Language, Learning and Numeracy
Test and Support
Policies and Procedures

Version 1.1

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Contents

1. Purpose

The document discusses the policy and procedures that address the Language, Literacy and Numeracy (LLN) Support for College Students to ensure that they have the skills to complete their study.

2. Scope

This policy and procedures involves all LLN Advisors, College Personnel, Support Personnel and Students.

3. Definition

LLN: Language, Literacy and Numeracy.

College: refers to Australia Institute of Business and Technology, Australia Institute of Business and Technology – International, and any affiliated/associated educational institution.

LLN Support: LLN consultation, LLN materials and work processes that include LLN tests, the Administration of LLN tests, LLN test/result consultation, the advice of LLN resources, the advice of LLN decisions and other areas related to the scope of LLN support work.

LLN Advisors are the College's personnel that work for LLN support.

Lead LLN Advisor is a nominated College person to undertake organise the LLN work and distribute work to the other LLN Advisors.

LLN Manager: is a nominated College person to oversee the LLN work, call meetings of the LLN Advisors and assist in ensuring the quality LLN support.

Student: is a student or trainee of the College.

UoC: Unit of Competency.

Head of School (HoS): is the Head of School, lead trainer, and school manager.

Trainer: is the trainer, teacher, presenter or assessor of a student for a qualification or UoC.

LLN Test / Interview: refers to the relevant and decided LLN Test designed by the College, based on the student's qualification or UoC, to be a tool to assist College Personal about the type of support that is required for the student.

Support Personnel: are College Personnel that can include the Library staff, Trainer, Head of School or other College Personal that have appropriate skills and knowledge to support the student. Support Personnel can also refer to outside organisations or contractors for LLN support that are required to support the student.

Support Resources: are resources available by the College and can be found , for example, within the Library or Library website. Other materials may be created for specialised support by other schools.

Qualification Suspension: refers to the temporary halting of the student's study or qualification of study.

Other Relevant Documents

Monitoring Student Progress Policy and Procedure

Brighton Pacific – Code of Conduct

Australian Core Skills Framework

4. Responsibility

LLN Manager

- The LLN Manager is responsible for overseeing the LLN work.

- The LLN Manager is responsible for assisting the storage of information through the activities of LLN Support.

- The LLN Manager will act as the chairman of the official meetings between LLN Advisors.

- The LLN Manager will be involved with LLN support activities, when required.

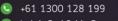- The LLN Manager can delegate LLN work to Assistant LLN Manager.

Lead LLN Advisor

- Follows the responsibilities of the LLN Advisor.

- The Lead LLN Advisor is responsible for the delegation of work to the LLN Advisors.

- Provides suggestions and directions to other LLN advisors, if needed.

- The Lead LLN Advisor is responsible for ensuring the storage of information and records through the activities of LLN Support, including but not limited to:

    o LLN test

    o Official Meeting Minutes/summary

    o Student LLN Tests/results

    o LLN Cases

    o List of potential Support Personnel and Resources

- Other related LLN work assigned by the LLN Manager

LLN Advisor

- LLN Advisors ensure the development and quality assurance of LLN support. This role can be performed with assistance of Support Personnel.

- Assess and identify students that are at risk

- LLN Advisors will issue the LLN tests, conduct interviews and consultations with the students.

- Monitor the progression of students through their LLN support and keep track of the progress of students that are at risk.

- Provide students with support options, including access to the Support Resource or Support Personnel.

- Respond to calls for official meetings about availability to attend.

- LLN Advisors can report to the Lead LLN Advisor for advice and guidance on LLN work.

- Other related LLN work assigned by the LLN Manager.

Support Personnel

- LLN Advisors should request College Personnel with appropriate skills and knowledge to be Support Personnel that can assist students with LLN support requirements. All requests by LLN Advisors must be in writing (such as email) and include all relevant information to assist the student's needs of LLN support.

- Support Personnel must support the student within their identified LLN Support needs.

- Support Personnel must provide feedback to the LLN Advisor (e.g., update the student's progression, the end of support, or the suggested changes of LLN support).

5. Policy

General

- The LLN Manager is chosen by the Head of Strategy and Compliance, Fiona Kee.

- LLN Advisors are selected from College Personnel with a discussion between the LLN Manager, the potential LLN Advisor and the potential LLN Advisor's current supervisor.

- There should be at least one (1) LLN Advisor in each city that College operates with Students.

- LLN Advisors cannot make decisions on Qualification Suspension and changes to the student's qualification study plan. LLN Advisors can only provide advice to the relevant parties and follow the Policies and Procedures of the College.

