



LANGUAGE, LITERACY, NUMERACY AND DIGITAL LITERACY POLICY

PREAMBLE

The purpose of the Language, Literacy, Numeracy and Digital Literacy Policy is to ensure that educational programs developed by AEG are in accordance with language, literacy, numeracy and Digital Literacy requirements in unit descriptors, that students with special learning needs are adequately supported through the completion of their course and to assist with evaluating a student's academic suitability to undertake the course. This policy further aims to uphold the integrity of nationally recognised training by ensuring students possess the necessary capabilities for successful course completion.

DEFINITIONS AND ACRONYMS

"AEG" means Australian Pacific College Education Group and includes Australian Pacific College, English Unlimited and APC Design School.

'Digital literacy' means the skills and competencies needed to use digital technologies to achieve personal goals, enhance employability skills and support education and training

"Domestic Student" means an Australian citizen or Australian permanent resident.

"International Student" means a temporary resident of Australia and/or a resident or citizen of any other country. This definition includes student visa holders that are persons (whether within or outside Australia) who hold a student visa as defined by the ESOS Act but does not include students of a kind prescribed in the ESOS regulations. *As per the definition of 'Overseas Student' in the ESOS Act*

"Language" means the tools we use to communicate with one another in many different situations and for many different reasons. Language involves speaking, listening, reading and writing.

"Literacy" means the ability to read and use written information. It means being able to recognise, read and interpret documents, signs etc.

"LLNDL" means Language, Literacy, Numeracy and Digital Literacy

"Numeracy" means being able to carry out mathematical operations and includes knowing when to use mathematics, what mathematics to use and how to do it.

"Policy" means this Language, Literacy and Numeracy Policy.

"VET" means Vocational Education and Training



1. POLICY

1.1 AEG has the responsibility to ensure that:

- a) LLNDL needs are identified and developed within the course materials and assessment tools by qualified trainers and assessors and that assessment tools are reviewed prior to use to ensure consistency with the principles of assessment and rules of evidence;
- b) relevant employees are provided with the necessary training to ensure they have the skills required to manage with LLNDL issues as they arise;
- c) administration staff will endeavour to ascertain students' LLNDL information prior to course commencement, through a documented process of assessment and validation to ensure students demonstrate the necessary language, literacy, numeracy and digital literacy capabilities to be successful in their chosen course. This includes identifying the absolute minimum capabilities required for success and confirming that students are assessed against these capabilities before enrolment and;
- d) in the event that a trainer and/or assessor identifies students with LLNDL difficulties, they implement appropriate strategies to assist them with their learning and;
- e) students are provided with advice and support services in the provision of LLNDL assistance services;
- f) the confidentiality of students who require additional support services and appropriate strategies are in accordance with our Privacy Policy;
- g) students or potential students who have been identified as requiring support with LLNDL are not discriminated against and that reasonable adjustments are made for VET students with disability where appropriate;
- h) those students that require or request additional LLNDL support that AEG can't provide are referred to professional organisations.

1.2 For entry to VET courses, International Students must be able to demonstrate an English proficiency for their chosen course equivalent to that set out in AEG's Minimum Entry Requirements for APC Courses document found on its website for their chosen course, to ensure students are appropriately qualified for the course.

1.3 AEG's process of assessment of a student's competence in language, literacy, numeracy and digital literacy will be conducted with integrity and honesty.

1.4 AEG requests that students notify it of any special assistance they may require in relation to Literacy and Numeracy. If additional charges apply e.g. for a scribe or for additional equipment, AEG undertakes to notify the student prior to the commencement of the course.

1.5 AEG recognises that assistance with LLNDL may be necessary during some courses or programs as ongoing language support is critical to the retention and success of all students and, in particular International Students. AEG will facilitate access to



learning support services consistent with the requirements of the course and the learning needs of overseas student cohorts.

2. IMPLEMENTATION

- 2.1 The Registrar/Design Registrar is responsible for acting upon information obtained in the enrolment process where LLNDL and other individual needs are identified. Where individual needs are identified, action can be taken during the delivery of the training program and the assessment process to assist the participant by way of:
- a) Discussion between the student and an academic management team member to identify a student's particular needs
 - b) Reasonable adjustment of the training program delivery and assessment methods to suit these needs.
 - c) One-on-one support provided during the training program, delivery and progress monitored by the academic management staff to promote successful learning outcomes.
- 2.2 Identification of training needs is to be based on English language, literacy, numeracy and digital literacy competencies, which are needed to participate effectively in AEG's training programs and courses. AEG will endeavour to obtain LLNDL information before the commencement of the course/unit although the participant's individual needs may not be identified until after the course/unit has commenced. Academic staff are aware that a student's training needs may be identified once the course/unit has commenced and are capable of identifying such students and applying this Policy to address their needs. AEG's process for identifying LLNDL capabilities prior to course commencement includes assessing students against the minimum capabilities for success and ensuring these checks are documented in enrolment records.
- 2.3 Students are requested to declare any learning disabilities/language requirements as a part of the enrolment process. Once such requirements are identified, relevant staff are alerted to the student's requirements and remedial processes can be implemented. AEG supports students in disclosing their disability if they wish to do so.
- 2.4 AEG will make reasonable endeavours to equip the participant to sufficiently undertake the tasks of the course. The Registrar/Design Registrar will consult with the Academic staff to identify the necessary requirements to meet the participant's individual needs. Where these needs cannot be met, a refund for the course will be given to the participant. This refund process aligns with AEG's Cancellation, Withdrawal and Refund Policy.
- 2.5 Where support needs go beyond what can be met with reasonable adjustment during the training and assessment process, and additional support is required, AEG will direct students to an external specialist.



