

Document title:		Language, Literacy, and Numeracy (LLN) Support Policy
Approving authority:		Board of Directors
Related policies:		Access and Inclusion Policy for Students Access and Inclusion Reasonable Adjustments Policy Application and Admissions Policy Language, Literacy, and Numeracy (LLN) Admissions Policy Pre-Admission Interview Policy Student Support Services Policy Workplace Learning Policy
Next review:		01/06/2026
Version	Release date	Comment
V1.0	01/06/2023	Initial release

1. Introduction

The Language, Literacy, and Numeracy (LLN) Support Policy establishes a framework for providing appropriate support to learners who may have LLN needs or difficulties in compliance with the Standards for Registered Training Organizations (RTOs) and best practices for vocational education and training (VET).

2. Purpose

This policy ensures ITAC's commitment to identifying and addressing the LLN needs of learners, providing equal access to training opportunities, and fostering a supportive and inclusive learning environment.

3. Scope

This policy applies to all learners enrolled in ITAC's courses and training programs, as well as trainers, assessors, and support staff involved in delivering ITAC's training and education services.

4. Principles

The LLN Support Policy is based on the principles of accessibility, inclusivity, and individualized support. ITAC aims to identify and address learners' LLN needs, ensuring that they have equal opportunities to participate in and successfully complete their chosen courses or training programs.

5. Identification of LLN Needs

ITAC is committed to identifying learners' LLN needs during the pre-enrolment and enrolment stages through various methods, such as interviews, questionnaires, or diagnostic assessments. This information is used to develop appropriate support strategies and accommodations for learners with identified LLN needs.

6. Support Strategies and Resources

ITAC provides a range of support strategies and resources to address learners' LLN needs, including:

- a. Tailoring course content and delivery methods to accommodate diverse LLN abilities
- b. Providing additional learning materials, resources, or tutorials to support LLN development
- c. Offering reasonable adjustments or accommodations during assessments to account for LLN needs
- d. Referring learners to external support services or resources, such as specialized LLN providers, if necessary

7. Trainer and Assessor Responsibilities

Trainers and assessors must be aware of and responsive to the LLN needs of their learners. They are responsible for implementing the appropriate support strategies, ensuring that the learning environment is inclusive and accessible to all learners.

8. Monitoring and Evaluation

ITAC regularly monitors and evaluates the effectiveness of its LLN support strategies and resources. Feedback from learners, trainers, and assessors is collected and used to inform continuous improvement and ensure that the LLN support provided is responsive to learners' needs.

9. Confidentiality

All information regarding learners' LLN needs and the support provided is treated confidentially and in accordance with ITAC's Privacy and Confidentiality Policy.

10. Policy Review and Amendments

This LLN Support Policy will be reviewed and updated periodically to ensure its continued effectiveness and compliance with the Standards for RTOs, best practices in VET, and any relevant legal or regulatory requirements. Any amendments to this policy must be approved by ITAC's management and communicated to all relevant stakeholders, including learners, trainers, and assessors.
