

Language, Literacy, Numeracy and Digital skills (LLND) Policy and Procedure

ESOS/NCP	• ESOS Act (2000), Education for Overseas Students Amendment Act 2014 National Code of Practice for Providers of Education and Training to Overseas Students • The National Code 2018: Standard 2.2, 6.1
SRTOs 2025	• Standards 2.3, 2.4 https://www.asqa.gov.au/how-we-regulate/revised-standards-rtos/practice-guides/practice-guide-training-support#std2.3 https://www.asqa.gov.au/how-we-regulate/revised-standards-rtos/practice-guides/practice-guide-training-support#std2.4
Legislative Context	• National Vocational Education and Training Regulator Act 2011 (Cth) • Standards for Registered Training Organisations (RTOs) 2025 • Education Services for Overseas Students (ESOS) Act 2000 • Commonwealth Human Rights and Equal Opportunity Commission Act 1986 • Commonwealth Disability Discrimination Act 1992 • Commonwealth Disability Standards for Education 2005 • Equal Opportunity Act 1995
Related Policies and forms	• Admission and enrolment policy and procedures • Entry requirement policy and procedure • Student support and welfare policy and procedure • Pre-enrolment review checklist • Student profile checklist • LLND Test

Table of Contents

1.	POLICY	3
2.	PURPOSE	3
3.	SCOPE	3
4.	DEFINITIONS	3
5.	IMPLEMENTATION	3
6.	CONDITIONS	4
7.	RESPONSIBILITY	4
8.	VERSION HISTORY	4

1. POLICY

Australian College of Culinary and Management Pty Ltd (ACCM) RTO-45886 CRICOS-04038J will ensure that students are supported in their Language, Literacy, Numeracy and Digital skills needs through completion of their training.

2. PURPOSE

This policy enables the academic staff members to identify any gaps in skills and to offer additional support with Language, Literacy, Numeracy and Digital skills to assist students to manage the requirements of their course of training.

3. SCOPE

This policy/procedure applies to all prospective students.

4. DEFINITIONS

LLND: 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: Mean 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 context.

Digital skills: the ability to use digital technologies effectively and safely for various purposes, including accessing and managing information, communicating, transacting, and problem-solving.

5. IMPLEMENTATION

5.1 ACCM recognizes that students come with a vast range of skills, experiences, motivations and capacity to deal with the challenges required when commencing training. With this view, ACCM will ensure that students are supported throughout the completion of their training in all aspects of Language, Literacy, Numeracy and Digital skills. ACCM will not discriminate against students who are identified to need LLND assistance.

5.2 At ACCM, LLND needs will be identified in pre-enrolment assessment of the student and /or during student orientation. Each student will have to take the LLND assessment as per the level of the qualification that the student wishes to study at ACCM. LLND Assessment is considered to be a mandatory requirement in the process of admissions and enrolment.

5.3 ACCM will endeavor to establish Students LLND information prior to course commencement. However, should a Student's LLND needs are not identified until the course has commenced, ACCM will analyse these needs and provide a strategy for assistance. During the course study, the LLND needs can also be recommended by Trainer/Assessors. These needs will be addressed through classroom learning and assessment activities over the duration of the program.

5.4 In case the student is identified requiring more support than the LLND support extended at ACCM, ACCM may refer students to English language programs to external providers depending on the specific needs/requirements of the student.

5.5 In developing training and learning materials, ACCM will ensure that respective LLND requirements

of specific units of competency or training packages are integrated into learning and assessment materials. Accordingly, ACCM will embed LLND principles within its delivery and learning and assessment tasks based on the specific Employability Skills and training package requirements.

5.6 ACCM will ensure that the training staff members have the required knowledge and skills to manage LLND issues as they arise; and engage in professional development activities.

5.7 ACCM will ensure that the training staff members implement appropriate strategies to assist the students who need LLND assistance with their learning and maintain fairness, confidentiality, and equality in dealing with them.

5.8 ACCM will use a range of LLND assessment tools to determine the required LLND assistance prior to and after enrolment, including the Australian Core Skills Framework (ACSF) as a reference to assess current LLND skill levels.

6. CONDITIONS

6.1 LLND Test is a mandatory requirement for every student at ACCM.

6.2 The student will be asked to take the test prior to issuing a letter of offer. In case this is not possible then the LLND test will be administered on the day of the orientation.

6.3 If the student is offshore, then the student will be administered the LLND Test on the Orientation Day.

6.4 If the student still does not satisfy the required level in Learning and skills, then he/she will be given additional support in the identified skills gap.

7. RESPONSIBILITY

The admission staff members must ensure that LLND assessment, relevant to the courses/qualifications being undertaken and is offered to all new students prior to their commencement.

The training staff members (e.g. trainers/assessors) are responsible for identifying and reporting LLND needs of the students during their training and providing support in implementing LLND strategies where needed. The Training and Administration Manager is responsible for effective implementation and management of this policy as well as provision of information on ways to resolve complaints of breaches of this policy.

12 months from the date of this version, or as required.

For more information please visit - <https://www.accm.vic.edu.au/policies>

8. VERSION HISTORY

Version	Date	Reason for upgradations	Prepared By
1.0	Oct 2021	Initial Document	CEO/Director
1.1	August 2022	Updated on registration	CEO/Director
2.0	Oct 2025	RTO standards update	CEO/Director