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POLICY NAME	LLN Student Policy			POLICY NO.	2024.13
EFFECTIVE DATE	07/02/2022	DATE OF LAST REVISION	08/08/2024	VERSION NO.	2
ADMINISTRATOR RESPONSIBLE	Sarah Burnett		CONTACT INFORMATION	admin@aota.com.au	
APPLIES TO Apply group names to define applicable areas of staff.					
GROUP 1	Trainers and Assessors	GROUP 2	Administration Staff	GROUP 3	Directors and Managers
GROUP 4	Students	GROUP 5	Organisations	GROUP 6	

VERSION HISTORY				
VERSION	APPROVED BY	REVISION DATE	DESCRIPTION OF CHANGE	AUTHOR
1	Sarah Burnett		Initial publication	Sarah Burnett
2	Sarah Burnett	12/5/25	Amended to reflect new standards, including more detail on requirements and complaince	

APPROVAL AND REVIEW

LLN Student Policy

This policy is to define the processes required to follow up students LLN results through the LLN Robot.

Background

To maximise the chance of a student successfully completing their training, AHRT needs to:

- identify any support individual learners need prior to their enrolment or commencement (whichever is the earliest)
- provide access to the required support throughout their training.

This may include providing support through:

- LLN support
- assistive technology
- additional tutorials including online tutorial support
- other mechanisms, such as assistance in using technology for online delivery components.

Purpose

This policy ensures that All High Risk Training Pty Ltd (or your RTO name) meets its obligations under **Standard 2.2** of the *Outcome Standards for RTOs 2025*, by identifying and responding to the Language, Literacy and Numeracy (LLN) support needs of learners to enable successful progression and completion of training and assessment.

It also ensures that processes are transparent, equitable, and meet the associated **Performance Indicators**, including those relating to:

- Early identification,

- Individualised support,

- Timely provision, and

- Monitoring of effectiveness.

Scope

This policy applies to all:

- **Learners**, including those undertaking nationally recognised training and assessment

- **Trainers/Assessors** and academic staff

- **Student support staff**

- **Third-party providers** involved in training delivery or assessment

Definitions

Term	Definition
LLN	Language, Literacy and Numeracy skills (as per the ACSF) needed to engage with learning, assessment, and workplace requirements.
LLN Assessment Tool	A diagnostic tool used to evaluate a learner's skill level before or at enrolment, mapped to the ACSF.
Educational Support Services	Services provided to assist learners in progressing, e.g., tutoring, coaching, alternative formats, referrals.
Individual Support Plan (ISP)	A documented plan detailing a learner's identified support needs and actions required for support and monitoring.
Reasonable Adjustment	A modification to training/assessment to accommodate a learner's needs without altering the competency standard.

Commitment to Support and Inclusion

AHRT is committed to inclusive learning by identifying and responding to each learner's support needs from the point of enrolment and throughout their training journey.

No learner will be refused access to training based on LLN needs alone, unless the support needs exceed the capacity of the RTO to meet them reasonably and equitably.

Alignment to New Standards

The following table maps how the RTO meets each **Performance Indicator under Standard 2.2**.

Performance Indicator	How We Comply
(a) Learners' support needs are identified early (e.g., at enrolment).	All learners complete a pre-training **LLN assessment** mapped to the ACSF during enrolment or prior to commencement. Interviews and application forms are also reviewed for indicators of support needs.
(b) Support provided is tailored and appropriate to individual learner needs.	Support is documented in an **Individual Support Plan** (ISP), outlining LLN issues and support strategies (e.g. coaching, extended time, oral assessments, modified resources).

Performance Indicator	How We Comply
(c) Support is provided in a timely way to ensure it enables learner progression.	LLN interventions begin before training commences (if known), or immediately upon need being identified. Trainers may also flag issues mid-course. Learners do not wait for formal diagnosis to receive help.
(d) Support enables learners to complete their training.	The RTO tracks learner **progress and completion rates**. If needed, ISP actions are updated to improve learning outcomes, and external services are engaged.
(e) Effectiveness of support is monitored and adjusted as needed.	Trainers and support staff **review ISPs every 4–6 weeks**, or sooner if progress is below expected. Changes are documented and learner feedback is gathered.
(f) Staff are equipped with the capability to identify and address support needs.	Trainers and support staff complete **annual PD** in LLN awareness, using the ACSF, and reasonable adjustment strategies. Training includes working with CALD and neurodiverse learners.

LLN Support Procedure

Step 1: Enrolment and Initial Assessment

- All learners complete an LLN assessment via the LLN Robot prior to or at enrolment.

