

## Language, Literacy and Numeracy Policy and Procedure

### Purpose

The purpose of this policy and procedure is to outline International College of Melbourne (ICM)'s approach to ensure the potential students have the necessary language, literacy and numeracy standards required to attend a course of the scope of ICM.

### Scope of the policy

This policy applies to ICM for its international students and all staff who deal with Language, Literacy and requirements concerning the enrolment for a course of Vocational Education and Training (VET). This policy supports the ESOS National Code 2018, and Standards for Registered Training Organisations (RTOs) 2015 – Standard 1, 3, 4 and

### Responsibility

The admin staff and head of training are responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

### Policy

International College of Melbourne (ICM) provides a positive and rewarding learning experience for all learners. Our enrolment form asks prospective students to provide information regarding LLN requirements or any other special learning needs. In the event of LLN becoming an issue, the head of training will contact the learner to discuss their requirements.

Where a certain level of LLN competency is essential for the course, we require learners to complete a LLN Robot test. Learners who are unable to complete the assessment and those who may require English Language, Literacy and Numeracy skills may be offered support in:

### Language

- a. Presenting information in small chunks and speaking clearly, concisely, and not too quickly. Giving clear instructions in a logical sequence. Giving lots of practical examples.
- b. Encouraging learners to ask questions.
- c. Asking questions to ensure learners understand.

### Literacy

- a. Providing learners with only essential writing tasks.
- b. Considering the use of group exercises.
- c. Providing examples and models of completed tasks.
- d. Ensuring that documents and forms are written and formatted in plain English.
- e. Using clear headings and highlighting certain key words or phrases.
- f. Providing explanations of all technical terms used.

### Numeracy

- a. Showing learners how to do calculations through step-by-step instructions and examples of completed calculations.
- b. Helping learners work out what calculations and measurements are required to successfully complete the task.

### **Post-enrolment**

Trainers are to ensure that they monitor student assessment submissions for any LLN issues. Where a trainer identifies LLN issues for a student that significantly impact upon the student's ability to complete the course, the trainer is to notify ICM's LLN specialist to discuss the support that can be given to the student. The range of support options available include:

- Providing student with additional time to complete assessment tasks.
- Meeting with student to discuss strategies that the student could employ to improve their language or numeracy skills.
- LLN specialist sitting in on class to assist teacher in helping student with LLN difficulties.

### **Training in LLN**

To support trainers in their understanding and application of LLN support in the classroom, ICM will conduct in-house PDs to inform trainers how to deal with LLN issues and to inform trainers of the literacy and numeracy standards expected within ICM courses. Trainers will also have access to qualified LLN, and English language specialists employed by ICM.

### **Recording of LLN issues**

All trainers are to ensure that they record LLN concerns, actions taken and conversations.

### **Information**

LLN support offered by ICM is communicated to both students and staff via:

- Student orientation sessions
- Classroom posters
- Student Prospectus
- Trainer induction.

### **Confidentiality**

The confidentiality of students who require additional support services are in accordance with ICM's Privacy Policy.