

21. Language, literacy, numeracy (LLN) and welfare policy and procedure

Purpose:

Culinary Solutions Australia recognises the importance of basic skills in English Language, Literacy and Numeracy (LLN)

To achieve this Culinary Solutions Australia will:

Ensure that all candidates enrolled in an RPL assessment are given the opportunity to be assessed based on their current level of competency in language, literacy and numeracy (LLN).

Scope:

This document sets out the policy and procedure of Culinary Solutions Australia on the language, literacy and numeracy assessment for the information of Culinary Solutions Australia employees, assessors and candidates.

Responsibilities:

Culinary Solutions Australia employees are responsible for obtaining enrolment details as outlined in the Enrolment Form

Analysing the enrolment Form for any candidates individual learning needs

Advising the candidate of any such needs prior to the commencement of the course

Authorising any such changes as defined by the trainer:

1. Approving changes to assessment material
2. Obtaining other resources such as external support through an approved supplier

Authorising a refund for participants where language, literacy and numeracy (LLN) were not identified prior to the commencement of the course and were not able to be met during the assessment.

The Culinary Solutions Australia assessor is responsible for acting upon information obtained on the Enrolment form where LLN are identified. Where individual needs are identified, action can be taken during the assessment process to assist the candidate by way of:

- One on one support provided during assessment progress monitored by the assessor to promote successful RPL outcomes
- Reasonable adjustment of assessment methods to suit these needs
- Discussion between candidate and assessor to identify candidate's needs

Definitions:

Literacy is defined as the ability to use appropriate language skills in a variety of real life situations and involves the integration of speaking, listening, viewing, reading, writing and communication technologies

Numeracy is defined as the ability to use qualitative skills from across disciplines: numerical, special, graphical, statistical and algebraic.

Assessment of LLN:

Before assessment is commenced a LLN assessment is completed where the candidate is given an LLN assessment form to complete to identify if the learner has difficulties in these areas so alternative assessment methods can be implemented

Candidates are also observed in the workplace performing their day to day duties. Observations can consist of the following functions:

- Observing their regular work duties
- Looking at skills required (technical/language and literacy) for the qualification being assessed
- Observing different modes of communication used
- Reviewing the paperwork required in performing their job role
- How they perform in a team environment
- Awareness of safety requirements pertaining to the job at hand
- Awareness of quality processes in place in the workplace

Assessment would then be tailored to assist and enhance candidate's performance and be built into the overall function in the workplace