- Enrolment staff and trainers identify any additional support needs from enrolment interviews or enrolment forms.

Step 2: Evaluation

- LLN assessments are reviewed by a qualified assessor or Student Support Officer.

- Results are mapped against the LLN requirements of the chosen training product using ACSF benchmarks.

Step 3: Support Plan Development

- If a support need is identified, an **Individual Support Plan (ISP)** is developed in consultation with the learner.

- The plan outlines:

  o Nature of the LLN need

  o Adjustments or support strategies

  o Timeline and check-in dates

Step 4: Implementation of Support

Support strategies may include:

- Extended time in assessment

- Oral vs written assessments

- Use of simple English materials

- Access to coaching or 1:1 tutoring

- Referral to external services (e.g., Reading Writing Hotline, community literacy programs)

Step 5: Monitoring and Review

- Learner progress is reviewed at regular intervals.

- Trainers and assessors flag any changes in needs or effectiveness of support.

- ISPs are updated as required.

LLN Robot Procedure

Once a student Is enrolled in the LLN Robot it is critical we manage this enrolment to ensure that they have completed the test. The LLN Robot is an online system that combines ACSF testing, Course profiling and LLN Support into one package.
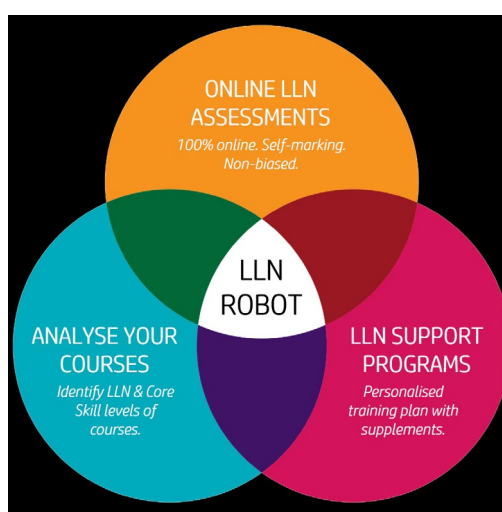
The LLN Robot plays a critical role in a students training. A student must be able to meet the standard required to complete a course and the LLN Robot clearly communicates if they can achieve this.

Each student will be enrolled in the LLN BEFORE commencing their training, this is done vis the robot website and each member of AHRT will have their own unique login code to access the system.

Once you have enrolled a student into the LLN Robot it is critical that you monitor their process.

AOTA LOCATION

For student enrolled at AOTA Unanderra, administration staff will regularly check the progress and contact the student and remind them to complete their LLN. This contact can be either a phone call or an email but must be logged into the Axcelerate platform under Contact NOTE, there are several LLN notes prepopulated.

Once the student has completed the LLN the results will be visible:

☐ Robin	Lore, Robin	robin@aota.com.au	3	3	3	3	3	06/06/22 9:57 pm	
☐ skipped	brennan, sarah	admin@aota.com.au	3	2	3	3	3	06/06/22 10:19 am	

Administration will then check the students name and hit EXPORT LLN REPORT

			ARCHIVE	DELETE	EXPORT CSV	EXPORT LLN REPORT	UPLOAD LEARNER SUBMISSIONS
☐ skipped	Brennan, Sarah	admin@aota.com.au	N/A	3	3	N/A	3	06/06/22 10:01 am
☐ skipped	Brennan, Sarah	admin@aota.com.au	3	2	3	3	3	06/06/22 10:19 am
☑ Robin	Lore, Robin	robin@aota.com.au	3	3	3	3	3	06/06/22 9:57 pm

This will then allow you to choose the course they are enrolled in and check if they meet the required level.

SELECT COURSE	1 LEARNER SELECTED	Search					
COURSE NAME ▲	QUALIFICATION LEVEL	📍	📕	✏️	💬	🎹
◯ Advanced Rigging	Certificate I	2	2	2	1	2
◯ Basic Rigging	Certificate I	2	2	2	1	2
◯ C6 Crane	Certificate I	2	2	2	1	2
◯ Confined Spaces	Certificate I	2	2	2	1	1
◯ Dogging	Certificate I	2	3	2	1	2
◯ First Aid	Certificate I	2	2	2	2	1
⦿ Forklift	Certificate I	2	2	2	1	2
◯ HR Truck	Certificate I	2	3	2	1	1
◯ Intermediate Rigging	Certificate I	2	2	2	1	2
◯ WSAH	Certificate I	2	2	2	1	2

