



Language, Learning and Numeracy Test and Support Policies and Procedures Policy and Procedure

Version 1.5

Contents

1. Purpose	3
2. Scope	3
3. Definition.....	3
4. Responsibility	4
5. Policy	5
6. Procedure	7
6.1 LLN Test for new students (except RPL candidates)	7
6.2 Students Identified for Learning Support During Their Study	8
7. Questions/Feedback.....	8

1. Purpose

The document discusses the policy and procedures that address the Learning Support, in particular 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 procedure involve all Learning Supports Advisor, College Personnel, Support Personnel and students. Students are required to undertake an LLN test except those who are recognition of prior learning (RPL) candidates.

3. Definition

LLN: Language, Literacy and Numeracy.

College: refers to Australia Institute of Business and Technology.

Learning Support: Learning Support 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 Learning Support decisions and other areas related to the scope of Learning Support work.

Learning Supports Advisor are the College's personnel that work for Learning Support.

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

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

Student: is a student or trainee of the College (excluding RPL candidates).

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 Learning Support (e.g. LLN) 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.

4. Responsibility

Learning Support Manager

- The Learning Support Manager is responsible for overseeing the Learning Support work.
- The Learning Support Manager is responsible for assisting the storage of information through the activities of Learning Support.
- The Learning Support Manager will act as the chairman of the official meetings between Learning Support Advisors.
- The Learning Support Manager will be involved with Learning Support activities when required.
- The Learning Support Manager can delegate Learning Support work to Assistant Learning Support Manager

Lead Learning Support Advisor

- Follows the responsibilities of the Learning Support Advisor.
- The Lead Learning Support Advisor is responsible for the delegation of work to the Learning Support Advisors.
- Provides suggestions and directions to other Learning Support Advisors, if needed.
- The Lead Learning Support Advisor is responsible for ensuring the storage of information and records through the activities of Learning Support,
- Other related Learning Support work assigned by the Learning Support Manager

Learning Support Advisor

- Learning Support Advisors ensure the development and quality assurance of Learning Support. This role can be performed with the assistance of Support Personnel.
- Assess and identify students that are at risk.
- Learning Support Advisors will issue the LLN Tests, conduct interviews and consultations with the students.
- Monitor the progression of students through their Learning 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.
- Learning Support Advisors can report to the Lead Learning Support Advisor for advice and guidance on Learning Support work.
- Other related Learning Support work assigned by the Learning Support Manager.

Support Personnel

- Learning Support Advisors should request College Personnel with appropriate skills and knowledge to be Support Personnel that can assist students with Learning Support requirements. All requests by Learning Support Advisors must be in writing (such as email) and include all relevant information to assist the student's needs for Learning Support.
- Support Personnel must support the student within their identified Learning Support needs.
- Support Personnel must provide feedback to the Learning Support Advisor (e.g., update the student's progression, the end of support, or the suggested changes of Learning Support).

5. Policy

General

- Students are expected to undertake an LLN Test after enrolment and prior to commencing the course. Although students fail to undertake an LLN test, they may commence the course (Refer to Section 6: Procedure)
- Learning Support Advisors can make decisions on Qualification Suspension and changes to the student's qualification study plan if students do not collaborate to undertake an LLN test (e.g., missing students). Learning Support Advisors can provide advice to the relevant parties and follow the Policies and Procedures of the College.
- If no College Personnel is available for the Learning Support requirements of a student, the selection of third-party Support Personnel should be considered to assist the student in Learning Support requirements.
- If the student studies at a distance or online requesting learning support, Learning Support Advisors should contact the student to organise a time for consultation via an ICT program e.g., Microsoft Team. Follow-up sessions should be discussed with the student during the consultation.
- Online tutoring might be required if trainers/support personnel are not available to assist the student because of distance.

- Learning Support Advisors should store document relating to the support discussion with the student either face-to-face or online.
- Students must complete the LLN Test as soon as they receive the notification from the college.

LLN Test

- New Students will be informed of the mandatory LLN Tests (e.g., pre-enrolment consultation sessions, and during the orientation programme).
- All new students (except RPL candidates) are required to undertake an LLN Test after enrolment and prior to commencing the course.
- 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.
- 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 Learning Support 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 (ACSF) as a guideline.

Learning Support

- Learning Support can be provided to a student with the learning concerns of the UoC (e.g., unable to understand assessment instruction) or with difficulties in the English language. The support can be requested by a student or college staff member.

Meetings and assurance of Quality support resources

- Official meetings between the Learning Support 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 Learning Support. Minutes or a summary of decisions and key points kept as a written record.
- 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 Learning Support at College and included, but not limited to:
 - Research and Learning Support Policy and Procedures;
 - LLN Support Materials;

- Effectiveness of Learning 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 LLN Test for new students (except RPL candidates)

1. During pre-enrolment consultation, students will be notified of a mandatory LLN test.
2. During the orientation session, students will be informed about how an LLN test is expected to be undertaken.
3. Students will be provided with an LLN test by the learning support team¹
4. Students will be required to complete an LLN test before the commencement of their courses.
 - a. if students complete their LLN test, regardless of the results of the tests, they will commence their course.
 - b. if students fail to complete their LLN test, they can commence their courses. Below provides information regarding the LLN-test exemption or permission to commence the course for students.
 - (i) there are compassionate or compelling circumstances preventing students from undertaking an LLN test.
 - (ii) the learning support team² has implemented or is in the process of implementing a plan³ for students to undertake an LLN test.
5. Students will be sent a reminder to take the LLN Test if they have not completed an LLN test. After the completion of the test, the marking will be finished and finalised within 2 weeks and results will be provided to students.
6. Students identified with LLN concerns will be informed of learning support services with some of the information about support resources available at the College. Relevant stakeholders (e.g., student support, academic team) will be informed about students' LLN concerns.
7. The learning support team follows up with students who have LLN concerns in 6-12 weeks

¹ The learning support team includes Learning Support Manager, Learning Support Advisor, or any other assigned college staff.

² The learning support team includes Learning Support Manager, Learning Support Advisor, or any other assigned college staff.

³ "In the process of implementing a plan" can be when the Learning Support Advisors or assigned staff are developing the plan for students or reminding students to perform a LLN test.

- a. The college staff can request learning support services for students with LLN concerns before the follow-up.
- b. During the follow-up, if the student is progressing well, then there is no need to continue to follow up with the student.
- c. During the follow-up, if the student is not progressing well due to LLN skills, then a consultation with the learning support team should be organised to provide some additional Learning Support for the student.

6.2 Students Identified for Learning Support During Their Study

1. A student can seek learning support services or college staff member can identify the student who needs learning support services.
 - a. If the college staff (e.g., trainers) can address the issue, they can directly provide the support required.
 - b. the learning support team or relevant third parties will be involved only if the issue has been identified regarding Learning Needs (e.g. LLN).
 - c. When referring the student to the learning support team, the college staff (e.g., trainers) must include:
 - The reason for referring the student.
 - The UoC and qualification the student is studying.
 - The main area for required support, if identified, e.g. oral communication, writing, numeracy.
2. The learning support team can organise an interview/ consultation with the student to discuss and identify the specific support they need.
3. The learning support team conducts a follow-up session with the student regarding progression in 2-12 weeks.
 - a. If there is 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, the learning support team will discuss with the students and relevant college staff.

7. Questions/Feedback

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