

Language, Literacy, Numeracy and Digital (LLND) Policy and Procedure

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Who this document applies to

This document applies to Training Aid Australia Pty Ltd (RTO 91411). In this document, "we", "us" and "the RTO" mean the entity that delivers and certifies your course — the issuing RTO is shown on the course page and on your enrolment confirmation.

Purpose

To identify and support students who may experience difficulties with language, literacy, numeracy, or digital skills (LLND), ensuring they are provided with reasonable adjustments or referrals to enable successful participation in training and assessment, in line with Outcome Standard 2.4 (Student Support) and 1.1 (Training Quality).

Scope

This policy applies to all trainers, assessors, staff and current or prospective students of the RTO.

Responsibility

- Prospective students must disclose known LLND support needs.
- Trainers and assessors are responsible for observing, identifying and reporting LLND concerns during training and assessment.
- The Compliance Manager is responsible for coordinating LLND support and referrals.

Definitions

- **Language:** The use of spoken or written words to communicate meaning.
- **Literacy:** The ability to interpret and create written text for specific purposes.
- **Numeracy:** The ability to use and interpret mathematical information in real-world contexts.
- **Digital literacy:** The ability to use digital tools and technologies to access, manage, create, and communicate information effectively and safely.

Policy commitments

- We support an inclusive learning environment and equal access to education.
- LLND needs are identified early, and support options are communicated clearly to students.
- Reasonable adjustments will be made where feasible without compromising assessment outcomes.

Pre-enrolment assessment

All students complete an LLND assessment tool aligned to the Australian Core Skills Framework (ACSF).

Students whose LLND performance is below course requirements will be:

- Provided advice on alternative options or available support.
- Referred to external LLN or digital skills services if support needs exceed our capacity.

External support services

- Reading Writing Hotline: 1300 655 506 — <https://www.readingwritinghotline.edu.au>
- Skills for Education and Employment (SEE): <https://www.education.gov.au/see-providers>

Post-enrolment support

Trainers monitor assessment, digital platform use, and class participation to identify emerging LLND issues.

Trainers must document LLND concerns and notify the Compliance Manager.

Support strategies may include:

- Extra time for assessments
- Study skills or digital coaching
- Modified learning resources
- Peer support or co-teaching

Trainer capability and LLND awareness

We provide annual internal professional development (PD) for trainers on:

- Identifying LLND issues

- Making reasonable adjustments
- Referring students appropriately
- Supporting learners with limited digital access or confidence

Recording and privacy

LLND concerns and actions taken are documented on the student file.

Student privacy is maintained per the Privacy Policy and Procedure.

Information and communication

LLND support offered by the RTO is communicated to both students and staff via:

- Student orientation sessions, and at enrolment via our website
- The Student Handbook
- Trainer induction

Contacts

- Training Aid Australia Pty Ltd: contact@trainingaid.com.au
- Phone: NSW 02 9357 6544 · Other states 03 9958 2900

Review and continuous improvement

- LLND support outcomes and referral trends are reviewed annually.
- This policy is reviewed every two years or in response to major standards changes.