



## LANGUAGE, LITERACY AND NUMERACY POLICY

### PREAMBLE

The purpose of the Language, Literacy and Numeracy Policy is to ensure that educational programs developed by AEG are in accordance with language, literacy, and numeracy requirements unit descriptors, that students with special learning needs are adequately supported through the completion of their course and to assist with evaluating a student's academic suitability to undertake the course if they wish to access a Student Loan.

### DEFINITIONS AND ACRONYMS

“**AEG**” means Australian Pacific College Education Group and includes Australian Pacific College, English Unlimited and APC Design School.

“**Domestic Student**” means an Australian citizen or Australian permanent resident.

“**International Student**” means a temporary resident of Australia and/or a resident or citizen of any other country. This definition includes the following persons:

- a) **temporary visa holders** such as (example only)
  - Guardian visa
  - Partner visa (temporary)
  - Temporary resident visa
  - Graduate visa
  - Skilled Work visa
  - Bridging visa
  
- b) **Student visa holders:** A person (whether within or outside Australia) who holds a student visa as defined by the ESOS Act but does not include students of a kind prescribed in the ESOS regulations  
*As per the definition of 'Overseas Student' in the ESOS Act*

“**Language**” means the tools we used to communicate with one another in many different situations and for many different reasons. Language involves speaking, listening, reading and writing.

“**Literacy**” means the ability to read and use written information. It means being able to recognise, read and interpret documents, signs etc.

“**LLN**” means Language, Literacy and Numeracy

“**Numeracy**” means being able to carry out mathematical operations and includes knowing when to use mathematics, what mathematics to use and how to do it.

“**Policy**” means this Language, Literacy and Numeracy Policy.



“**Student Loan**” means a government provided loan scheme that AEG is authorised to offer.

“**VET**” means Vocational Education and Training

“**VSL**” means VET Student Loan

## 1. POLICY

1.1 AEG has the responsibility to ensure that:

- a) LLN needs are identified and developed within the course materials and assessment tools by qualified trainers and assessors;
- b) relevant employees are provided with the necessary training to ensure they have the skills required to manage with LLN issues as they arise;
- c) administration staff will endeavour to ascertain students LLN information prior to course commencement and;
- d) in the event that a trainer and/or assessor identifies students with LLN difficulties, they implement appropriate strategies to assist them with their learning and;
- e) students are provided with advice and support services in the provision of LLN assistance services;
- f) the confidentiality of students who require additional support services and appropriate strategies are in accordance with our Privacy Policy;
- g) students or potential students who have been identified as requiring support with LLN are not discriminated against;
- h) those students that require or request additional LLN support that AEG can't provide are referred to professional organisations.

1.2 For entry to VET courses, International Students must be able to demonstrate an English proficiency for their chosen course equivalent to that set out in AEG's Minimum Entry Requirements for APC Courses document found on its website for their chosen course.

1.3 For entry to VET courses, Domestic students utilising a Student Loan should provide evidence of:

- a) a short resume to assess study and work skills pathways of the prospective student;
- b) a Senior Secondary Certificate of Education that has been awarded to the student by an agency or authority of a State or Territory for the students completion of Year 12;  
**OR**  
competence at or above Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy using a Literacy Language and Numeracy test



through ACER <https://vawe.acer.edu.au/> or an alternate VSL approved LLN tool

**OR**

- c) a qualification at level 4 or above in the Australian Qualifications Framework that was delivered in English.

- 1.4 AEG's process of assessment of a student's competence in reading and numeracy will be conducted with integrity and honesty.
- 1.5 The results of an assessment undertaken by a Domestic Student using a VSL approved LLN tool to assess their academic suitability are sent to the student on receipt by AEG and stored in the student's file.
- 1.6 AEG requests that students notify it of any special assistance they may require in relation to Literacy and Numeracy. If additional charges apply e.g. for a scribe or for additional equipment, AEG undertakes to notify the student prior to the commencement of the course.
- 1.7 AEG recognises that assistance with LLN may be necessary during some courses or programs as on-going language support is critical to the retention and success of all students and, in particular International Students.

## **2. IMPLEMENTATION**

- 2.1 The Registrar/Design Registrar is responsible for acting upon information obtained in the enrolment process 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:
  - a) Discussion between the student and an academic management team member to identify a student's particular needs
  - b) Reasonable adjustment of the training program delivery and assessment methods to suit these needs.
  - c) One-on-one support provided during the training program, delivery and progress monitored by the academic management staff to promote successful learning outcomes.
- 2.2 Identification of training needs is to be based on English language, literacy and numeracy competencies, which are needed to participate effectively in AEG's training programs and courses. AEG will endeavour to obtain LLN information before the commencement of the course/unit although the participant's individual needs may not be identified until after the course /unit has commenced. Academic staff are aware that student's training needs may be identified once the course/unit has commenced and are capable of identifying such students and applying this Policy to address their needs.



