Policy and Procedure:

Language, Literacy, Numeracy (LLN) and Other Learner Needs

Objective:

This policy is designed to provide information to applicants, Students and other stakeholders such as the employers, about the Australian Institute of Fitness' (AIF) commitment to ensuring that its enrolling Students have the appropriate skills to succeed in their selected course including language, literacy and numeracy, how AIF diagnoses the Student's skills as part of the application and enrolment process and the range of support services available to all Students enrolled at AIF.

AIF is committed to ensuring that its practices are as inclusive as possible and do not unreasonably prevent any individual from accessing or progressing in its training programs. This policy and procedure also outlines the way that AIF supports a positive and productive learning experience for all Students, including those:

- Requiring additional support to undertake their studies and/or complete their assessments due to an identified study or learning barrier and/or
- With medical conditions and/or
- With disabilities.

Effective Date:

8 March 2024

Definitions:

AQF qualification means an AQF qualification type endorsed in a training package or accredited in a VET accredited course.

Access and equity means policies and approaches aimed at ensuring that VET is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

ACSF means the Australian Core Skills Framework.

Competency means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

LLN means language, literacy, numeracy which is defined as an individual's ability to read, write and speak in English, and compute and solve problems at levels of proficiency necessary to function in the workplace and in society, to achieve one's goals, and develop one's knowledge and potential.

Literacy means an individual's ability to read and write in English.

Digital literacy means the physical operations of digital devices and the software operations in those devices (UNESCO, 2018).

Student means an enrolled learner that has agreed to use the services provided by AIF. The Students are also referred to as 'Newbies' for applicants and 'Warriors' for enrolled Students.

VET means vocational education and training.

Policy:

The policy and procedure ensures that all AIF staff involved in administering and reviewing the results of Language, Literacy and Numeracy (LLN), Digital Literacy and other academic testing completed by Students, are aware of their roles, obligations and responsibilities when conducting these tasks.

All Students are encouraged to make use of AIF's academic and non-academic support services whenever required, to ensure their studies are conducted and completed without undue stress or concern.

Responsibilities and Accountabilities:

This version of the policy and procedure and any amendments to related documents, have been authorised by AIF's Chief Executive Officer (CEO). The Executive Team Member accountable for the Training function within the AIF, as delegated by the CEO, is responsible for ensuring this policy and procedure is implemented at all times and ensuring that all staff are fully trained in its operation.

AIF's Compliance Team is also responsible for ensuring this policy and procedure and related documents are maintained and up to date through an annual revision, as well as through any ongoing quality activities including audits and feedback.

In accordance with the AIF Code of Conduct, any breach of this policy is dealt with seriously and may result in disciplinary action including termination of employment, depending on the severity of the breach.

Where Team Members consider that significant departures from the principles of this policy have occurred, they are obligated to report it immediately to their Line Manager or Executive Team Member. Failure to do so constitutes a breach of this policy & AIF Code of Conduct.

Procedure:

AIF is committed to ensuring each Student achieves their highest performance throughout their studies. A key strategy of meeting this commitment, is offering a range of customised academic and non-academic support services, that may be accessed as required. These services are offered by personnel with expertise and accordingly, may be either internally to AIF, AIF or externally provided.

To determine the mix and range of support services, AIF always screens Students' suitability to participate in their course of interest, as part of the enrolment process (refer to Application and Enrolment policy and procedure). This includes their Language, Literacy and Numeracy (LLN) and other foundation skills relevant to the course of interest, in particular against their core skills as defined in the Australian Core Skills Framework (ACSF) of:

- Reading
- Writing
- Oral communication
- Numeracy
- Learning

LLN Assessment

All Students undertake a Language, Literacy & Numeracy (LLN) Assessment during their onboarding. Evidence is captured as part of their pre-enrolment activities.

