DOMESTIC STUDENT LANGUAGE, LITERACY, AND NUMERACY POLICY AND PROCEDURE

PP86

PURPOSE
Southern Cross Education Institute (SCEI) is committed to ensuring successful student outcomes by only enrolling students who have the capacity to fulfil the requirements to complete the qualification in which they have enrolled. SCEI 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.
The purpose of this policy and procedure is to ensure that SCEI can identify LLN skill levels during the enrolment process in order to assist students with LLN skill needs and provide them with as much opportunity as possible to complete their learning and assessment requirements with SCEI.

SCOPE
This policy and procedure applies to all domestic students enrolling in a course and all staff involved in the enrolment of students into a course of study with SCEI.

DEFINITIONS	
ACSF	Australian Core Skills Framework
AQF	Australian Qualifications Framework
BDO	Business Development Officer
Current student	Active, on-campus student with a current course of enrolment with Southern Cross Education Institute.
Domestic student	A Domestic Student is a student who meet one of the following citizenship conditions: • an Australian citizen • a New Zealand citizen (including a diplomatic or consular representative of New Zealand, a member of the staff of such a representative or the spouse or dependent relative of such a representative) • holder of an Australian permanent residency visa • holder of an Australian permanent humanitarian visa
Prospective student	A person who is considering attending SCEI but has not yet officially enrolled
PRT	Pre Training Review
LLN	Language, Literacy and Numeracy

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LLN Robot	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 a 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. |
| **SCEI** | Southern Cross Education Institute |
| **VSL** | VET Student Loan |

POLICY

1. **Southern Cross Education Institute:**

   1.1. Requires all Domestic prospective students to complete a LLN assessment 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.

   1.2. Ensures this process is conducted with honestly 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).

   1.3. Determines the recommended LLN level for each program we deliver based on the Australian Core Skills Framework (ACSF) Five Core Skills, namely, Learning, Reading, Writing, Oral Communication and Numeracy. The exception to this is:

      1.3.1. Diploma Level courses offered by SCEI, as the prospective students eligible for VET Student Loans (VSL) must display competence at or above the ACSF Exit Level 3 in Reading and Numeracy

      NOTE: Diploma of Nursing Applicants, in addition to meeting the above requirement stated in 1.3.1, must also demonstrate they have achieved the Nursing and Midwifery Board of Australia (NMBA) specified level of English language skills. For more information please refer to: https://www.nursingmidwiferyboard.gov.au/registration-standards/english-language-skills.aspx

   1.4. Advises students of the availability of its support services for those with LLN learning needs.

   1.5. Ensures trainers and assessors can identify students with LLN needs and can implement appropriate strategies to assist them with their learning.

   1.6. Ensures that LLN needs are considered during development of training courses and assessment tools.

   1.7. Provides relevant staff professional development opportunities and publications to ensure continued awareness of and competence with regard to LLN requirements.

   1.8. Fosters links with professional organisations for the referral of students with LLN problems.

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1.9. Ensures all marketing materials clearly state that students must gain "successful completion of LLN assessment" as per the course entry requirements.

2. Trainers and assessors must ensure that the delivery methodology reflects the use of spoken and written language and use numeracy skills relevant to the everyday workplace tasks or as outlined in the performance criteria of individual units of competency.

3. When designing learning and assessment tasks, the trainer should be aware of this interlinking of language, literacy, and numeracy. However, there will also be situations in which only one of these skills is the focus of the training, e.g. calculation of financial budgets. Although the terms 'language, literacy and numeracy' generally used together in this document they are not interchangeable or always linked.

4. **Language, Literacy and Numeracy Test**

    4.1. Domestic students seeking to enrol for study at SCEI are required to complete a Pre-Training Review (PTR) and Language, Literacy, and Numeracy (LLN) assessment prior formally accepting their enrolment to achieve the student intended outcomes.