- 2.3 Students are requested to declare any learning disabilities/ language requirements as a part of the enrolment process. Once such requirements are identified, relevant staff are alerted to the students' requirements and remedial processes can be implemented.
- 2.4 AEG will make reasonable endeavours to equip the participant to sufficiently undertake the tasks of the course. The Registrar/Design Registrar will consult with the Academic Managers to identify the necessary requirements to meet the participant's individual needs. Where these needs cannot be met, a refund for the course will be given to the participant.
- 2.5 Where support needs go beyond what can be met with reasonable adjustment during the training and assessment process, and additional support is required, AEG will direct students to an external specialist.
- 2.6 Students are offered specified assistance in the form of study skills and tutorial sessions. These are incorporated into the academic program over each semester. These sessions may have a particular emphasis on essay and report writing, writing skills, referencing and plagiarism. As a follow-up, individual tuition is provided on a one-to-one basis geared to the needs of each student. This may include assistance with oral presentations, editing of assignments and preparation techniques for exams. This support is provided during Plus and Boost classes offered by AEG which provide language support for the students. At-risk students are also encouraged to attend additional writing classes/lessons.
- 2.7 All students and relevant AEG staff are informed of this Policy. Copies of this Policy are in the policy directory and published on AEG website.
- 2.8 All information relating to students gathered during needs identification, training and evaluation will remain confidential and is stored in their student file.
- 2.9 Students will have access to any information gathered by AEG about them as defined in AEG's Privacy Policy.

**POLICY REVIEW**

This Policy will be reviewed as part of AEG's three (3) yearly review cycle or as legislation requires.

**RELEVANT LEGISLATION**

This document references the following legislation, regulations, codes and standards:

Relevant Legislation/codes/standards	
Commonwealth	Standards for Registered Training Organisations (SRTO2015)

**RELATED POLICIES AND PROCEDURES**

This document references the following AEG policies and/or procedures:



<b>Related Policies and Procedures</b>	
<b>Policies</b>	Privacy Policy

### **KEYWORDS**

<b>Keywords</b>	Language, literacy, numeracy, IELTS, training
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### **POLICY OWNER**

<b>Policy Owner</b>	Learner Innovation Unit
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### **POLICY/PROCEDURE HISTORY**

<b>Policy History</b>			
<b>Current version</b>	<b>Current version release date</b>	<b>Author</b>	<b>Description of changes</b>
Language Literacy And Numeracy Policy V2.0r	March 2012	Sharon Luhr and Carolin Long	Merged policies from different providers into 1 policy
Language Literacy And Numeracy Policy V2.1r	May 2015	Sharon Luhr and Carolin Long	Updated to new letterhead
Language Literacy And Numeracy Policy V2.2r	January 2019	Sharon Luhr	Added version history corrected typos
Language, Literacy and Numeracy Policy v2.2R(APC)	June 2019	Sara Gaudry	Update of letterhead and format of Policy. Addition of "Definitions and Acronyms", "Relevant Legislation", "Related Policies and Procedures", "Keywords" and "Policy Owner". No change to the content of the Policy.
Language, Literacy and Numeracy Policy v2.3R(APC/APC Design School)	October 2020	Sara Gaudry	Update of letterhead, addition of APC Design School and removal of APTT. No change to content.



Language, Literacy and Numeracy Policy v2.4R(APC/APC Design School)	February 2021	Sara Gaudry	Minor amendments to policy. No change to the substance of policy.
Language, Literacy and Numeracy Policy v2.5R(APC/APC Design School)	October 2021	Sara Gaudry Ron Newman	Full review of policy and addition to VSL requirements for language, literacy and numeracy.
Language, Literacy and Numeracy Policy v2.6R(APC/APC Design School)	May 2022	Sara Gaudry	Addition of clause 1.4 to satisfy section 82(1)(c) of the VSL Rules.
Language, Literacy and Numeracy Policy v2.7R(APC/APCDS)	February 2023	Sara Gaudry Cornelia Ramsay Ivan Kumar	Change of definition of Overseas student to international student and update domestic student definition and addition of clause 2.4