- If no College Personnel are available for LLN support requirements of a student, the selection of the third-party Support Personnel should be considered to assist the student in LLN support requirements.
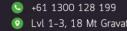
- All student information follows the Brighton Pacific Code of Conduct: Confidentiality of information. LLN Test results are only used to assist the students through LLN Support.

LLN Test

- Not all new Students are required to take the LLN Test.

- New Students who are required to take the LLN Test include:

    o Students who have no formal English training;

    o Low English writing, oral communication, reading scores on entry requirements;

    o Qualification has a high dependence on numeracy.

- An LLN Test may be designed and used to help decide if a student has the required core skills to participate in a qualification. The LLN Test cannot supersede other entry requirements of a qualification.

- An LLN Test may be designed and used as a tool to identify potential LLN needs or support.

- The LLN Test provided to the student should be designed based on their qualification, and UoC.

- An LLN Test should be used as a tool to examine the student's foundational LLN skills. The result of the LLN Test is an indicator. The results of the LLN Test can be used along with discussions between the LLN Advisor and the Student to help identify the required LLN support services. These discussions may include other College Personnel.

- The LLN Tests should be designed in accordance with the Australian Core Skills Framework as a guideline.

- Each school must participate with the LLN Support to Help identify the skills required, or approximate ACSF Levels, to participate in the provided qualifications.

- An LLN Test for new student can be provided to:

    o Students with the required ELICOS Score but;

        ▪ Low score in Writing .

        ▪ Low score in Reading.

        ▪ Low score in Listening.

        ▪ Low Score in Speaking.

    o Student with No required English certificate for entry requirements.

o Students with no Year 12: Must be provided with a full LLN Test for the required qualification.

Language and Literacy Support

- Language and Literacy should be determined if the student is having trouble with the literacy of the UoC or with the English language.

Meetings and assurance of Quality support resources

- Official meetings between the LLN Advisors and Manager should be organised at least twice a year. Once in the month of May or June and once in the month of November or December.

- Meetings may be face to face, by phone, or online to review LLN support. Minutes or a summary of decisions and key points kept as a written recorded.

- Other unofficial meetings can occur, but a summary of decisions related to updating material or resources should be recorded in writing.

- External parties may be invited and attend the meetings.

- The meetings are to be used to review and discuss the quality of the LLN support at College and included, but not limited to:

    o LLN Policy and Procedures;

    o LLN Support Materials;

    o Effectiveness of LLN support.

- The creation and review of the LLN support materials can be performed by other College Personnel or contractors to ensure the quality of LLN Support Materials.

6. Procedure

6.1 The LLN Test for entry into a qualification

1. An appropriate LLN Test will be provided by a College delegate for the potential student to complete based on their selected qualification.

2. The test must be conducted in conditions specified by the LLN test.

3. The results will be sent for appropriate marking by an LLN Advisor or a qualified person.

4. The results and a report will be provided back to the potential student and other required personnel.

6.2 LLN Test for identified new students

1. LLN Advisors discuss with the Student Support and Enrolment team about:

   a. The time, date and location for delivering the LLN Test

   b. Informing students regarding the LLN test and to bring their Laptops, if possible.

   c. Expected number of students to attend the LLN Test.

   d. Identifying student who require an LLN Test.

2. The new student register list, with the student ID and Qualification code, should be sent to the LLN advisors to prepare the identified students' appropriate LLN tests. The new student register list is created by the Student Support and Enrolment team.

3. The LLN Test will be delivered to the students at the designated date, time and location and the designated LLN Advisor will oversee the test conditions and answer general questions about the test (The LLN Advisor cannot answer questions about the answers in the test but may clarify some questions in the test).

4. The make-up LLN Test will be run similar to step 3. Contact any new Students that have missed the LLN test or make up LLN Test and inform them that they are required to take the test and must arrange a time to take the LLN test.

5. After the Test the marking will be finished and finalised within 2 weeks and the Students within the High, Moderate, and Low Risk category will be identified, and results will be recorded.

6. Students will be informed of their results (Not the category they identified as) with some of the information about support resources available at the College. The HoSs will be informed about students in the High-Risk Category.

7. A LLN advisor follows the student within the High-Risk Category in 6 weeks

   a. If trainer identifies that the High-Risk Student needs LLN support before the follow up, refer to Students Identified for LLN Support During Their Study procedure. The follow up in six weeks is not needed.

   b. During the follow up, if the student is progressing well, then there is no need to continue to follow up the student.

   c. During the follow up, if the student is not progressing well due to LLN skills, then a consultation with the LLN Advisor should be organised to provide some additional LLN support for the student.
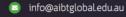
(See Appendix 1)

6.3 Students Identified for LLN Support During Their Study

1. Student seeks LLN Support or Trainer identifies the student who needs LLN support.

a. If the trainer can address the issue, the trainer can directly provide the support required.

b. LLN advisor or relevant third parties will be involved only if the issue has been identified regarding LLN.

c. When referring the student to an LLN advisor or the LLN Manager, trainer must include:

   - The reason for referring the student.

