

POLICY	Learner Support & LLN
VET 2015 Standard:	Standard 1
MCC Ref:	MCC-1-A 1
Statement	<p>MCC is committed to providing outstanding academic environments and training programs that lead to excellent outcomes for graduates, enabling them to work in industry and to have skills & knowledge for ongoing employment.</p> <p>MCC supports and encourages a learning environment of mutual trust contributed to by students and training, which includes rigorous assessment of stakeholder performance and evaluation and feedback regarding all aspects of training operations, with a key focus on teaching and learning.</p>
Purpose	<p>The purpose of the Language, Literacy and Numeracy (LLN) Policy is to ensure that educational programs developed by Macquarie Commercial College (MCC) are in accordance with the requirements of the 2015 Standards for Registered Training Organisations, and ensure that learners with language, literacy and numeracy needs identified are adequately supported through the completion of their course and that trainers, assessors and other RTO employees are equipped with the tools, resources, skills and knowledge to manage and support for these learners as well as part of our pre-training review process.</p>
Principles	<p>This Policy sets out the principles that underpin MCC's approach to identifying student learning needs and developing strategies to support those students before and throughout their training.</p> <p>MCC Shall:</p> <ul style="list-style-type: none"> ▪ Identify particular requirements (such as literacy, numeracy, English language or physical capabilities) learners would need to complete each course ▪ Develop strategies to make support available where gaps are identified ▪ Provide appropriate support to each individual learner and their particular needs
Overview	<p>The aim of this policy and procedure is to ensure that Language, Literacy and Numeracy (LLN) needs identified in each training package are developed into the learner materials and assessment tools. It also aims to enable Trainers and Assessors to identify students with special learning needs and facilitate them with resources and strategies to adequately support them throughout their training.</p>
Scope	<p>The Policy and Procedure applies to:</p> <ul style="list-style-type: none"> ▪ Staff with responsibilities for planning, delivery and/or leadership of teaching and learning in MCC. ▪ Staff with administrative responsibilities related to teaching, learning, research and specific operational requirements. ▪ All organizational units involved with student experience of teaching, learning and Training Packages, who may, from time to time, seek data and feedback information relating to their service provision. ▪ Corporate services staff.

<p>Definitions</p>	<p>Language: 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.</p> <p>Literacy: the ability to read and use written information. It means being able to recognise, read and interpret documents, signs etc.</p> <p>Numeracy: involves being able to carry out mathematical operations and includes knowing when to use mathematics, what mathematics to use and how to do it.</p> <p>Support: provision of assistance which positively contributes to individual students' attendance, retention, learning, and achievement</p>

POLICY	Language, literacy and numeracy needs evaluation and support methodology
Action/Method	<ol style="list-style-type: none"> 1.1 Pre-enrolment evaluation shall seek to identify; <ol style="list-style-type: none"> 1.1.1 Whether a prospective student has satisfactory language, literacy and numeracy skills to complete a course or unit of competency without additional support 1.1.2 Whether the level of support for special needs students is able to be provided 1.1.3 Where support needs to go beyond what can be met with reasonable adjustment during the training and assessment process, and additional support is required, the College will direct participants to an external literacy specialist 2. The General Manager is responsible for acting upon information obtained in the Enrolment 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: <ol style="list-style-type: none"> 2.1.1 Discussion between participant and VET Program Manager and Trainer/Assessor staff to identify participants' particular needs 2.1.2 Reasonable adjustment of the training program delivery and assessment methods to suit these needs. 2.1.3 One-on-one support provided during the training program, delivery and progress monitored by the academic management staff to promote successful learning outcomes. 3. The College requests that students notify the College of any special assistance they may require in relation to literacy and numeracy. 4. MCC will ensure that the training staff members have the required knowledge and skills to manage with LLN issues as they arise; and engage in professional development activities within LLN domain 5. MCC will ensure all information gathered during pre enrolment and through the training process will remain confidential, and any information collected shall be made available to the learner in accordance with MCC's Privacy Policy
Related Legislation	<ul style="list-style-type: none"> ▪ National Vocational Education and Training Regulator Act 2011 ▪ Standards for Registered Training Organisations (RTOs) 2015 ▪ Australian Quality Training Framework 2010 ▪ Australian Qualifications Framework (AQF) ▪ Privacy Act 1988 ▪ Equal Opportunity Act 2010 and related regulations and guidelines

Related Documentation	<ul style="list-style-type: none"> ▪ Student enrolment policy ▪ Privacy policy ▪ Delivery of Training Policy / Procedure ▪ Assessment Policy / Procedure ▪ Disability Policy / Procedure ▪ Student Support Services Policy / Procedure
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VERSION CONTROL
Review/ amendment history

Policy Approved by: Chief Executive Officer / RTO Manager

Responsible Officer: Chief Executive Officer / RTO Manager

Next Policy Review Date: July 2018

Version	Date	Details
1.0	July 2015	Policy issued
2.0	July 2016	No material updates
3.0	June 2017	No material updates