# Language Literacy Numeracy and Digital Assessment Policy

## 1. Purpose

The purpose of this policy is to ensure that students at **Worldwide Skills Development Pty Ltd t/a The Future Culinary Academy (herein referred to as "FCA")** are supported in their Language, Literacy, Numeracy and Digital (LLN&D) needs through the completion of their training.

This policy sets the framework for integration of LLN&D requirement within FCA in alignment with the 2025 Standards for RTOs and other relevant legislative requirements. It also outlines the procedures for the implementation and monitoring of LLN&D, including the support provided to learners.

It also reflects the expectations and responsibilities of staff and its students in supporting and maintaining LLN&D outcomes.

## 2. Scope

This policy applies to all the current and prospective students at FCA. The policy requires all students to complete an assessment of language literacy, numeracy and digital skills prior to enrolment of their course.

Additionally, the policy enables academic and administrative staff to identify any skill gaps and provide appropriate support in language, literacy, numeracy, or digital capabilities. This support helps students effectively manage course requirements, complete assessments and tasks, communicate clearly, and navigate digital learning platforms.

For all learners, LLN&D skills are fundamental and support vocational learning, skill development, and knowledge acquisition regardless of the level of the course or training being undertaken.

## 3. Definitions

**LLN&D:** Language, Literacy, Numeracy, and Digital Skills

**Language:** Means the method of human communication, either spoken or written, consisting of the use of words in a structured and conventional way, including any nonverbal method of expression or communication such as a language of gesture and facial expression.

**Literacy:** Means the capacity, confidence, and disposition to use language in all its forms. Literacy incorporates a range of modes of communication, including music, movement, dance, storytelling, visual arts, media, and drama, as well as talking, listening, viewing, reading, and writing.

**Numeracy:** Numeracy involves using some mathematics and to achieve some purpose using the numbers in a particular context.

**Digital Skills:** The ability to confidently and critically use digital technology, tools, and platforms for communication, collaboration, and learning.

**Student**: Means a learner that uses or purchases the services provided by FCA.

**Australian Core Skills Framework:** The Australian Core Skills Framework (ACSF) is a tool which assists both specialist and non-specialist English language, literacy and numeracy practitioners describe an individual's performance in the five core skills of learning, reading, writing, oral communication, and numeracy.

**LLN&D Robot -** The LLN&D Robot system is an online system used to manage the assessment and support of learners regarding their Language, Literacy, Numeracy and Digital Capability. It combines online

Language Literacy & Numeracy (LLN&D) testing, Course Profiling Analysis and LLN&D Support into one easy-to-use package.

**Digital Robot** is a cutting-edge software platform designed to assess the digital capability levels of individuals as outlined in the Australian Digital Capability Framework (ADCF).

The LLN&D Robot has been designed to give an indication of a learner's abilities across the 5 core skills of the ACSF. These are:

- Learning,
- Reading,
- Writing,
- Oral Communication (listening),
- Numeracy.

Whereas Digital Robot is used to evaluate the essential digital skills and digital access necessary for successful online learning.

**Exit Level:** An individual's level in the ACSF is described as 'exit level'; that is, a person is able to demonstrate what is required at that level. If a person is not able to demonstrate what is required at that level, they are rated as being at the lower level.

**4. Legislative Context**

FCA acknowledges its obligation under various federal and local government acts and regulations, including.

- National Vocational Education and Training Regulator Act 2011 (Cth)
- National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025
- National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025.
- Education Services for Overseas Students (ESOS) Act 2000
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Equal Opportunity Act 1995

**5. Responsibility**

Enrolment Officer or representative will ensure that the LLN&D assessment, relevant to the courses/qualifications being undertaken, is offered to all prospective VET students prior to course enrolment.

Student Enrolment Officer and/or Trainers and Assessors, Student Support Officer are responsible for providing LLN&D support to students in need as per the Student Support, Welfare and Wellbeing Policy.

The CEO has overall responsibility for the implementation and review of this policy. Any feedback, complaints or breaches in relation to this policy should be reported to the Chief Executive Officer or Enrolment Officer in person or by email to: contact@thefca.edu.au

**6. Policy Statement**

**6.1 Information Accuracy and Transparency** - LLND information provided to students (directly or through third parties) must be accurate, current, and easily accessible. All marketing and pre-enrolment documents must clearly state LLN&D entry requirements.

**6.2 Pre-Enrolment Assessment and PTR** - LLND assessments will be conducted prior to enrolment using the ACSF-aligned LLN Robot tool. Oral Communications and digital literacy skills will be assessed via PTR process and further evaluated during PTR interview conducted by Enrolment Officer or representative. Detailed information can be found in the Enrolment Kit, which is accessible at FCA's website www.thefca.edu.au.

**6.3 Assessment and Support**: FCA is committed to supporting the LLN&D needs of students with a range of support mechanisms, and to assist students to identify any LLN&D support needs they may have. Where students do not meet required ACSF or digital literacy levels, support will be offered under an ACSF Support Plan. Students failing more than two core skill areas or by more than one level will be referred to alternate training pathways.

**6.4 FCA** will not discriminate against students who will be identified as needing LLN&D assistance. FCA will ensure reasonable adjustments are available for students with disability or special learning needs. All assessments and communications will be inclusive, free from bias, and culturally appropriate.

**ACSF Support Plan Implementation** - Support will be offered in identified LLN&D areas, such as reading, writing, oral communication, numeracy, and digital skills. Plans will be tailored individually, reviewed periodically, and updated based on student progress.

## 7. Requirements

7.1. One of the essential entry requirements for this course is that students must possess sound Language, Literacy, Numeracy and Digital skills to satisfactorily undertake their course work at FCA will be required to undertake LLN&D test prior to the enrolment of the course.

7.2. LLND skills play a critical role in supporting students throughout their learning journey. These skills enable students to understand course materials, apply numeracy in relevant contexts, and effectively engage within the given learning environments.

- Language skills are necessary for understanding instructions and engaging in verbal communication.
- Literacy skills are required for reading course materials, writing assessments, and interpreting information.
- Numeracy skills are important for performing calculations, measuring, and managing tasks involving numbers.
- Digital skills are essential for navigating online systems, participating in e-learning activities, etc.

To determine each student's support needs and assess the suitability of the chosen training product, undertaking a Language, Literacy, Numeracy and Digital (LLND) skills assessment is a mandatory requirement prior to enrolment for all students wanting to study at FCA.

Refer to the procedures below for detailed information.

## 8. Procedures

### 8.1 Pre-Enrolment Information and LLN&D Testing Access

Once a prospective student expresses interest in enrolling in a course, FCA will provide access to relevant marketing materials and entry requirements, including the requirements to complete an LLN&D assessment prior to enrolment. Students will be sent the following via email:

- A secure link to the LLN&D test (hosted on the LLN Robot platform)
- Application Form
- Pre-Training Review (PTR) Form
- Student Handbook

### 8.2 Conducting the LLN&D Assessment

FCA will use an ACSF-mapped online LLN&D assessment tool - LLN Robot - to evaluate prospective student's skill levels in reading, writing, oral communication, numeracy, and digital literacy. Students are expected to complete the test independently and honestly.

During the Pre-Training Review (PTR) interview, students will be asked questions related to their LLND test responses. If the LLND assessor or Enrolment Officer conducting the PTR interview suspects that the student did not complete the LLND test honestly or independently, the student will be required to retake the LLND test on campus by using an ACSF-mapped online LLND assessment tool - LLN Robot - under the supervision of a qualified LLND assessor.

### 8.3 ACSF Level Requirements by Course

The recommended ACSF levels required for the FCA courses will be as following:

| Qualification | Performance Level |
|---|---|
| SIT31121 Certificate III in Asian Cookery | ACSF Level 3 |
| FBP30521 Certificate III in Baking | ACSF Level 3 |
| SIT30921 Certificate III in Catering | ACSF Level 3 |
| SIT30821 Certificate III in Commercial Cookery | ACSF Level 3 |
| SIT31021 Certificate III in Patisserie | ACSF Level 3 |
| SIT40821 Certificate IV in Asian Cookery | ACSF Level 3 |
| FBP40221 Certificate IV in Baking | ACSF Level 3 |
| SIT40521 Certificate IV in Kitchen Management | ACSF Level 3 |
| SIT40721 Certificate IV in Patisserie | ACSF Level 3 |
| SIT50422 Diploma of Hospitality Management | ACSF Level 4 |

Students are required to demonstrate the minimum Australian Core Skills Framework (ACSF) performance levels relevant to the qualification they are seeking to enrol in.

### 8.4 Outcome of LLN&D Test

- After the completion of LLN&D test, students will be informed of their LLN&D results.
- Students who meet all ACSF level requirements are eligible to proceed.
- Students one level below in up to two areas will be accepted into the course with tailored LLN&D support*
- *LLN&D support-If students do not meet the recommended English and/or LLN&D requirements, students will be referred for additional support, which will be provided by the institute with *ACSF Support Plan.
- Students who fall below the required level in more than two components will be referred to ELICOS provider at other institute, as FCA does not deliver ELICOS programs or to a lower-level course.
- Students with insufficient competency across all skill areas will have their application declined and be guided towards alternative pathways.
- All determinations are made case by case by a qualified LLN&D Assessor or Enrolment Officer/Student Support Officer.
- If the student achieves all required ACSF levels, they are considered suitable to commence the qualification without additional support.

**8.5 LLN&D Support and ACSF Support Plan**

ACSF Support plan is a plan developed for students who are facing difficulties in meeting LLND requirements. This plan will be implemented for students to achieve the expected learning outcome.

Support learning outcomes will be provided in the areas where students have been identified as facing difficulty.

