



## **Language, Literacy and Numeracy Policy**

Guild Training is committed to providing language, literacy and numeracy support, where necessary, to learners. Guild Training understands the importance of skills in language, literacy and numeracy (LL&N) and recognises that many adults do not have the LL&N skills they need to effectively participate in training and workplace communication.

Guild Training ensures that:

- All training and assessment materials do not require clients to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being assessed.
- Assistance is provided to those learners who are identified as having language, literacy and numeracy difficulties and agree to be involved.

Guild Training does not discriminate against learners or potential learners who have been identified as having low LL&N skills. Guild Training may refer the participant or potential participant to a professional organisation specialising in LL&N for further assistance

### **Actions and responsibilities**

<b>Action</b>	<b>Responsibility</b>
<p>The National Secretariat will</p> <ul style="list-style-type: none"> <li>• Ensure that LL&amp;N issues are considered during development of Guild Training courses.</li> <li>• Provide relevant staff development opportunities and publications for Guild Training staff to ensure their continued awareness of and competence with regard to LL&amp;N requirement</li> <li>• Foster links with a professional organisation for the referral of learners with LLN problems.</li> </ul>	National Secretariat
<p>State Branches have the responsibility to promote our Language, Literacy and Numeracy Policy to learners at initial inquiry, before the commencement of training, and during the training.</p> <p>Guild Training will provide clear information to its learners about the detail of the language, literacy and numeracy assistance available and of the availability of confidential assistance if they have LL&amp;N problems. This information is included in the Training Agreement and Learner Handbook.</p>	State Branches
<p>State Branches will forward to every potential learner an enrolment form which includes the current language, literacy and numeracy information. Potential learners asked to provide the Guild with any information regarding their LL&amp;N concerns.</p>	State Branches
<p>Where learners have identified a LL&amp;N issue State Branches will ensure appropriate strategies to assist them with their learning. Guild Branches have identified a range of resources and support services available to assist learners with LL&amp;N difficulties.</p>	State Branches
<p>Where there is perceived difficulty in achieving learning goals, the Training Manager and/or Guild Trainer will contact the learner and discuss the issue. Information will be provided about possible alternative pathways to achieve goals, options/choices to overcome barriers and ways to access a supportive network. This information will vary according to the individual needs of the learner.</p>	State Branches
<p>There are a number of ways Guild Training can make reasonable adjustments to the assessment procedure to allow for the LLN skills of learners without losing the integrity component of the assessment. These include:</p> <ul style="list-style-type: none"> <li>• Writing material in plain English</li> <li>• Reading written material directly to the learner</li> <li>• Providing a writer for learners who have difficulty writing</li> <li>• Using signs, pictures and graphics</li> </ul>	State Branches

<ul style="list-style-type: none"> <li>• Asking the learner to demonstrate their skills on-the-job</li> <li>• Use of a tutor or specialist support</li> </ul>	
Ultimately it is the choice of the learner as to whether or not they proceed with the enrolment.	Learner
Where it is not possible to meet the learners LL&N needs, the State Branch will refer the participant to a professional organisation specialising in LL&N for further assistance and will provide the participant with a refund for a credit towards participating in a Guild Training course at a later date.	State Branches
All discussions are to be documented and kept in the learner's file. The learner's progress will be monitored at regular intervals.	State Branches

**Associated documentation**

Training Agreement  
Learner handbook  
Enrolment form

**Related topics**

**References**

**Authority**

National Training Manager – 03.03.2009  
National Training Manager – 15.06.2010  
National Training Manager – 29.07.2011