PO-52 LANGUAGE, LITERACY, NUMERACY AND DIGITAL (LLND) POLICY & PROCEDURE

1. Purpose

The purpose of this policy is to ensure that all students enrolled with IAME RTO No. 90409 are provided with fair and equitable access to training and assessment regardless of their language, literacy, numeracy or digital (LLND) capabilities.

This policy ensures that the IAME RTO complies with the **Standards for RTOs 2025**, particularly Clauses addressing learner needs, support services, reasonable adjustment, and validation of assessments.

2. Scope

This policy applies to:

- All students and prospective students;
- All Trainers and Assessors;
- All support and administrative staff involved in learner engagement and support.

3. Policy Statement

IAME RTO 90409 recognises that students come from diverse backgrounds and possess varying levels of language, literacy, numeracy and digital ability.

We are committed to:

- Identifying individual LLND needs at enrolment and during the course;
- Providing appropriate support services and reasonable adjustment;
- Ensuring LLND requirements are embedded into the design, delivery and assessment of training products;
- Maintaining confidentiality and upholding the dignity of all students throughout the process.

All LLND assessments and adjustments are managed under the **PO-44 Confidentiality Policy** to protect student identity and learning needs. Any discrimination, failure to implement agreed supports, or breach of confidentiality will be treated as serious breaches under the **PO-53 Misconduct Policy**.

4. LLND Assessment Process

Upon application or enrolment:

- