



LANGUAGE, LITERACY & NUMERACY (LLN)

Policy and Procedure

Version 1.2

VERSION CONTROL & DOCUMENT HISTORY		
Date	Summary of modifications made	Version no.
June 2012	Created	V1.0
January 2013	Updated info	V1.1
July 2013	Add Indigenous client services	V1.2
Next Review: April 2014		
Staff Responsible: Trainer/Assessor, Course Coordinator and student counsellor /facilitator		

Purpose

APSI understands the importance of skills in English language, literacy and numeracy (LLN) and recognises that many adults do not have the LLN skills they need to effectively participate in training and workplace communication.

APSI also recognises its obligation to ensure, as much as possible, that students enrolled in APSI Training Courses are given the opportunity to learn based on their current skills in LLN.

The purpose of the APSI Language Literacy & Numeracy Policy is to ensure that APSI employees can identify LLN skill levels and assist Students with LLN skill needs, in order to provide them with as much opportunity as possible to learn when attending APSI Training Courses.

APSI's Responsibility

All APSI trainers, course coordinators and student counsellor / facilitator have the responsibility to:

- identify students' LLN skill level through LLN tests for different training areas
- promote the APSI Language Literacy & Numeracy Policy to Students at initial enquiry , pre-enrolment interview, before the APSI Training Course commences and of the availability of confidential assistance if they have LLN problems;
- ensure that APSI employees can identify students with LLN problems and can implement appropriate strategies to assist them with their learning on APSI Training Courses;
- ensure that LLN issues are considered during development of APSI Training Courses;
- provide students with as much opportunity as possible to learn given their current LLN skill levels;
- provide relevant staff development opportunities and publications for APSI employees to ensure their continued awareness of and competence with regard to LLN requirements; and
- foster links with professional organisations for the referral of students with LLN problems

Needs Identification

Identification of training needs is to be undertaken using English LLN competencies, which are needed to effectively participate in APSI Training Courses.

APSI will endeavour to establish students' LLN information prior to course commencement; however, should a student's LLN needs not be identified until the

course has commenced, APSI will analyse these needs and provide strategies for assistance.

Where it is not possible to meet the a student's LLN needs, APSI will refer the participant to a professional organisation specialising in LLN for further assistance, and will provide the participant with a refund or a credit toward participating in an APSI Training Course at a later date.

Students will be asked to provide documentation that they have completed appropriate LLN assistance and have the required level of LLN skills before their enrolment will be allowed to proceed.

Equal Access

APSI does not discriminate against students or potential students who have been identified as having low LLN skills. APSI will, however, refer the participant or potential participant to a professional organisation specialising in LLN for further assistance. Ultimately it is the choice of the participant as to whether or not they proceed with the enrolment.

In a situation where APSI has advised against proceeding until LLN skills reach an appropriate level, APSI will not be obliged to offer the participant a refund or a credit toward participating in an APSI Training Course at a later date.

Indigenous Clients

All staff at APSI need to aware of cultural protocols and attitudes to family, time and community among indigenous clients

- Be aware that Indigenous students may not always ask for help or clarification; offer explanations in plain English and frequently ask if students understand.
- Be aware that, for many Indigenous students, English is their second, third or fourth language; employ English-as-a-second-language strategies.
- Undertake cultural awareness and cross-cultural competency training. Start with a cultural awareness course but ensure the process is ongoing by seeking out Indigenous advisors and mentors.

Trainers to use appropriate resources

- Use relevant, real-life texts customised to individual needs.
- Ensure resources are culturally appropriate.
- Ensure resources are age-appropriate.
- Ensure appropriate literacy and numeracy levels.
- Incorporate appropriate literacy and numeracy instructional design principles—font type and size, plenty of white space, wide margins, plain English.
- Build a working relationship with dedicated learning support centres and physically take students to the centre, introduce them to support staff and follow up with encouragement to attend sessions; encourage flexible arrangements.

- Recognise that the ideal class size is ten.

Indigenous input/consultation

- Encourage Indigenous input at all stages (formal and informal) including design, development and delivery.
- Collaborate with Indigenous staff.
- Collaborate with the local Indigenous community.
- Seek out successful models of collaboration, including community advisory boards

Confidentiality

All information relating to students regarding LLN will be treated as confidential and in accordance with the APSI Privacy Policy.

Referral to Professional Organisation for further LLN support

APSI will refer domestic Australian students to professional organisations such as Adult Migrant English Centre, Job Services Australia.

APSI will refer International students to Partner ELICOS English language colleges (Language Links and Perth International College of English) for support.

APSI will refer indigenous students who need extra support/mentoring/tutoring/social support to

- Community and Youth Training Services (CYTS)
c/o Katie Culkin (Executive Officer) and Vanessa Wright (Operations Manager)
9 Northwood St West Leederville WA 6007
Tel: 9388 7100
cytsadmin@cyts.org.au
- Outcare (Aboriginal Intensive Youth Support Services)
(also deal with ARSAS who are non-indigenous)
c/o Mark Champion (Case Manager)
Unit 1, Wellington Fair
Tel: 0404 019 101, 9473 1121
markchampion@outcare.com.au

Associated Documents

APSI Enrolment form
LLN Aged Care Assessment
LLN Hospitality Assessment
APSI English Language Test