- 2.6 Students are offered specified assistance in the form of study skills and tutorial sessions. These are incorporated into the academic program during each term. These sessions may have a particular emphasis on essay and report writing, writing skills, referencing and plagiarism. As a follow-up, individual tuition is provided on a one-to-one basis geared to the needs of each student. This may include assistance with oral presentations, editing of assignments, preparation techniques for exams. This support is provided during additional classes offered by AEG which provide language support for the students. At-risk students are also encouraged to attend additional writing classes/lessons.
- 2.7 All students and relevant AEG staff are informed of this Policy. Copies of this Policy are in the policy directory and published on AEG website.
- 2.8 All information relating to students gathered during needs identification, training and evaluation will remain confidential and is stored in their student file.
- 2.9 Students will have access to any information gathered by AEG about them as defined in AEG's Privacy Policy. AEG ensures personal information is collected, used and disclosed in accordance with all applicable privacy laws.

POLICY REVIEW

This Policy will be reviewed as part of AEG's three (3) yearly review cycle or as legislation requires.

RELEVANT LEGISLATION

This document references the following legislation, regulations, codes and standards:

Relevant Legislation/codes/standards	
Commonwealth	Standards for Registered Training Organisations (SRT02015)

RELATED POLICIES AND PROCEDURES

This document references the following AEG policies and/or procedures:

Related Policies and Procedures	
Policies	Privacy Policy

KEYWORDS

Keywords	Language, literacy, numeracy, IELTS, training
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POLICY OWNER

Policy Owner	Learner Innovation Unit
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POLICY/PROCEDURE HISTORY

Policy History			
Current version	Current version release date	Author	Description of changes
Language Literacy And Numeracy Policy V2.0r	March 2012	Sharon Luhr and Carolin Long	Merged policies from different providers into 1 policy
Language Literacy And Numeracy Policy V2.1r	May 2015	Sharon Luhr and Carolin Long	Updated to new letterhead
Language Literacy And Numeracy Policy V2.2r	January 2019	Sharon Luhr	Added version history corrected typos
Language, Literacy and Numeracy Policy v2.2R(APC)	June 2019	Sara Gaudry	Update of letterhead and format of Policy. Addition of "Definitions and Acronyms", "Relevant Legislation", "Related Policies and Procedures", "Keywords" and "Policy Owner". No change to the content of the Policy.
Language, Literacy and Numeracy Policy v2.3R(APC/APC Design School)	October 2020	Sara Gaudry	Update of letterhead, addition of APC Design School and removal of APTT. No change to content.
Language, Literacy and Numeracy Policy v2.4R(APC/APC Design School)	February 2021	Sara Gaudry	Minor amendments to policy. No change to the substance of policy.
Language, Literacy and Numeracy Policy v2.5R(APC/APC Design School)	October 2021	Sara Gaudry Ron Newman	Full review of policy and addition to VSL requirements for language, literacy and numeracy.
Language, Literacy and Numeracy	May 2022	Sara Gaudry	Addition of clause 1.4 to satisfy section 82(1)(c) of the VSL Rules.



Policy History			
Current version	Current version release date	Author	Description of changes
Policy v2.6R(APC/APC Design School)			
Language, Literacy and Numeracy Policy v2.7R(APC/APCDS)	February 2023	Sara Gaudry Cornelia Ramsay Ivan Kumar	Change of definition of Overseas student to international student and update domestic student definition and addition of clause 2.4
Language, Literacy and Numeracy Policy v2.8R (APC/APCDS)	August 2024	Sara Gaudry	Removal of VSL requirements as a result of request for the revocation of our VSL approval (clauses 1.3 and 1.5)
Language, Literacy , Numeracy and Digital Literacy Policy v2.9R (APC/APCDS)	Sept 2025	Colin Jones Sara Gaudry	Addition of digital literacy as a result of the new requirement in the Standards for RTOs Outcome Standard 2.2a and general review.