

## 1. Purpose

This policy ensures that Orange College (OC) staff understand the systems and processes in place to identify students' Language, Literacy, Numeracy, and Digital (LLND) needs. The aim is to ensure students are supported to develop the core skills required to succeed in their course and actively engage in training and assessment activities. Assessing LLND needs prior to enrolment also minimises the risk of students commencing training that is unsuitable, protecting their wellbeing and supporting positive course outcomes. LLND assessment outcomes guide the provision of tailored support, referrals, and adjustments where appropriate, in line with OC's commitment to inclusivity, accessibility, and compliance with the Standards for RTOs 2025.

## 2. Scope and responsibility

This policy applies to all current and prospective students and all staff members, including contractors, of OC.

The responsibility for implementation of this policy and procedure is primarily allocated to the Induction staff from the Administration department. Admission staff from the Administration department, as well as trainers/assessors from the VET and ELICOS departments, are responsible for providing support in the implementation of this policy.

## 3. Definitions

**LLND:** Language, Literacy, Numeracy, and Digital Literacy

**Language:** Means the method of human communication, either spoken or written, consisting of the use of words in a structured and conventional way, including any nonverbal method of expression or communication such as a language of gesture and facial expression

**Literacy:** Means the capacity, confidence and disposition to use language in all its forms. Literacy incorporates a range of modes of communication including music, movement, dance, storytelling, visual arts, media and drama, as well as talking, listening, viewing, reading and writing

**Numeracy:** Numeracy involves using some mathematics and to achieve some purpose using the numbers in a particular context

**Digital Literacy:** refers to the ability to use digital devices and technologies to access, create, communicate, and manage information safely and effectively. This includes applying critical thinking, adapting to changing technology, and addressing digital safety and wellbeing. As technology evolves, so do the skills needed to stay digitally capable.

**Student:** Means a learner, enterprise or organisation that uses or purchases the services provided by an RTO

**ELICOS:** English Language Intensive Courses for Overseas Students

**VET:** Vocational Education and Training

## 4. Policy

**4.1** OC recognises that students come with a vast range of skills, experiences, motivations and capacities to deal with the challenges required when commencing training. OC will ensure that students are supported through the delivery of

their training in all aspects of Language, Literacy and Numeracy. OC will not discriminate against students where LLND support is required.

Proficiency in language, literacy, numeracy, and digital skills is essential for students to successfully participate in training and perform workplace tasks, such as following written instructions, producing reports, and using technology. OC's assessment processes align with the Australian Core Skills Framework and Digital Capability Framework to ensure students have the foundation skills required for study, work, and ongoing development.

**4.2** LLND needs may be identified in the self-assessment section of the students' enrolment application, during student orientation/induction, or upon trainer/assessors' recommendations. Students are also required to undertake an LLND test prior to starting their courses.

**4.3** Where LLND requirements or pre-requisites are essential for a courses or qualification, or for maintaining a safe work environment, OC may not commence enrolment until the required LLND skills are achieved. OC ensures prospective students are informed of LLND requirements prior to enrolment via course information, marketing materials, and interviews, allowing students to make informed choices about their study pathways. Where possible, OC may refer students to appropriate levels of ELICOS programs within OC or external providers, depending on the specific needs/requirements of the student. Should a student's LLND needs not be identified until the course has commenced, OC will analyse these needs and provide a strategy for assistance. These needs will be addressed through classroom learning and assessment activities, as well as through the provision of LLND sessions.

**4.4** OC will ensure that the training staff members have the required knowledge and skills to manage students' LLND issues as they arise. OC will ensure that training staff engage in professional development activities within the domain of LLND. OC will ensure that the staff members do not discriminate against students with LLND needs by maintaining fairness, confidentiality, and equity for all students.

## 5. LLND Tests

**5.1** OC requires all students applying for enrolment in a VET program to undertake an LLND test prior to the commencement of their course. Students applying for enrolment in an ELICOS program do not need to undertake an LLND test, however, they are required to undertake an English language proficiency test prior to the commencement of their course.

