Language, Literacy and Numeracy Test and Support

Policies and Procedures

Version 1.2

Contents

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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 procedures involve all Learning Supports Advisor, 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.

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 Learning Support.

Student: is a student or trainee of the College.

UoC: Unit of Competency.

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, School Manager 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.

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

4. Other Relevant Documents

Monitoring Student Progress Policy and Procedure

Brighton Pacific – Code of Conduct

Australian Core Skills Framework

5. 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, including but not limited to:
    - o LLN Test
    - o Official Meeting Minutes/summary
    - o Student LLN Tests/results
    - o Learning Support Cases
    - o List of potential Support Personnel and Resources

- Other related Learning Support work assigned by the Learning Support Manager

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Learning Support Advisor

- Learning Support Advisors ensure the development and quality assurance of Learning Support. This role can be performed with 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 of 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).

6. Policy

General

- The Learning Support Manager is chosen by Chief Compliance Officer.

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

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

- Learning Support Advisors cannot make decisions on Qualification Suspension and changes to the student's qualification study plan. Learning Support 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 Learning Support requirements of a student, the selection of the third-party Support Personnel should be considered to assist the student in Learning 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 Learning Support.

- 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. Skype. Follow up sessions must 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 documentation which includes interview form and agreed plans discussed with the student either face-to-face or online.

- Students must be sent the consultation form via email to ensure both the advisor and the student have a record of the support plan. The email must include the plan typed out in detail.

LLN Test

- New Students will be informed if they are required to take the LLN Test based on their orientation programme.

- All new Students are required to take the LLN Test include, but are not limited to
  - Students who have no formal English training;
  - Low English writing, oral communication, reading scores on entry requirements;
  - 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.

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- 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 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 as a guideline.

- Each school must participate with the Learning 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:
    - Students with the required ELICOS Score but;
        - Low score in Writing.
        - Low score in Reading.
        - Low score in Listening.
        - Low Score in Speaking.
    - Student with No required English certificate for entry requirements.
    - 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 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 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 Learning Support at College and included, but not limited to:
    - Research and Learning Support Policy and Procedures;

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- o   LLN Support Materials;
- o   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.

7. Procedure

7.1 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 tests/results will be sent for appropriate marking by a Learning Support Advisor or a qualified person.
4. The results and a report will be provided back to the potential student and other required personnel.

7.2 LLN Test for identified new students

1. Learning Support Advisors retrieve monthly intake list from the Student Support Team when it is finalised.
   a. Students receive Moodle account and password to activate and familiarise Moodle system
   b. Learning Support Advisors enrol students into LLN Test and categorise them into assigned groups based on qualifications
   c. Learning Support Advisors inform students of LLN Test and instructions via e-mail
2. The new student register list, with the student ID and Qualification code, should be sent to the Learning Support Advisors to prepare the identified students' appropriate LLN Tests. The new student register list is created by the Student Support and Enrolment team. Learning Support Advisors normally receive the list when it is finalised due to late enrolment.
3. The LLN Test will be completed on Moodle. Students must complete the LLN Test as soon as they receive the notification e-mail from Learning Support Advisors.
4. Students will be sent a reminder to take the LLN Test if they have not completed the whole set of tests. 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.

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5. Students identified with High Risk will be informed of learning support services with some of the information about support resources available at the College. The School Managers will be informed about students in the High-Risk Category.

6. A Learning Support Advisor follows the student within the High-Risk Category in 6 weeks

   a. If trainer identifies that the High-Risk Student needs Learning Support before the follow up, refer to Students Identified for Learning 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 Learning Support Advisor should be organised to provide some additional Learning Support for the student.

(See Appendix 1)

7.3 Students Identified for Learning Support During Their Study

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

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

   b. Learning Support Advisor 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 a Learning Support Advisor or the Learning Support 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 Learning Support Advisor organises an interview/ consultation with the student to discuss and identify the specific support they need.

   a. If assessment is required or believed to be beneficial, Learning Support 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 assessment is believed not to be required at this stage, move to the next step.

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3. Learning Support Advisor discusses with the student about support options, which address the identified areas in step 2.

4. Learning Support Advisor organises and records the support options according to the plan agreed upon by the student.

5. Learning Support 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)

7.4 Officials Meetings

1. Meeting should be organised by the Learning Support Manager and organise a date and time with the other Learning Support 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 Learning Support files.

8. Questions/Feedback

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

9. Guidance on Support

- Refer to Learning Support Advisor handbook (TBA)

10. Current Learning Support Manager and Learning Support Advisors

Position	Name	Email
Learning Support Manager	Dr Charles Dejsakultorn	c.dejsakultorn@aibtglobal.edu.au
Lead Learning Support Advisor (Brisbane)	Kristine Huang	k.huang@aibtglobal.edu.au

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Learning Support Advisor (Sydney)	TBD	TBD
Learning Support Advisor (Hobart)	Kristine Dowley	k.dowley@aibtglobal.edu.au

Document version control

Approval and Review	Details
The policy is created by (in November 2019)	**Facility Head of Accounts and Management** Dr. Chalermlok Dejsakultorn **Project Management Officer** Dr Adrian Noppe **Lead LLN Advisor** Kristine Huang
The policy is reviewed by (In March 2020)	**Assistant Head of Quality Assurance** Dr Adrian Noppe **Lead LLN Advisor** Kristine Huang
The policy is reviewed by (In Oct 2020)	**Chief of Compliance Officer/ Learning Support Manager** Dr. Chalermlok Dejsakultorn **Lead LLN Advisor** Kristine Huang
The policy is approved by	**Chief of Compliance Officer** Dr. Chalermlok Dejsakultorn
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11.   Appendix 1: LLN Test Procedure for New Students

Intake List
- Learning Support Advisors receive monthly intake list from Student Support Team

Enrolment
- Learning Support Advisors enroll all new students into LLN test on Moodle
- Learning Support Advisors classify all new students into groups based on qualifications

Notification
- Learning Support Advisors inform students of LLN Test via e-mail

The Test
- Students will have to complete the LLN Test ASAP once they receive the e-mail

Test Report
- Learning Support Advisors generate the test report fortnightly and forward it to Schools

Post-test
- Students identified with High Risk will receive learning support services information
- Students will receive reminders if they have not completed the whole set of the test from Learning Support Team

12. Appendix 2: Students Identified for Learning Support during Their Study

Learning Support Needs

Trainer identifies the student with Learning Support needs	Student seeks Learning Support

Consultation

Learning Support Advisor contacts the student for a consultation	Learning Support Advisor discusses with the student regarding focus area for support and follow-up consultation date

Post-consultation and organising support

Learning Support Advisor keeps the record of the discussion in the meeting	Learning Support Advisor prepares materials for follow-up sessions	Refer the student to other parties if needed

Follow-up Consultation

Learning Support Advisor conducts follow-up consultation in 2 weeks	Learning Support Advisor decides another session if needed

Post-consultation

Learning Support Advisor prepares materials for the next session if it is language support	Student tries to complete assessments 1 week ahead before the next consultation day if it is an academic support

Final Step

Close case if the follow-up session is positive	Student attends regular support sessions when extra support is needed (refer back to follow-up consultation procedure)