BACK   EXPORT LLN REPORT
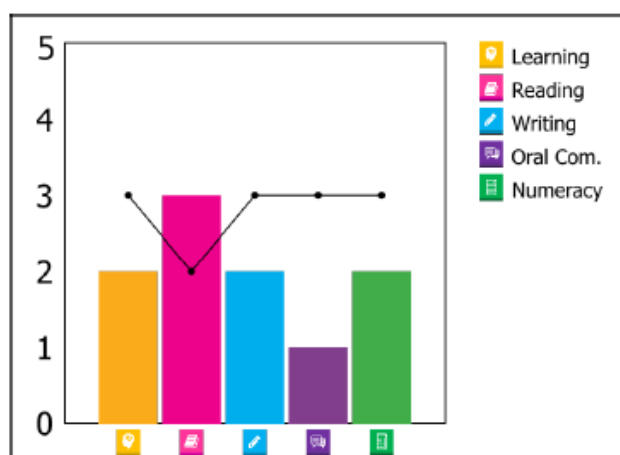
Once you select the course, choose EXPORT LLN REPORT, this will then create a PDF Report for the student. If they meet the standard you will see the following graph:

Summary Graph
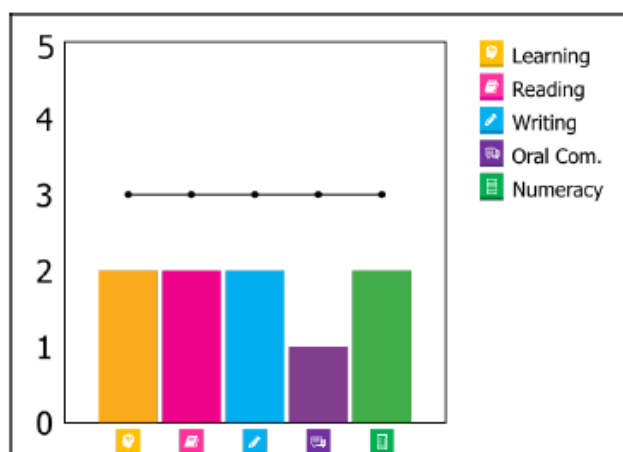
If they do not meet the requirements the following graph will be shown:

Summary Graph

As the level is not met by scrolling through the document you will come to the following information:

Core Skill	Course Level	Learner's Current Level	Action Plan
Learning	2	3	No Action Required
Reading	3	2	Training Supplement Generated
Writing	2	3	No Action Required
Oral Communication	1	3	No Action Required
Numeracy	2	3	No Action Required

Click here to download a copy of the training supplement for sarah brennan. You will also receive an email with this link.

The administration staff will then click on the link, download the training supplement and send it to the student via email, including the original LLN report connected to course.

The email will say that the results of the LLN meant that there was a gap identified and in order to address this gap before training could they please complete the supplement and then redo the LLN report. The email needs to also stress take you time in completing the questions. The Administration Staff will then send another invite to them for them to complete. They will also email the student the Student LLN resources document that has links and hints. The link to this document is below:

https://www.dropbox.com/s/vdyrcv5milfyk2h/Student%20LLN%20Resources%20Document.pdf?dl=0

Administration will then send the course list to the trainer so they know the students they will be training via email.

The day before the course is to commence the trainer will login the LLN Robot and check their students results.

The trainer will then monitor the student and determine on the day if they are able to meet the LLN requirements of the course.

If the student is unable to meet these requirements they are to speak to the student and develop a plan to work with the student to get them to a level where they can meet the course requirements.

Third Party Arrangements

For all external third parties the above process must be conducted by the third party, AHRT will provide a unique login for each third party that will grant them access to the LLN Robot.

The above process will be followed and records maintained. This will also mean that once you have a student that has completed the LLN they DO NOT need to redo it for future courses as the results can be mapped to each course.

RELATED POLICIES AND OTHER REFERENCES

National Vocational Education and Training Regulator Act 2011
https://www.legislation.gov.au/C2011A00012/2021-09-01/text

New Standards for RTO's 2025 https://www.dewr.gov.au/standards-for-rtos

Professional Development Policy

AQF https://www.aqf.edu.au/framework/australian-qualifications-framework

ROLES AND RESPONSIBILITIES

List the job titles and business offices directly responsible for the policy.

ROLE	RESPONSIBILITY
CEO	Authoring and updating
CFO	Publishing on the internet
Administration Manager	Ensuring all personnel are informed

CONTACTS

List contacts in the table.

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