An Oral Communication Skill Assessment is completed as part of the initial Discovery Call and Success Plan with a Career Advisor. All other areas of of academic suitability including; reading, writing, numeracy and learning relative to the qualification or skill set they are enrolling into and can be captured by various methods;

- Providing verified copies of Qualifications or Certifications achieved within the past 10 years
    - Senior Secondary Certificate of Education (Australia) completion of Yr 12
    - International Baccalaureate Diploma Programme
    - Australian VET qualification of equivalent or higher than AQF level enrolling into
    - Higher Education Degree (University - Advanced Diploma, Bachelor or above)
- Completing the AIF LLN or having completed one in the previous 6 months suitable for the AQF entry level into the enrolling program
- Completing the LLN Robot (VSL)

Until AIF is satisfied that the Student has the appropriate LLN skills to succeed or with assistance, is very likely to succeed, the Student is not a 'completed enrolment'.

AIF has its own LLN Assessments, prepared for the Certificate III, IV and Diploma qualification levels and uses the LLN Robot for its VSL approved Diploma level qualifications. All tools are mapped and benchmarks provided to the ACSF against all core skills, appropriate for a role in the industry at that level (refer to specific LLN Assessment Tools for ACSF rankings).

Where the AIF LLN or LLN Robot assessment tool is required to be administered, iInternally trained staff conduct the assessment in a manner convenient to the applicant. A Trainer and Assessor confirms all assessment results given that they hold the *TAELLN411 Address adult language, literacy and numeracy skills.* Where the overall score does not meet AIF's benchmark, the Trainer and Assessor will advise of the next step after reviewing the Score Card and in liaison with the individual. This typically is re-assessment undertaken by the Trainer and Assessor from which the Trainer and Assessor will:

- recommend enrolment and develops a support plan with the individual

- does not recommend enrolment and recommends alternative pathways.

The LLN Assessment results are recorded in aXcelerate, with a Note against the Student.

If a Student achieves less than the benchmark score of 70% across any of the ACSF Core Indicators, the Administration team will refer the Newbie for a discussion with their designated Trainer and Assessor. Based on the Trainer and Assessors professional judgement, the Newbie may:

- Be eligible to enrol with supports, recorded in an Individual Learning Plan (refer below), OR
- Not be eligible to enrol as the Trainer and Assessor determines that the individual is not not ready to undertake studies at that level and refers the Newbie to their Career Guru to discuss alternative options, which may include referral to an alternative training provider to AIF.

The number of LLN Assessment re-attempts by a Newbie is at the Trainer and Assessors discretion.

On a monthly basis, the Executive team member responsible for Training will check and confirm the currency and effectiveness of the strategies in place with the Trainer and Assessor and record their quality check on the Regional Training Manager Checklist.

Student Support List of Services
The range of AIF academic and LLN support services include, but are not limited to:

- Flexible scheduling and delivery of training and assessment
- Study support and study skills sessions, such as the weekly Tutorial session, available every Friday (Online Courses) and Monday (On Campus Courses)
- Warrior Focused sessions: 15 minute pre- and post each session for individual student support, including clarification of learning or assessment requirements
- Learning and assessment materials in alternative formats, for example, in large print
- Language, literacy and numeracy (LLN) direct support on a 1:1, group or class mode
- Any other LLN services that the Trainer and Assessor considers necessary to support the Student to achieve competency, through identification and mutual agreement by the Trainer and Assessor and the Student.
- Access to an on demand tutor through the AIF's generative AI Chatbot embedded within the Learning Management System (LMS)

AIF also offers a range of non-academic supports to each Student whilst enrolled at AIF. These are listed within AIF's Progression and Intervention policy and procedure.

All Students are made aware of the range of academic and non-academic support available to them through AIF's Student Support List, which is published on Ignite, AIF's Learner Management System. Students are advised of this List's location and how to access it as part of their course orientation activities and within the AIF Student Handbook.

The range of academic services provided by AIF are at no charge to all Students. Where external agencies charge a fee, these are published in the Student Support List.

The Student Support List is reviewed on an annual basis.