    4.2. LLN evaluations are done to indicate whether a student:

    4.2.1. Has the LLN skills to be able to successfully complete the program.

    4.2.2. Needs additional coaching or support to successfully complete the program.

    4.2.3. Does not have the sufficient LLN skills to successfully complete the program.

    4.3. The LLN will be administered and supervised by the Business Development Officer (BDO), or a nominated SCEI staff member, on SCEI premises, as part of the Pre-Training Review process

    4.4. SCEI uses two different types of LLN assessment tools in the Domestic enrolment process:

    4.4.1.1. LLN Robot https://llnrobot.com.au/ this is required by all VICTORIAN Domestic Applicants for all course levels

    4.4.1.2. Core Skills Profile for Adults for all SOUTH AUSTRALIAN Domestic Applicants for all course levels who want to access the state funding. This is in line with the Upfront Assessment of Needs which is part of the contractual agreement with the Department for Education.

    4.5. The LLN assessment may take approximately 35-40 minutes to complete, and a report indicating the applicants achieved ASCF level will be available on completion.

TABLE 1: Minimum literacy and numeracy levels	
AQF level	**ACER Level**
Certificate III level	ACSF level 2 in reading and numeracy
Certificate IV and above	ACSF level 3 in reading and numeracy
Diploma and above	ACSF level 3 in reading and numeracy

5. **LLN Test results VICTORIA (NON VSL)**

    5.1. Students who score 1 level below the required level outlined in Table 1 (except the Diploma and Advanced Diploma levels) will be required to meet with a course coordinator to discuss their results and will be provided with a LLN Robot Training Supplement and advised that upon the completion of the supplementary training they may resist the LLN test.

    5.2. In case where a Student's LLN result is 2 levels below required level outlined in Table 1, students will be referred to an external professional organisation specialising in LLN for further assistance or training.

    SCEI will provide the participant with a refund or a credit toward participating in a Southern Cross Education Institute training course at a later date.

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5.3. Where the students LLN results meet the required level outlined in the Table 1 above, the student will be accepted into the program, provided they have completed the Pre training review.

6.   LLN Test results SA (NON VSL)

6.1. In case where a Student's LLN result does not meet the required level outlined in Table 1, students will be referred to an external professional organisation specialising in LLN for further assistance or training as per the Department of Education guidelines. Students under accessing Government Funding may be eligible for up to 5 Foundation Units to increase their LLN skills before commencing their course with SCEI.

6.2. Where the students LLN results meet the required level outlined in the Table 1 below the student will be accepted into the program, provided they have completed the PTR.

7.   LLN Test results VSL

7.1. 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

7.2. 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 SCEI deems the student academically suited and proceed with the enrolment process and pre training review for VSL

8.   Previously Assessed LLN

8.1. SCEI does not accept previously assessed LLN results that have not been completed through SCEI.

8.2. If a student undertaking a PTR has already completed a LLN assessment 6 months ago or less through SCEI and their result indicates:

8.2.1. an insufficient level of LLN for the program they are seeking enrolment into, they will be advised that they need to undertake a new LLN assessment

8.2.2. that they meet entry levels for the program they are seeking enrolment into they will not be required to not need to complete a new LLN assessment and may be accepted.

8.3. If a student undertaking a pre training review has already completed a LLN assessment more than 6 months ago through SCEI they will be advised that they need to undertake a new LLN assessment.

9.   Conditions under which a student may Immediately Re-sit the LLN Evaluation

9.1. Students in VICTORIA and International Diploma of Nursing Applicants will generally be given the opportunity to re-sit an evaluation immediately where one of the following occurs:

9.1.1. The student did not fully complete the evaluation.

9.1.2. 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.

9.1.3. 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);

9.1.4. Computer or network issues are experienced by the student during the test.

9.1.5. Where a student generally did well, but because they answered some multiple choice incompletely LLN Robot will mark the whole question as incorrect.

9.1.6. They failed one section but passed all other sections.

9.1.7. The audio component failed.

10. Needs Identification

10.1. In the situation where a student's LLN result does not meet the specific course LLN requirements (as per SCEI's course entry requirements) and SCEI cannot meet the student's LLN needs, SCEI will refer the participant to an external professional organisation specialising in LLN for further assistance and will provide the student with a refund or a credit toward participating in a Southern Cross Education Institute training course later.

