M.S Aviation Pty Ltd T/A Australian School of Commerce
RTO NO. 41089 I CRICOS NO.: 03489A
Melbourne Campus: Level 4, 123-129 Lonsdale Street Melbourne, Victoria 3000 Australia
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Language, Literacy, Numeracy and Digital Policy

1. Purpose

The purpose of this policy is to ensure that students at M.S Aviation Pty Ltd T/A Australian School of Commerce 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 Australian School of Commerce (ASOC) 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 Australian School of Commerce (ASOC). 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.

VET Student: Means a learner that uses or purchases the services provided by Australian School of Commerce (ASOC).

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.

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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

Australian School of Commerce (ASOC) 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 VET 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: apply@asoc.edu.au.

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6. Policy Statement

6.1 Information Accuracy and Transparency - LLND information provided to VET 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 ASOC's website www.asoc.edu.au.

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

6.4 Australian School of Commerce (ASOC) will not discriminate against VET Students who will be identified as needing LLN&D assistance. ASOC will ensure reasonable adjustments are available for VET 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 VET Student progress.

7. Requirements

7.1. One of the essential entry requirements for this course is that VET Students must possess sound Language, Literacy, Numeracy and Digital skills to satisfactorily undertake their course work at Australian School of Commerce (ASOC). 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 VET Students throughout their learning journey. These skills enable VET 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 VET 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 VET Students wanting to study at Australian School of Commerce (ASOC).

Refer to below procedures for detailed information.

8. Procedures

8.1 Pre-Enrolment Information and LLN&D Testing Access

Once a prospective VET Student expresses interest in enrolling in a course, ASOC will provide access to relevant marketing materials and entry requirements, including the requirements to complete an LLN&D assessment prior to enrolment. VET Students will be provided with the following:
- LLN&D test link

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- Application Form
- Pre-Training Review (PTR) Form
- Student Handbook

8.2 Conducting the LLN&D Assessment

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

During the Pre-Training Review (PTR) interview, VET 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 VET Student did not complete the LLND test honestly or independently, the VET 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 Australian School of Commerce (ASOC) courses will be as following:

Qualification	Performance Level
SIT30821-Certificate III in Commercial Cookery	ACSF Level 3
SIT40521-Certificate IV in Kitchen Management	ACSF Level 4
SIT50422-Diploma of Hospitality Management	ACSF Level 4
BSB40920- Certificate IV in Project Management Practice	ACSF Level 3
BSB50820- Diploma of Project Management	ACSF Level 4
BSB50120 - Diploma of Business	ACSF Level 4
BSB60720- Advanced Diploma of Program Management	ACSF Level 4
BSB60120 - Advanced Diploma of Business	ACSF Level 4
BSB80120-Graduate Diploma of Management (Learning)	ACSF Level 4

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

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8.5 LLN&D Support and ACSF Support Plan

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

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

Support will be provided if a VET Student's performance level is less than the required level. Support plans for VET 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 VET 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- VET 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- VET 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-VET 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, VET Students can also be provided with support in Grammar, Vocabulary, Pronunciation. VET Students must contact ASOC to seek assistance or support in LLN.
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.

To provide support where training recommendations are made, ASOC may develop training and learning materials to ensure that the relevant LLN&D requirements of specific units of competency or training packages are integrated into the learning and assessment resources.

Accordingly, the Australian School of Commerce (ASOC) will embed LLN&D principles into its delivery, learning, and assessment tasks, in alignment with the specific employability skills and training package requirements.

Support will be delivered through classroom integration, individual sessions, or referrals, and facilitated by staff holding TAE40110 or equivalent training credentials.

Australian School of Commerce (ASOC) 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.

Australian School of Commerce (ASOC) will ensure that the academic staff members implement appropriate strategies to assist the VET Students who need LLN&D assistance with their learning and maintain fairness, confidentiality, and equality in dealing with them.

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All LLND support will be evaluated and conducted by staff holding TAE40110 - Certificate IV in Training and Assessment or higher training credentials within in Training and Assessment.

8.6 Digital Literacy Evaluation

Digital literacy will be assessed alongside other LLN components to confirm VET Students' ability to:
- Navigate online learning platforms
- Upload assessments
- Use digital communication tools

VET 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, and digital communication etiquette.

To access support, VET Students can visit Student Support officer in person or contact ASOC at 1300 781 194.

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 record will be stored securely.

*Students are requested to contact Australian School of Commerce (ASOC) at 1300 781 194 for any queries or email us at Info@asoc.edu.au *