Individual Support Plan
An Individual Support Plan is developed when:

- A Student achieves less than the required LLN score through the LLN Assessment however it is determined that the Student is likely to succeed with support in place and/or
- When an individual Student self-identifies as requiring support on their Online Enrolment Form, and/or
- When a Trainer and Assessor identifies additional learning needs through the ongoing engagement with the Student.

On a monthly basis, the Fitness Training Manager and Massage Training Manager will check and confirm the currency and effectiveness of the strategies in place with the Trainer and Assessor.

Reasonable Adjustments
The purpose of reasonable adjustment is to make it possible for Students to participate fully. It is not to give Students with a disability or other learning needs any advantage over others, nor to change course standards nor outcomes nor to guarantee success.

AIF acknowledges that reasonable adjustment in teaching, learning and assessment needs to be justifiable and uphold the integrity of the qualification. This means that, wherever possible, reasonable adjustments are made to the learning and/or assessment process to meet the needs of the individual Student. In certain cases, Students that request reasonable adjustment will be required to provide third-party evidence of the stated condition to be eligible for reasonable adjustment, at the discretion and in the form requested by the Regional Training Manager.

Applying for Reasonable Adjustment

AIF has a dedicated process to manage queries in relation to Students who are requiring additional support. All Students are advised as part of the application and enrolment procedure to follow the steps detailed below:

- Speak to their Trainer and Assessor in the first instance if a need has yet to be established through the application and enrolment process
- The Trainer and Assessor will present the case to the Fitness or Massage Training Manager, or delegate, who will make contact with the Student and advise of any evidence that is required, based on the individual circumstances
- The Lead Trainer and Assessor will consider the request and evidence, and where accepted, will organise an Individual Learning Plan to be prepared by the Student's Trainer and Assessor and the Student, with mutually agreed support strategies.

On a monthly basis, the Fitness or Massage Training Manager, or delegate, reviews all Individual Learning Plans in place to ensure that the agreed strategies are being followed and to provide any further support to the Student and the Trainer and Assessor, if required, to modify the strategies.

Study Modifications
Reasonable adjustment may require something as simple as changing classrooms, so a Student is closer to amenities, or installing a particular type of software on a computer for a person with vision impairment.

AIF will consider and put in place appropriate adjustments that do not discriminate for the individual Student nor their colleagues. These may include:

- Customising learning and/or resources and activities
- Modifying the presentation medium
- Modifying or providing special equipment such as special computer software and keyboard and large screen monitors
- The provision of special assistance, such as an interpreter for hearing impaired candidates
- The adaptation of the assessment methodologies, without weakening the integrity of the assessment system. For example, AIF may allow of extra time to complete assessments, or may vary question and response, e.g. using oral questioning instead of written questions
- Providing an amplified phone for an individual who is hard of hearing
- Providing a digital recorder for someone who finds it difficult to take written notes
- Providing increased font size in documents for an individual with vision impairment, and
- Providing a stand up workstation for an individual with a back injury.

Fees
There are no fees associated with any reasonable adjustment activity.

Appealing a Decision or Treatment
AIF will consider all reasonable avenues to support a Student, without the provision of preferential treatment, including seeking external expert advice. In making their decision, the Executive Team Member responsible for Training ensures that AIF's Access and Equity policy and procedure is upheld.

Students who do not feel that AIF has sufficiently considered their request for reasonable adjustment may lodge an appeal, in line with AIF's Complaints and Appeals Policy and Procedure.

NSW Smart and Skilled Program - Additional Requirements:

In accordance with its Access and Equity policy and procedure and the procedure for identifying any learner needs through the enrolment process, AIF demonstrates its commitment to support the additional needs of all students, including the most disadvantaged who opt to (and are confirmed as eligible through AIF's Application and Enrolment policy and procedure) undertake training through a Smart and Skilled subsidised place, including:

- People with a disability
- Aboriginal or Torres Strait Islander people
- Individuals who are long term unemployed.