Support will be provided if a student's performance level is less than the required level. Support plans for students will be developed on an individual case by case basis. Support plan can be created in areas namely:

1. **Learning -** Few of the learning outcome from the support provided for learning students will be able to have short conversations in a social context, introduce self and others in a formal and informal setting, participate in group discussion and present views and opinion and/or use a range of vocabulary and grammar structures to maintain conversations.
2. **Reading -** Few of the learning outcome from the support provided for reading- student will be able to skim and scan form main idea and supporting ideas, read and comprehend general and academic texts, read and infer meaning and opinion of author, identify and take notes of important information, comprehend and summarise information and read academic, general, business, commercial texts with different purpose.
3. **Writing -** Few of the learning outcome from the support provided for writing- student will be able to write simple, compound, and complex sentences, write cohesive paragraph with a range of grammar and vocabulary for the level, write formal website profile for businesses and individual, write a blog, covering letter, post cards, formal letter, adverts for products and/or write descriptive paragraph, new stories, personal emails.
4. **Numeracy -** Few of the learning outcome from the support provided for Numeracy-Students will be able to identify mathematical information and meaning in activities and texts, use and apply mathematical knowledge and problem-solving processes, communicate, and represent mathematics.
5. **Oral Communication -** If required, students can also be provided with support in Grammar, Vocabulary, Pronunciation. Students must contact FCA to seek assistance or support in LLND.
6. **Digital Literacy -** Learners will build skills to navigate digital platforms such as accessing e-books for self-learning purposes, email, and word processors; access and submit online assessments; and use collaboration tools like Zoom, MS Teams, and Google Docs as needed. Key topics include cybersecurity basics (e.g., password safety, phishing awareness), document management, and digital communication etiquette. Support will be embedded in classroom activities and offered through discussions and one-on-one assistance as needed.

**<u>Computer literacy requirements</u>**

All students enrolling in FCA courses are expected to have basic computer and digital literacy skills. As part of the application process, students are required to fill in the questions related to computer and internet skills in the Pre-Training Review form provided along with the application form, which includes questions related to their computer and internet using skills.

Digital literacy will be evaluated before enrolment to confirm that students can access and navigate online tools, upload materials, participate in webinars, and follow digital instructions.

Students who are identified—through the Pre-Training Review or LLND assessment—as having limited digital literacy will be referred to the Student Support Officer for targeted assistance. FCA will provide basic

computer skills support, including guidance on accessing the Learning Management System, using communication platforms, and completing digital learning tasks. To arrange digital support, students must meet with the Student Support Officer in person or contact us at 1800 843 322 or +61 3 8658 7474 (Outside Australia).

**8.6 Integration of LLN&D into Training and Delivery**

In developing training and learning materials for the purpose of providing LLN&D support, FCA will ensure that respective LLN&D requirements of specific units of competency or training packages are integrated into learning and assessment materials.

Accordingly, FCA will embed LLN&D principles within its delivery and learning and assessment tasks based on the specific employability Skills and training package requirements.

Support is delivered through classroom integration, individual sessions, workshops, or referrals, and facilitated by LLND support staff holding TAE40110 or equivalent.

8.6 FCA will ensure that the academic staff members have the required knowledge and skills to manage with LLN&D issues as they arise, and engage in professional development activities within LLN&D domain.

8.7 FCA will ensure that the academic staff members implement appropriate strategies to assist the students who need LLN&D assistance with their learning and maintain fairness, confidentiality, and equality in dealing with them.

All LLND support will be evaluated and conducted by staff holding TAE40110 - Certificate IV in Training and Assessment or equivalent within in Training and Assessment in line with FCA's Credential policy.

**8.7 Digital Literacy Evaluation**

Digital literacy will be assessed alongside other LLN&D components to confirm students' ability to:

- Navigate online learning platforms
- Upload assessments
- Use digital communication tools

Students identified with limited digital skills will be referred to the **Student Support Officer** for targeted training. Basic digital skills assistance includes navigating browsers, document creation, cybersecurity awareness*, and digital communication etiquette.

* Cybersecurity awareness involves understanding and implementing safe practices when using digital technologies to protect personal information from online threats such as hacking, phishing, identity theft, and malware. It includes regularly updating devices with the latest software and security patches, using reliable antivirus software and firewalls, and ensuring that devices are locked when not in use. These practices help minimise vulnerabilities and support a secure digital learning environment for all users.

To access support, students can visit Student Support Officer in person or contact FCA at 1800 843 322 or +61 3 8658 7474 (Outside Australia)

**8.8 Governance and Confidentiality**

- All LLN&D test results will be reviewed by trainers' assessors and stored securely in student files.
- Education agents or third parties are strictly prohibited from conducting LLN&D assessments or PTR interviews.
- LLN&D requirements and instructions will be provided to students prior to enrolment.

- All student information collected during this process is managed in accordance with privacy and will remain confidential, and hardcopy of LLN&D result will be kept in student's file once the result has been generated, and all records will be stored securely.

*Students are requested to contact FCA at 1800 843 322 or +61 3 8658 7474 (Outside Australia) for any queries or email us at contact@thefca.edu.au.