

Learner Language, Literacy and Numeracy (LLN) Policy and Procedure



Purpose

It is important that REINSW has a structured Language, Literacy and Numeracy (LLN) program to ensure that REINSW learners are assessed fairly to ascertain their core skill levels within reading, writing and numeracy, and that they are within the core skill score of the qualifications offered by REINSW.

Aim

Learners enrolled within training courses offered by REINSW should be assessed to ensure that the support needed by a Learner is identified and offered to assist Learners in their progression to completion of their qualification by using the Australian Core Skills Framework (ACSF).

ACSF Level and Definition

The following training courses offered by REINSW are to be assessed at the identified ASCF level.

Training Course	ACSF Level
Certificate III in Real Estate Practice	Level 3
Certificate IV in Real Estate Practice	Level 4
Diploma of Property (Agency Management)	Level 4
Assistant Agent Course	Level 4
Short Courses – NRT Units of Competencies	Level 4
CPD Training courses	Level 2

ACSF Performance Variables Grid				
	SUPPORT	CONTEXT	TEXT COMPLEXITY	TASK COMPLEXITY
2	May work with an expert/mentor where support is available if requested	Familiar and predictable contexts Limited range of contexts	Simple familiar texts with clear purpose Familiar vocabulary	Explicit tasks involving a limited number of familiar steps Processes include identifying, simple interpreting, simple sequencing
3	Works independently and uses own familiar support resources	Range of familiar contexts Some less familiar contexts Some specialisation in familiar/known contexts	Routine texts May include some unfamiliar elements, embedded information and abstraction Includes some specialised vocabulary	Tasks involving a number of steps Processes include sequencing, integrating, interpreting, simple extrapolating, simple inferencing, simple abstracting
4	Works independently and initiates and uses support from a range of established resources	Range of contexts, including some that are unfamiliar and/or unpredictable Some specialisation in less familiar/known contexts	Complex texts Embedded information Includes specialised vocabulary Includes abstraction and symbolism	Complex task organisation and analysis involving application of a number of steps Processes include extracting, extrapolating, inferencing, reflecting, abstracting

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1. Roles and Responsibilities

The following roles and responsibilities have been identified to ensure that members of REINSW training are aware of their responsibilities to meet the purpose and aim of this policy/procedure.

1.1. Training Manager/Compliance Coordinator

The Training Manager/Compliance Coordinator are to:

- a) Ensure that the LLN assessment meets the requirements of the Australian Core Skills Framework
- b) Aid with assessment of learners where required.
- c) Ensure continual improvement of the LLN assessment process to meet Learner needs.

1.2. Learner Engagement Coordinator

The Learner Engagement Coordinator is to:

- a) Ensure that LSOs are making sure that Learners are completing the required LLN tool prior to their studies.
- b) Provide feedback to the Training Manager on any issues around the LLN tool or the process of the LLN assessment.

1.3. Learner Support Officers:

The Learner Support Officers are to:

- a) Induct learners within their new qualification that includes outlining the requirements of completing the LLN assessment.
- b) Ensure that the LLN tool has been completed within the LMS.

1.4. Trainer and Assessors

The Trainer and Assessors are to:

- a) Review the LLN assessments completed by their allocated Learners.
- b) Assess the outcome of the LLN assessment.
- c) Identify from the outcome any learning needs of the Learner.
- d) Contextualise the training material to meet the needs of the Learner.
- e) Document the outcome and contextualised needs of the learner.
- f) Refer the learner to the identified support agencies within this policy and procedure.

1.5. Customer Support Officers

The Customer Support Officers are to:

- a) Re-direct any Learner enquiries regarding their LLN assessment to the Learners dedicated Learner Support Officer

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2. Language, Literacy and Numeracy (LLN) Procedure - LSO

All REINSW Training team members responsible for assessments are to follow this procedure to ensure that all Learners are assessed for LLN needs in compliance with the RTO standards.

1. LSO to send out as part of the enrolment pack within WiseNet, information about the LLN assessment.
2. LSO must ensure that all learners are inducted with the REINSW LLN Tool explaining the following:
 - a. Reason for completion and there is only one attempt required.
 - b. Where to go to get help to complete the assessment.
 - c. Importance of completing the assessment by them and not a third person
 - d. That the assessment is not a pass or fail
 - e. No score is provided at the end of the assessment.
 - f. They may receive a call from their allocated trainer and assessor to discuss the outcome and what is required moving forward with their course.
3. Where a LLN outcome conversation report has been provided by the trainer and assessor, the LSO must record this against the logbook within WiseNet.

3. Language, Literacy and Numeracy (LLN) Procedure – Trainer and Assessor

All REINSW Training and assessor team members responsible for assessments are to follow this procedure to ensure that all assessments are marked in compliance with the RTO standards.

Trainer and Assessor are to:

1. Check for a completed LLN assessment for all new Learners allocated to them within BrightSpace.
 - a. Click on the Quiz APP button.
 - b. Click on the down arrow beside the LLN assessment name.
 - c. Click on grade.
 - d. Find Learner and review their assessment results.
2. Review the score of the assessment and follow the outcome table.
3. Where required, contact the learner as per the outcome table.
4. Complete a LLN outcome conversation report – Appendix One
5. Ensure course contextualisation occurs where required.
6. Send a LLN outcome conversation report to the LSO to ensure that the outcome has been record against WiseNet.