**5.2** When students apply for enrolment in ELICOS and VET courses, where the ELICOS course commences prior to the VET course, students will be required to undertake an LLND test after the completion of the ELICOS program and prior to the commencement of the VET course.

**5.3** LLND tests are based on qualifications. This means that students will undertake LLND tests specifically designed for the course they have applied for. Students are allowed one attempt per test. However, a second attempt may be provided if the student experiences technical difficulties during the first test. All claims of technical issues or difficulties must be investigated and confirmed by the IT department before a decision can be made to allow student a second attempt.

**5.4** As part of the LLND test, students' basic digital literacy is also evaluated to ensure they can successfully participate in digital aspects of their course. This includes the ability to log in to a computer, navigate an online testing system, access emails, use a mouse and keyboard, and read/respond to online content. If a student is unable to complete the LLND test due to digital barriers, they will be individually assessed and supported in line with the LLND support strategies outlined in Section 6 of this policy.

**5.5** What the test results mean:

29% or below	Major LLND needs have been identified. Student cannot commence course. Student must meet with an LLND specialist to discuss potential strategies on how to improve skills. Students may be advised to undertake an ELICOS program.
30% to 69%	LLND needs have been identified. Student may commence course; however, they will be required to attend a mandatory meeting with an LLND specialist to discuss potential strategies on how to cope with qualification. Student's trainers/assessors will be notified.
70% or above	No LLND needs have been identified. Student can commence course.

*\* 29.1% to 29.4% will be rounded down to 29%, and 29.5% to 29.9% will be rounded up to 30%; 69.1% to 69.4% will be rounded down to 69, and 69.5% to 69.9% will be rounded up to 70%*

**5.6** If a student has enrolled into an ELICOS program after achieving 29% on their test, then the student will be provided one more attempt after the completion of the ELICOS program.

**5.7** If a student enrolled in a white card course receives below 69% they will be unenrolled and unable to commence the course.

**5.8** Trainers and assessors will be briefed on identified LLND support needs before training delivery commences to enable them to support the learner effectively, apply the required support strategies, and monitor progress as needed.

## 6. Initial LLND Meetings and LLND Sessions

**6.1** Students can book an initial LLND Meeting through our booking portal. The requirement for initial LLND Meetings is determined on the basis of the LLND Test results (see section 5). Students who score 69% or below on the LLND tests must book a meeting.

**6.2** During the initial LLND Meeting, qualified trainers will discuss and determine avenues of support for the student. Trainers are required to complete and submit a LLND Meeting Notes document. This document is stored in the student's file in the student management system.

**6.3** If any student identifies that they require LLND support while studying any course, study assistance is available. In such cases, students are required to complete the LLND Support form, available on OC's website and/or campus. Students may also be offered the opportunity to access Language, Literacy, Numeracy and Digital literacy support through our ELICOS program delivered under the ELICOS standards.

**6.4** LLND support is offered either as face-to-face or online assistance with a teacher. OC will offer students three free-of-charge LLND support sessions per qualification.

**6.5** Where OC finds that it does not have available resources to provide the necessary support to a student to address their needs, OC will recommend pathway courses that will help to build the student's skills to the necessary level.

## **7. LLND Support Strategies**

Where applicable, OC staff may use tailored LLND support strategies to assist students in improving their core skills and digital literacy. Where LLND assessments identify skill gaps, OC will provide students with opportunities to improve their language, literacy, numeracy, and digital literacy. Support strategies may include, but are not limited to:

- Structured guidance and step-by-step instructions tailored to the students' assessed level
- Practical activities to develop reading, writing, numeracy, and digital skills relevant to study and workplace tasks.
- Use of visual aids, peer support, and independent practice tasks
- Integration of LLND skill development into class activities and assessment preparation