Where learning needs are identified through the range of AIF strategies (including self-identification on the Online Enrolment Form, through the LLN Assessment and through the interaction with the Student's Trainer and Assessor) and in accordance with its Student Support and Intervention policy and procedure, the Trainer and Assessor establishes an individualised Student Support and Progression Training Plan with each identified Student.

AIF uses its Smart and Skilled Loading funding, in addition to its own funded resources, to offer additional support to the Student.

VET Student Loans (VSL) - Additional Requirements:

AIF ensures that all Students applying for a VET Support Loan undertake an assessment of their Language, Literacy and Numeracy skills as part of their application for enrolment process (refer to Application and Enrolment Policy and Procedure). In summary, AIF assesses all Students against the following scenarios:

Scenario 1: A Student Who Presents Senior Year 12 or Tertiary Certification Documentation:

- Provides their International Baccalaureate Diploma Programme (IB) diploma, Senior Year 12 Certificate or evidence of successful completion of a qualification that has been delivered in English and was at level 4 or above in the Australian Qualifications Framework (i.e. Certificate IV or higher qualification) or at a level in a framework that preceded the AQF that is equivalent to level 4 or above in the AQF, or has been assessed by a Federal, State or Territory government agency which assesses overseas

qualifications (or an organisation contracted by such an agency to undertake such assessments) as equivalent or comparable to a qualification at level 4 or above in the AQF, or a qualification at a level in a framework that preceded the AQF that is equivalent to level 4 or above in the AQF. The qualification must not be issued by the Educational Body no longer than ten (10) years from the date of the candidates AIF enrolment application, excluding Higher education degrees.

Scenario 2: A Student Who Does Not Present Tertiary Certification Documentation:

- Must display competence at or above Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy through completion of the **LLN Robot assessment tool** and on assessment of the outcomes, it is the professional judgement of AIF that the applicant displays the required competence and academic suitability to progress and complete their course.

Documents obtained or assessments undertaken for the purposes of determining a student's academic suitability are retained for at least five years on the Student's file in the Student Management System.

Commitment to Administer the LLN Assessment

AIF is committed to the delivery of the LLN assessment with honesty and integrity.

Sharing of Applicant's LLN Analysis Results

AIF ensures that the results of any LLN assessment undertaken as part of the pre-enrolment process are reported to the applicant as soon as possible after the assessment has been completed. In addition, AIF is committed to also reporting these results to the Secretary as required and in the form, manner and by the requested time as specified by the Secretary.

Publication:	This Policy and Procedure is available through the iHub and summarised within the Student Handbook.
Related documents:	Student Support and Progression Training Plan, with Individual Learning Plan template Student Support List LLN Assessment Tools (AIF prepared: Certificate III to Diploma level) LLN Assessment Guidelines (AIF prepared: Certificate III to Diploma level) LLN Robot (external LLN assessment tool - VSL only) Complaints and Appeals Form Student Handbook Team Member Handbook
Associated Policies and Procedures:	Application and Enrolment policy and procedure Access and Equity policy and procedure Quality Training and Assessment policy and procedure Student Support and Progression policy and procedure Complaints and Appeals policy and procedure
Amendments:	

Version	Date	Descriptor
V2.0	22 July 2021	Introduced the assessment of the applicant's oral and listening skills as part of Career Guru Chat
V3.0	11 January 2022	LLN Assessment final outcome is confirmed by a Coach currently holding the TAELLN401
V3.1	22 February 2022	VSL additional requirements section - Commitment to administer the LLN Assessment and Sharing of Applicant's LLN Analysis Results
V3.3	7 September 2022	Updated Training Team Leader to Regional Training Team Leader
V3.4	16 January 2023	VET Student Loans requirements update to determine candidate to provide a Year 12 Certificate and/or Level 4 Qualification no older than 5 years from the date of the candidates AIF enrolment application and additionally complete the Diploma LLN
V3.5	24 March 2023	Update to reflect current AIF structure
V4.0	5 March 2024	Change of previous qualification length and change to the evidence requirements to accept ONE method of evidence.

Authorised by:

Title: Head of Corporate Governance
Date Authorised: 8 March 2024