party or program to assist with their needs;
6. The student can undertake the evaluation again in the future;
7. The student is not suitable to undertake this program, but may be referred to a lower-level program;
8. The Individual Learning Needs and Student Welfare Coordinator discusses the results and any further information with the Training Manager and a decision for program entry is made. The decision may be escalated to the General Manager Quality and Compliance.

Where the student is not deemed suitable for the program, the Individual Learning Needs and Student Welfare Coordinator will notify the student as soon as practicable after the LLN assessment has been completed.

Any adjustment or notes added to the LLN assessment will result in a re-upload of the LLN assessment to the student's file by the Individual Learning Needs and Student Welfare Coordinator.

Where the student is deemed suitable for entry into the program with an Individual Learning Plan (ILP), the Individual Learning Needs and Student Welfare Coordinator will notify the relevant Trainer and schedule a follow up call with the 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.

Other considerations will be how many students in a class group have ILP and what impact this may have on other students.

Where a student is not being admitted to a program due to not showing the required LLN competence, the Individual Learning Needs and Student Welfare Coordinator will contact the student to advise them of the evaluation.

ILPs are provided to Trainers to access via VETtrak and discuss with students.

In addition to the LLN assessment, at the end of the PTR conducted for each student, the Student Support Officer conducting the PTR will answer a series of questions about the students' oral communication.

## Individual Learning Plan (ILP)

An Individual Learning Plan is developed by the Individual Learning Needs and Student Welfare Coordinator when a student does not meet the minimum LLN requirement but has been admitted to the program 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.

Individual Learning Needs and Student Welfare Coordinator, the Trainer and General Manager Quality and Compliance may contribute to the development on an ILP.

ILPs are provided to the Trainer and contact is also made by the Individual Learning Needs and Student Welfare Coordinator to notify the trainer of the ILP.

ILPs are saved in the student file together with the Training Plan and a copy provided to the Trainer.

- For All Apprenticeship students and students that are not in a shared occurrence, the Individual Learning Needs and Student Welfare Coordinator will email LMS with the ILP, LMS will upload to the student and Trainer password protected canvas profile.
- For all other students, including those in a shared occurrence, Individual Learning Needs and Student Welfare Coordinator will upload these to VT, ensuring these are available to the trainer via the password protected trainer portal.

The Individual Learning Needs and Student Welfare Coordinator then emails the Trainer letting them know that there is an ILP for that particular student.

An ILP may also be put together where the initial LLN evaluation met the minimum requirements, but a Trainer has identified that the student requires support. In this case, they must contact the Individual Learning Needs and Student Welfare Coordinator to record the ILP accordingly.

The ILP outlines the 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. If a student indicates there are no support requirements for their condition, and it's not a disability, then an ILP is not warranted so an email is sent to the trainer instead.

All students with an ILP will be followed up by the Individual Learning Needs and Student Welfare Coordinator scheduling a follow up call or email 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. Follow up calls are generally 2 weeks or 4 weeks from commencement.

However, if a follow up call reveals a need for more detailed support or may indicate that the student is having no issues within class, further discussions will be held between the Trainer, student, and Individual Learning Needs and Student Welfare Coordinator. Where a student welfare issue is identified, this will be referred to the Training Manager.

ILPs are uploaded to VETtrak for Trainer access and also saved in the student file together with the Training Plan. (The only exception here is for Apprentices. Apprentice ILP's are uploaded to the students' profile in CANVAS, that is password protected). The Individual Learning Needs and Student Welfare Coordinator then emails the Trainer letting them know that there is an ILP for that particular student.

Learner support may include, but are not limited to:

- Language, Literacy and Numeracy (LLN) support;
- Reasonable Adjustment;
- Referral to external specialist organisations and/or agencies;
- Other mechanisms, such as assistance in using technology for online delivery components;
- Other mechanisms, such as assistance with culture shock and referral for legal services, counselling, mental health support, housing and tenancy services, financial and health support.



