



PP13 – LLN and Digital Literacy Support Policy

1. Purpose

This policy ensures that all VET students with identified Language, Literacy, Numeracy (LLN) and Digital Literacy support needs receive appropriate, timely, and tailored support to successfully participate in training. It supports compliance with Outcome Standard 2.3.

2. Scope

This policy applies to all prospective and enrolled students undertaking nationally recognised training with the RTO, and to all staff involved in delivering or supporting LLN and Digital Literacy services.

3. Definitions

Term	Definition
LLN	Language, Literacy, and Numeracy capabilities essential for learning and workplace performance
Digital Literacy	The ability to use digital tools, software, and systems to access and manage information for learning
LLND Assessment	Tools used to assess students' LLN and digital literacy levels at entry
Individual Learning Plan (ILP)	A tailored learning plan created for students requiring additional learning or support strategies
Support Plan	A documented strategy to support students who require additional LLN or digital assistance
ACSF	Australian Core Skills Framework (ACSF) is a national reference tool that describes and benchmarks an individual's performance in the five core skill areas (Learning, Reading, Writing, Oral Communication and Numeracy) essential for learning, work, and life.



4. Legislative Reference

- Standards for RTOs 2025 – Outcome Standard 2.3
- National Vocational Education and Training Regulator Act 2011
- Foundation Skills Training Package
- ACSF and Digital Literacy Framework

5. Policy Statement

The RTO is committed to providing equitable learning opportunities. Where a student's LLN or digital literacy needs are identified, the RTO will:

- Assess needs through LLND assessments during the Pre-Training Review
- Provide reasonable support strategies including additional resources, flexible delivery, or referrals
- Use an Individual Learning Plan (ILP) for students who require ongoing support
- Engage qualified trainers or support staff to deliver appropriate interventions
- Monitor student progress and adjust support as needed
- Maintain confidentiality and encourage self-disclosure without discrimination

6. Procedure – Step by Step

Step	Action Description	Responsible Person
1	Ensure relevant LLND assessment tools are available and current according to the ACSF requirements.	Compliance Manager
2	Administer LLND assessment as part of the Pre-Training Review process	Trainer / Admin Officer
3	Identify students requiring additional LLN or digital literacy support	Trainer / Student Support Officer
4	Discuss LLND needs with student and propose support strategies	Trainer
5	Develop and implement an Individual Learning Plan (ILP) if required	Student Support Officer / Trainer
6	Provide access to tutoring, extra resources, or technology support	Trainer / Support Staff



7	Monitor student progress and make adjustments as needed	Trainer
8	Document support actions and outcomes in SMS or student file	Admin Officer / Trainer
9	Review effectiveness of LLND support strategies annually	Compliance Manager

7. Related Documents

- LLND Assessment Tool
- Pre-Training Review (PTR) Form
- Individual Learning Plan (ILP) Template
- Student Handbook
- Australian Core Skills Framework (ACSF)
- SMS Student File



LLN and Digital Literacy Support Process