   - The UoC and qualification the student is completing.

   - The main area for support needed, if identified, e.g. oral communication, writing, numeracy.

2. The designated LLN advisor organises an interview/ consultation with the student to discuss and identify the specific support they need.

   a. If re-assessment is required or believed to be beneficial, LLN advisor arranges another test in specific skills (e.g. writing, reading, numeracy…etc). It is ideally to be scheduled before the student starts the next qualification or one year after the first LLN test.

   b. If re-assessment is believed not to be required at this stage, move to the next step.

3. LLN advisor discusses with the student about support options, which address the identified areas in step 2.

4. LLN advisor organises and records the support options according to the plan agreed upon by the student.

5. LLN advisor conducts a follow-up session with the student regarding progression in 2 weeks.

   a. If there is a positive progress, then the student can continue with the support until otherwise reported.

   b. If the support has not been suitable for the student or there is a need for additional/different support, then refer back to step 2.

(See Appendix 2)

6.4 Officials Meetings

1. Meeting should be organised by the LLN Manager and organise a date and time with the other LLN Advisors.

2. An agenda should be created and sent to all participants of the meeting 1 week before the start date of the meeting.

3. The meeting/summary minutes are recorded and stored with LLN Support files.

8. Questions/Feedback

If you require any further information regarding this Policy, please email learningsupport@aibtglobal.edu.au

8. Guidance on Support

- Refer to LLN advisor handbook (TBA)

8. Current LLN Manager and LLN Advisors

Position	Name	Email
LLN Manager	Dr Charles Dejsakultorn	c.dejsakultorn@aibtglobal.edu.au
Assistant LLN Manager	Dr Adrian Noppe	a.noppe@aibtglobal.edu.au
Lead LLN Advisor (Brisbane)	Kristine Huang	k.huang@aibtglobal.edu.au
LLN Advisor (Sydney)	TBD	TBD
LLN Advisor (Hobart)	Kristine Dowley	k.dowley@aibtglobal.edu.au

10. Document version control

Approval and Review	Details
The policy is reviewed by	**Project Management Officer** Dr Adrian Noppe **Head of Quality Assurance** Dr. Chalermlok Dejsakultorn
The policy is approved by	**Head of Quality Assurance** Dr. Chalermlok Dejsakultorn
Document version reviewed	1.0
Date approved	29/01/2020
Date effective from	29/01/2020
Date of next review	29/01/2020

*LLN services are in the development stage and Full services are expected to be completed in mid-2020.

Modification History

Date	Sections	Previous Details	Modification
29/01/2020	5.Policy	The head of compliance	The Head of Strategy and Compliance, Fiona Kee.
29/01/2020	8. Current LLN Manager and LLN Advisors	-	Add Dr Adrian
29/01/2020	4. Responsibility	-	- The LLN Manager can delegate LLN work to Assistant LLN Manager.
29/01/2020	9. Questions/Feedback	-	learningsupport@aibtglobal.edu.au

Appendix 1:

1   LLN Advisors discussion with the Student Support and Enrolment team.

2   New students List provided to the LLN Advisors to assign the appropriate test to the identified students.

3   LLN Test → Make up Test ⇄ Contact Students who have missed the LLN or Make up LLN test.

4

5   Finish and Finalised Marking, and Record Results

6   Email HoSs the High-Risk   Email Results to

7   Follow Up High Risk Student Progress

LLN Consultation for Support (See Appendix   No more follow up required

Side labels:
- LLN Test Preparation (1-2 weeks)
- LLN Test (within 2 week)
- Follow-up student progress (6 weeks)

Appendix 2: Students Identified for LLN Support During Their Study

1   Trainer identifies the student with LLN needs

Student seeks LLN support

Identifying the need of support services (1-2 weeks)

2   LLN Advisor conducts interview/consultation to identify focus area for support

Re-assessment might be required after

3   Provide options of support according to the agreed plan

Organising support services (1 week)

4   LLN Advisor organises and records the support

5   LLN Advisor conducts follow up in 2 weeks regarding progression

Follow-up student progress (2 weeks)

Follow-up session is positive (case closed)

Extra support identified (refer back to the same procedure)