## Conditions under which a Student may Immediately Re-sit the LLN Evaluation

Students will generally be given the opportunity to re-sit an evaluation immediately where one of the following occurs:

1. The student did not fully complete the evaluation;
2. The student completed the evaluation in an unusually short time (generally 30 minutes or less) as this often indicates that a student may not have considered the importance of the evaluation;
3. The student completed the evaluation in an unusually long time (generally 90 minutes or more) as this often indicates that a student was interrupted or distracted);
4. PC or network issues experienced by the student;
5. Where a student generally did well, but because they answered some multiple choice incompletely LLN Robot will mark the whole question as incorrect;
6. They failed one section, but passed all other sections;
7. The audio component failed.

The LLN and Welfare Co-Ordinator may also choose to do a face-to-face or phone interview if the oral communication sections did not meet the required levels.

## Conditions under which the Individual Learning Needs and Student Welfare Coordinator may manually override the Evaluation Tool Results (LLN Robot)

The Individual Learning Needs and Student Welfare Coordinator can manually overturn the results of LLN Robot and will do so under limited conditions which include:

Where a student has 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 and Student Welfare Coordinator will manually review the questions and if answered correctly will overturn the outcome.

The Individual Learning Needs and Student Welfare Coordinator will document their reasons for requiring to manually override the original result.

## Students who are not Recommended to Undertake the Program

Where a determination is made that a program may not be suitable for a student to undertake, they may be referred to complete a lower-level program (if applicable) or to a third party to assist them in developing skills to undertake the program at a later level.

If requested, the Individual Learning Needs and Student Welfare Coordinator will research relevant third parties in their local area and make a recommendation. These students will be redirected to a more suitable program if relevant or to external services such as an RTO that specialises in language, literacy and numeracy development that may support their future learning options.

## Recording Determination Outcomes

The outcomes of LLN determinations are documented in the Student Management System (SMS) – VETtrak as events. These are listed below:

<b>LLN Support</b>	LLN Evaluation has been completed and did not meet minimum level in each category
<b>LLN Support – In Progress</b>	The Individual Learning Needs and Student Welfare Coordinator is actively working on this support, and it is not yet resolved
<b>LLN Support – Resolved</b>	Student was admitted with no ILP in place
<b>LLN Support – Resolved With ILP</b>	Student was admitted with ILP in place
<b>LLN Support – Resolved Unsuccessful</b>	Student was not admitted to program

Additional events are recorded which include ‘LLN – ILP follow up’ this is recorded for every conversation with a Trainer and to schedule follow up ‘touch points’.

Where the Individual Learning Needs and Student Welfare Coordinator contacts a student, they will record the event in VETtrak. All contact notes with a student prior to the LLN being resolved go in the LLN support event. Contact notes post LLN being resolved go in the Resolved with ILP event.

## Evaluation of PC Skills

For students who are enrolling into a program that involves PC literacy (such as accessing information online or completing learning activities or assessments online or submitting assessments via a Learning Management System (LMS), the students must have their PC skills evaluated as part of their LLN.

LLN Robot requires students to undertake basic PC skills in order to complete the evaluation. This includes, but is not limited to:

1. The ability to logon to a computer;
2. Access emails and click a link within an email;
3. Login into an online database (LLN Robot);
4. Use a mouse and keyboard;
5. Read and respond to online text.

Students who are able to navigate and complete the LLN Robot assessment will be considered to meet PC literacy requirements.

## Retention and Reporting of LLN Assessments

All LLN Robot assessment results must be retained by BAA for at least 5 years and must be provided to the Secretary of the Commonwealth Department of Education and Training, the National Regulator and all State based Funding Departments upon request. These results are stored in a secure database.

Any LLN Robot assessment results of a student’s competence will be reported to the Secretary of the Commonwealth Department of Education and Training, the National Regulator and all State based Funding Departments in the form, manner and by the time requested.