

## 1. Purpose

AAMC Training Group understands the importance of skills in Language, Literacy, Numeracy and Digital Literacy (LLND) and recognises that many adults do not have the LLND skills they need to effectively participate in training and workplace communication.

The purpose of this Policy is to ensure that Trainers and Assessors can identify LLND skill levels and assist VET students with LLND skill needs, to provide them with as much opportunity as possible to complete their learning and assessment requirements, when attending courses.

## 2. Scope

This LLND Policy applies to all AAMC Training Group trainers and assessors involved in the development, delivery, assessment and review of training and to current and future VET students and is communicated to them at the enquiry, course application or enrolment stage and information relating to this policy forms part of the AAMC Training Group Terms and Conditions.

## 3. Policy

AAMC Training Group:

- Promotes the LLND Policy to VET students at initial enquiry and before the training course commences.
- Requires all VET students registered with AAMC Training Group undergo the AAMC Training Group LLND self-assessment prior to commencing their enrolment, unless a clause in the LLND Waiver Policy applies.
- Requires all VET students to answer questions relating to previous experience that might affect the course they are going to undertake.
- Advises VET students of the availability of available support services for those with LLND problems
- Ensures trainers and assessors can identify VET students with LLND problems and can implement appropriate strategies to assist them with their learning.
- Ensures that LLND issues are considered during development of training courses and assessment tools.
- Provides relevant staff professional development opportunities and publications to ensure continued awareness of and competence about LLND requirements.
- Provide VET students with names of professional organisations for the referral of VET students with LLND problems.

#### 4. Staff and Trainers Responsibilities

All Staff and Trainers have the responsibility to:

- a. Promote the AAMC Training Group LLND Policy to VET students at initial enquiry and before the Training Course commences and of the availability of confidential support services if they have LLND problems.
- b. Provide VET students with as much opportunity as possible to learn given their current LLND skill levels.
- c. Refer VET students to professional organisations specialising in LLND skills, where required, e.g. The Reading Writing Hotline, Navitas English, Ability Options, etc.

#### 5. Mapping core skills requirements

AAMC Training Group identifies the core skills requirements of its training programs so that core skills expectations, priorities and gaps are defined, in accordance with the Australian Core Skills Framework (ACSF) and the Digital Literacy Skills Framework (DLSF).

Once the core skill requirements have been identified, **AAMC Training Group designs an LLND assessment instrument** in which each relevant core skill performance indicator is assessed through **two contextualised questions** developed at the expected level of performance and aligned to the financial services industry.

Learners will first complete **Question (A)** for each indicator. If they demonstrate competence in this question, **Question (B)** will not be required. If the learner does not achieve a satisfactory result for Question (A), they will then complete **Question (B)**.

Should a learner be unable to demonstrate competency in both questions, **a qualified AAMC Training Assessor will contact the learner** to discuss the results, provide feedback, and determine whether additional support or reasonable adjustment is required.

#### 6. Needs Identification

To optimise student's ability to meet course requirements, identification of training needs is to be undertaken using the LLND assessment, which may be needed to effectively participate in the training programs. Insights gleaned from the results of the assessment will be used to facilitate provision of additional support required in areas such as language, literacy, numeracy and digital skills, whilst ensuring that students receive the maximum outcomes and benefits from the training, in relation to set learning objectives, career opportunities and skill level.

AAMC Training Group will document the results of the assessment of need and ensure that this is reflected and managed in the student's training records.

The following will be undertaken by AAMC Training Group in the assessment of need:

- a. Eligibility assessment to assess eligibility of student for the course;
- b. LLND skills assessment to ascertain whether the level of the qualification and proposed learning strategies and materials are appropriate;
- c. Assessing the need for additional support;
- d. Identifying any actions or strategies to be implemented to address identified needs for the VET student, including any adjustment required to the learning program, delivery of learning and materials used for learning to ensure that retention and completion outcomes are improved.

When the LLND Assessment outcome identifies that the student does not have adequate language, literacy, numeracy and digital skills levels of their chosen training program, an AAMC Training Group Assessor will:

- a. Explain to the student the challenges that will be encountered in completing the course with their LLND level;
- b. Provide information on where they can obtain assistance with their LLND issue; and
- c. Offer other options and pathway for training until they are within the ACSF and DLSF level requirements of the course.

AAMC Training Group endeavours to establish VET students' LLND needs prior to course commencement, however, should a student's LLND needs not be identified until the course has commenced, AAMC Training Group analyses these needs and provides a strategy for assistance.

AAMC Training Group will promptly and efficiently respond to all relevant queries regarding additional support, ensuring students receive clear guidance on their available options without unnecessary delays.

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

## **7. LLND Waiver Policy**

While completion of the LLND assessment is the standard method for determining a student's suitability for a training product, AAMC Training Group recognises that there are circumstances where a waiver may be granted in accordance with the LLND Waiver Policy.

Where a student seeks exemption from the LLND assessment, the LLND Waiver Policy applies. This policy outlines the evidence requirements, mapping process, approval authority, and recordkeeping procedures to ensure that student suitability is still determined in compliance with Standard 2.2 of the Standards for RTOs 2025.

All waiver applications must:

- Be supported by credible evidence that demonstrates LLND competencies matching or exceeding course-specific requirements;
- Be reviewed and mapped against the LLND skill domains using the Australian Core Skills Framework (ACSF) and the Digital Literacy Skills Framework (DLSF);
- Be documented using the LLND Waiver Justification Form and Mapping Table;  
Receive approval from the Training Manager before enrolment proceeds.

Staff must refer to the LLND Waiver Policy for detailed conditions, procedures, and examples of acceptable evidence.

## **8. Access & Equity**

AAMC Training Group does not discriminate against VET students or potential VET students who have been identified as having low LLND skills. However, the individual will be referred to a professional organisation specialising in LLND for further assistance.

Ultimately it is the choice of the participant as to whether they proceed with the enrolment. In a situation where AAMC Training Group has advised against proceeding until LLND skills reach an appropriate level, AAMC Training Group will not be obliged to offer the student a refund or a credit toward participating in a training course at a later date.

## **9. Adjustment to Assessments**

There are several ways that reasonable adjustments may be made to the assessment procedure to allow for the LLND skills of VET students without losing the integrity component of the assessment. Any adjustments are made under guidance from the relevant Industry Skills Council.

These include:

- Allowing the use of an interpreter;
- Writing material in plain English;
- Reading aloud written material to VET students;
- Allowing the use of a writer for VET students who cannot write;
- Using signs, pictures and graphics;

Depending on the specific types of assessment, not all above adjustments are possible, appropriate or permissible. For example, allowing the use of an interpreter where an assessment specifically requires demonstration of English communication skills would invalidate that assessment.

## **10. Confidentiality**

All information relating to VET students regarding LLND will be treated as confidential and in accordance with AAMC Training Group's Privacy Policy.