



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.

This policy and procedure has been developed by the Pharmacy Guild of Australia (the Guild) as an all-inclusive document for delivery of training and assessment services in the state/territory Branches and should be read in conjunction with the individual state/territory Branch policies and procedures

Actions and responsibilities

Action	Responsibility
The National Secretariat will: <ul style="list-style-type: none">• Ensure that LL&N issues are considered during development of Guild Training courses.• Provide relevant staff development opportunities and publications for Guild Training staff to ensure their continued awareness of and competence with regard to LL&N requirements.• Foster links with a professional organisation for the referral of learners with LL&N problems.	National Secretariat
Branches need to ensure that Guild Trainers understand the range of Language, Literacy and Numeracy support services that exist in their state/territory. It is recommended that a list of services is provided to each Guild Trainer.	State Branches
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. 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&N problems. This information is included in the Pre-Enrolment Information Guide and Learner Handbook.	State Branches
State Branches will forward to every potential learner a Pre-Enrolment Information Guide which includes the current language, literacy and numeracy information. Potential learners are asked to provide the Guild with any information regarding their LL&N concerns.	State Branches
Where learners have identified a LL&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&N difficulties.	State Branches
All learners completing a Community Pharmacy qualification will undertake a LL&N assessment as part of their induction process. Note: In the advent that the state / territory Government mandate a LLN process in the funding contract that process will be followed. Where it is not mandated the process outline within this document is to be followed. This LL&N assessment should assess verbal skills, written skills, comprehension and	

numeracy skills. The responses provided by the learner to this LL&N assessment should be reviewed by a trainer who has completed TAELLN411 - Address adult language, literacy and numeracy skills unit.	
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. The learner will be informed of any additional costs associated with this service.	State Branches
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: <ul style="list-style-type: none"> • Writing material in plain English • Providing the learner with the PowerPoint presentations as an alternative to the learner guides • Reading written material directly to the learner • Providing a writer for learners who have difficulty writing • Using signs, pictures and graphics • Asking the learner to demonstrate their skills on-the-job • Use of a tutor or specialist support 	State Branches
Ultimately it is the choice of the learner as to whether 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

Pre-Enrolment Information Guides
Learner Handbook

Related topics

References

Authority

National Training Manager – 03.03.2009
National Training Manager – 15.06.2010
National Training Manager – 29.07.2011
Academy Compliance Manager – 21.10.2013
Academy Compliance Manager – 18.06.2014
Head – Guild Learning and Development – 15.11.2016
Head – Guild Learning and Development – 09.11.2019
RTO Compliance Manager – Membership, Learning and Development – 20.07.2020