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4. LLN Outcome Table

All REINSW Trainer and assessor team members must adhere to the below table when assessing a Learners LLN assessment.

Score	Action Required	Outcome
0 – 80% correct	<p>Trainer and Assessor MUST make contact.</p> <p>Contact the Learner via phone and have a conversation regarding the outcome of the LLN assessment.</p> <p>Discuss:</p> <ul style="list-style-type: none"> • Were there any difficulties while taking the assessment – e.g. interruptions. • Possible learning difficulties by analysing each question they were not competent in. Is there a pattern? • Did they complete the assessment or someone else? • Is English their second language? 	<p>Trainer and Assessor will need to ensure that they manage course content and assessment tasks by ensuring that the content is contextualised to meet the identified needs of the Learner.</p> <p>Trainer and Assessor to complete the LLN Outcome Form and provide to the LSO for recording.</p>
81% - 95%	<p>Trainer and Assessor TO ASSESS if contact is required.</p> <p>Assess the results to analysis to see where the learner has gone wrong. If the error can be identified and is not a LLN issue, contact is required.</p> <p>Where it is a LLN identified issue, contact the Learner via phone and have a conversation regarding the outcome of the LLN assessment.</p> <p>Discuss:</p> <ul style="list-style-type: none"> • Were there any difficulties while taking the assessment – e.g. interruptions. • Possible learning difficulties by analysing each question they were not competent in. Is there a pattern? • Did they complete the assessment or someone else? • Is English their second language? 	<p>Trainer and Assessor will need to ensure that they manage course content and assessment tasks by ensuring that the content is contextualised to meet the identified needs of the Learner.</p> <p>Trainer and Assessor to complete the LLN Outcome Form and provide to the LSO for recording.</p>
95% - 100%	Contact with Learner not required.	Nil action required.

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5. Contextualisation of Learning Material

All REINSW Trainers and Assessors are to ensure that where a LLN issue has been identified that the learning material and assessments are contextualised to meet the Learner needs.

Contextualisation can consist of:

Learning Material:

1. Use of AI and or other products to verbalise the content (Text to Speech).
2. Use of a third party to assist through the learning material.
3. One on One tutorial sessions (Approval required by Training Manager).

Assessment:

1. Verbal assessment with an REINSW Assessor
2. Use of a third party to assist with the questions.
3. Video assessment uploads
4. Audio assessment uploads

Important – All contextualisation must be within the Rules of Evidence and the Principals of Assessment and meet the mapping and TAS requirements.

6. LLN Assistance

REINSW is mindful that Learners may require external assistance to help with LLN issues throughout their education. REINSW recommends that Learners visit and use the resources found on the following REINSW Website page.

[Click Here.](#)

7. Course Not Fit for a Learner

Learners that have been assessed by a trainer and assessor against their LLN assessment, and a conversation has been completed with the Learner, may be deemed not be suitable to complete the enrolled course. Prior to a Learner being deemed not suitable, REINSW must be satisfied that the following has occurred:

- a) The dedicated trainer has had a conversation with the Learner and the conversation has been documented on the Learner Assessment Feedback and Outcome Form
- b) The dedicated trainer has tried to contextualise the learning and assessment material as per section five (5) of this policy.

Once satisfied of the above, REINSW may deem that an enrollment is not suitable and may:

- a) Enrol the Learner in a more suitable course.
- b) Cancel the enrolment and provide a refund of total fees paid.

A learner may appeal this decision and provide evidence how they will complete the course satisfactorily to meet the course requirements. Where the Learner Appeals, REINSW must implement the Appeals Policy and Procedure.

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8. Related Policies and Procedures

- Evidence and Record Keeping Policy and Procedure
- Certificate and SOA Issuance Policy and Procedure
- Appeals Policy and Procedure

9. Related Documentation

- c) Learner Assessment Feedback and Outcome Form

10. Related Legislation / Contracts

- AQF Qualification Standards Policy
- Standards for Registered Training Organisations

11. Risk Rating

Category	Consequences	Review Period	Evidence of Understanding
Low Risk	Non-compliance could result in increased risk rating with ASQA audit requirements	5 years	Relevant staff members must be aware of the document. Staff/Contractors must retain records of evidence of LLN conversation.

12. Policy, Procedure Information

Date Issued:	13/04/2024
Date of last review:	13/04/2024
Date of next review:	13/04/2029
Policy / Procedure owner:	Training Department
Approved by:	Training Manager
Policy/Procedure number:	EAT012

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Appendix One – LLN Outcome Conversation Report

To remain Private and Confidential.

Date Completed:	
Learner Name:	
Qualification Studying:	
Trainer and Assessor Name:	

LLN Outcome Details

Assessment Completion Date:	
Assessment Score:	

Conversation Outcome:

Has the Learner disclosed an LLN issue?	
If yes, what is the LLN issue?	
What assistance has the Learner identified they may require?	
How will the course be contextualised to meet this need?	

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If NO, what Conversation did you have with the Learner?

Comments:

Is the Learner ok to study the enrolled course?

Commented [NM1]: What process should we all follow if a trainer write down "no"?

Please send to the relevant LSO for uploading to WiseNet.