



Language, Literacy and Numeracy Policy

ComSafe Training Services
Community Safety and Research

Version 1.0 – 26 May 2021

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1 Purpose

The purpose of this policy is to ensure that students are supported in their language, literacy, and numeracy needs during their training and assessment with the RTO. This policy enables the trainers and management to identify any gaps in skills and to offer additional support with literacy or numeracy where required.

2 Scope and application

This policy applies to all students entering into an accredited training program with ComSafe Training Services (RTO 91235). This does not apply to non-accredited training.

3 Legal and policy framework

3.1 Legal framework

- National Vocational Education and Training Regulator Act 2011 (Cth)
- Standards for RTOs 2015
- Commonwealth Human Rights and Equal Opportunity Commission Act 1986
- Commonwealth Disability Discrimination Act 1992
- Commonwealth Disability Standards for Education 2005
- Equal Opportunity Act 1995
- Privacy Act 1988
- NSW State Records Act

3.2 Policy framework

The Disability Discrimination Act (1992) requires educational institutions to put in place actions to help ensure equal opportunity for people with a disability. The RTO may alter the assessment strategies, assessment tools and training materials to reduce the impact of disability or specific learning requirements on the student's ability to successfully complete the course where such changes do not alter the academic integrity of the assessments. Such changes or alterations are referred to as 'Reasonable Adjustment'.

The National Vocational Education and Training Regulator Act 2011 requires RTOs to meet the requirements set out in the Standards for RTOs 2015. Clause 1.7 requires RTOs to determine the support needs of individual students and provide access to support services necessary to meet the requirements outlined in accredited training products, prior to commencement of training. Clauses 5.1-5.3 require RTOs to provide clear information to students prior to commencement to ensure the training product is suitable for them based on their specific needs.

4 Policy principles

ComSafe Training Services recognises the importance of basic skills in English language, literacy, and numeracy (LLN) for students in being able to participate actively and effectively in any accredited Training Program. Improving basic skills will assist in breaking down barriers for students in communicating with their Trainers, peers and in the workplace.

5 Policy implementation

All participants wishing to enrol in an accredited training program will be formally assessed against the Australian Core Skills Framework (ACSF) level appropriate to their program. Enrolment in the program will only be confirmed upon successful assessment. Assessment will be performed by The Learning Resources Group, using the 'LLN Robot' software. Trainers will review each participant's LLN report prior to commencement of the course to ensure they hold the appropriate foundation skills to successfully complete the program.

ComSafe Training Services will ensure that all participants enrolled in our accredited Training Programs are given the opportunity to learn based on their individual competencies in LLN identified in their assessment. We recognise that not all individuals have the same skills-set in learning, reading, writing and numeracy. ComSafe Training Services Trainers and staff will endeavour to help and accommodate participants with difficulties in Language, Literacy or Numeracy. If we are unable to meet the specific needs of the participant, we will refer the participant to an external support provider.

6 Monitoring and review

This procedure is subject to systematic review, evaluation and improvement, including annual review and ongoing feedback from stakeholders.

7 Privacy

We respect your rights to privacy under the Privacy Act 1988 and we comply with all the Privacy Act's requirements in respect of the collection and management of your personal information. A copy of the Privacy Act can be obtained on "ComLaw" and further information on FRNSW Privacy Policy can be obtained on <http://www.fire.nsw.gov.au/page.php?id=465>. In relation to the Unique Student Identifier (USI) ComSafe is bound by the Australian Privacy Principles (APPs) in the Privacy Act 1988. ComSafe collects personal information that is reasonably necessary for, or directly related to, its functions and activities pursuant to the Student Identifiers Bill 2014.

ComSafe adheres to the NSW State Records Act 1998 and as a Registered Training Organisation (RTO) registered by ASQA, we are required to securely retain our accredited training documentation. We do not sell our client details to other organisations. The information collected on the enrolment form is for the purposes of processing your registration, participant identification, creating and maintaining participant records, reporting demographics to ASQA and assisting us in improving our service to our clients.

8 Document information

8.1 Related documents

ComSafe Training Services Reasonable Adjustment Policy

8.2 Document control

Policy Manager	Manager, ComSafe Daniel Butler
Contact Officer	RTO Compliance Officer Melissa Chapman
Contact No	1800 787 878
Document type	Policy
Applies to	<input checked="" type="checkbox"/> Firefighters <input checked="" type="checkbox"/> Administrative and Trades Staff <input checked="" type="checkbox"/> Contractors and Consultants
Status	Approved
Security	For Official Use Only
Review Date	26 May 2022
Rescinds	N/A
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8.3 Revision history

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1.0	26/05/2021	Final	D2021/042616	Published
1.1	23/03/2022	Final	D2022/022621	Published