



## **LANGUAGE, LITERACY AND NUMERACY POLICY**

### **Policy Statement**

The Australian Institute of Management - Qld & NT (AIM) recognises the importance of basic skills in English language literacy and numeracy (LLN). Improving basic skills will assist in breaking down barriers presently facing participants.

**May 2011**

## Purpose

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This document sets out the policy of AIM on English Language Literacy and Numeracy Training and associated activities for the information of AIM employees, facilitators and participants.

## Scope

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This policy is binding on all AIM employees, facilitators and participants.

Any queries about the policy should be directed to the RTO Manager.

## Definition

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<b>Consultants:</b>	Facilitators, assessors, member of faculty and contractors engaged in work on behalf of AIM.
<b>Training Programs:</b>	Public and corporate training courses and the Graduate Studies program.
<b>Vocational Training:</b>	Training courses which fall under the AQTF vocational education and training sector.
<b>Graduate Studies Program:</b>	Units specific to the postgraduate offerings.
<b>AQTF:</b>	Australian Quality Training Framework.

## Responsibilities

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### AIM Employees

AIM employees are responsible for obtaining enrolment details, in full, as outlined on the Enrolment Form and ensuring that information pertaining to individual learning requirements is provided to participants prior to enrolment for vocational education and training. The details of how delegates notify AIM of individual needs are outlined in the Participant Handbook.

Enrolment details for the Postgraduate programs are obtained on the Application for Admission form.

### RTO Manager

RTO Manager is responsible for the following in the vocational education and training sector:

- Analysing requests for any participant sent via email or verbal communication regarding individual learning needs.
- Advising Facilitators of any such needs, prior to commencement date of course, as defined in the requests.
- Authorising any such changes as defined by the Facilitator. These can be by way of, but not be limited to:
  - approving changes to training materials
  - obtaining other resources such as external training support through an approved training provider/counsellor.
- Authorising a refund for participants where LLN and other individual needs were not identified prior to the commencement of the course and, were not able to be met during the delivery of training.

## Graduate Studies Coordinator

Graduate Studies Coordinator is responsible for the following in the postgraduate program sector:

- Analysing the Application for Admission form for any participant individual learning needs.
- Advising Facilitators of any such needs, prior to commencement date of course, as defined on the Application for Admission form.
- Authorising any such changes as defined by the Facilitator. These can be by way of, but not be limited to:
  - approving changes to training materials
  - obtaining other resources such as external training support through an approved training provider/counsellor.
- Authorising a refund for participants where LLN and other individual needs were not identified prior to the commencement of the course and, were not able to be met during the delivery of training.

## AIM Facilitators

The AIM registered Facilitator is responsible for acting upon information obtained on the Participant Profile or Application for Admission form where LLN and other individual needs are identified. Where individual needs are identified, action can be taken during the delivery of the training program and the assessment process to assist the participant by way of:

- discussion between participant and Facilitator to identify participant's particular needs
- reasonable adjustment of the training program delivery and assessment methods to suit these needs
- one-on-one support provided during the training program, delivery and progress monitored by Facilitator to promote successful learning outcomes.

## Procedure

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### Needs Identification

Identification of training needs is to be based on the English language literacy and numeracy competencies, which are needed to participate effectively in AIM's training programs. AIM will endeavour to obtain LLN information before commencement of the course/unit although the participant's individual needs may not be identified until after the course/unit has commenced. In this case the Manager, Education Operations and Facilitator will consult to analyse necessary requirements to meet the participants' individual needs. Where these needs cannot be met, a refund will be given to the participant.

Where support needs go beyond what can be met with reasonable adjustment during the training and assessment process, and additional support is required, AIM will direct participants to a literacy specialist. The AIM literacy specialist will contact the participant to organise an interview to determine the most appropriate course of action. Additional support may occur on a fee for service basis and be provided by the literacy specialist.

### Equal Access

Access to AIM's training programs must be equal for all participants. AIM does not discriminate against participants whose needs are identified under the standards of LLN with regards to their enrolment in any current or future training programs. Where LLN levels are extremely low, AIM will provide information on where they can obtain assistance with their LLN issue. Ultimately it is the choice of participants as to whether or not they proceed with the enrolment.

## Confidentiality

All information relating to participants gathered during needs identification, training and evaluation will remain confidential.

Participants will have access to any information gathered by AIM about them as defined in AIM's Privacy Policy.

## Referenced documents

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### Reports

Public Training Enrolment Form	Form AIM-PT001
GS Application for Admission	Form AIM-GS001
Corporate Enrolment Form	Form AIM-LD016
Participant Handbook	BIP AIM-LD013

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