10.2. SCEI will use the results from the LLN assessment to form a reasonable opinion whether a student is or is not academically suited to undertake the chosen VET qualification for study. There may be occasions where it is suggested that the student undertake an alternative qualification based on these results and their career goals.

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10.3. Where required, students will be provided with additional coaching and support to complete a training program. This may also include a reasonable adjustment to assessments. The Course Co-Ordinator will assess each student's suitability and LLN competence and with assistance from the student support officer will put in place Individual Learning Plans (ILP) that are developed in consultation with the student as required

10.4. For explicit LLN requirements per individual training product please refer the individual course requirements located on www.scei.edu.au

11. Access and Equity

11.1. SCEI does not discriminate against students or potential students who have been identified as having low LLN skills. However, the individual will be referred to an external professional organisation specialising in LLN for further assistance.

11.2. Ultimately it is the choice of the potential student as to whether they proceed with the enrolment. In a situation where SCEI has advised against proceeding until LLN skills reach an appropriate level, SCEI will not be accepting the student's application until the LLN requirements have been meet.

12. Retention and Reporting of LLN Assessments

12.1. All LLN Robot assessment results must be retained by SCEI 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.

12.2. 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

13. Confidentiality

13.1. All information relating to students regarding LLN will be treated as confidential and in accordance with the Southern Cross Education Institute's Privacy Policy.

PROCEDURE

1. Domestic student applying to study at an approved Diploma or an Advanced Diploma level (VET Student Loan)

1.1. Application for admission received by Business Development Officer (BDO)

1.2. The nominated BDO determines prospective student's eligibility for acceptance according to PP04 Enrolment Process Policy and Procedure and course entry requirements.

1.2.1. If student application is deemed not eligible, BDO notifies the student in writing (ex; email)

1.2.2. If student application is deemed eligible, BDO proceeds to step 1.2.3

1.2.3. Once the test has been completed and assessed, the results of the student's competence in reading and numeracy under this procedure must be reported:

1.2.3.1. to the student as soon as practicable after the assessment; and

1.2.3.2. to the Secretary in the form, manner and by the time requested by the Secretary

1.2.3.3. A copy of your LLN test results will be retained into SCEI Student Management System for at least five (5) years after you enrol and will be made available to the Australian Government on request.

2. Domestic student applying to study at a Certificate I, II, III or IV level

2.1. Application for admission received by Business Development Officer (BDO)

2.2. The nominated BDO determines prospective student's eligibility for acceptance according to PP04 Enrolment Process Policy and Procedure and course entry requirements.

2.2.1. If student application is deemed not eligible, BDO notifies the student in writing

2.2.2. If student application is deemed eligible, BDO proceeds to step 2.2.3

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2.2.3. Once the test has been completed and assessed, the results of the student's competence in reading and numeracy under this procedure must be reported:

2.2.4. to the student as soon as practicable after the assessment; and

2.2.5. A copy of your LLN test results will be retained into SCEI Student Management System for at least five (5) years after you enrol and will be made available to the Australian Government on request.

RELATED DOCUMENTS

- PP04 Enrolment Process Policy and Procedure
- Course entry requirements (www.scei.edu.au)
- Student Handbook (www.scei.edu.au)

LEGISLATIVE CONTEXT

- Education Services for Overseas Students Act (2000)
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, Standard 2
- Standards for NVR Registered Training Organisations (RTOs) 2025, Standards 1.6, 1.7, 2.2, 2.3, 3.2, 3.3 Part 2 Division 1
- Standard VET Funding Contract Skills First Program
- Section 81 VET Student Loans Rules
- Section 82 VET Student Loans Rules

RESPONSIBILITIES

The position(s) responsible for implementing and ensuring compliance with this policy and procedure are:
- Training Coordinator(s)
- Business Development Manager
- Welfare Officer
- Administration Officer

The position(s) or groups who should be aware of this policy and procedure are:
- Business development officers
- Student welfare department
- Student Administration

Author	Compliance Manager
Approved by	Chief Executive Officer
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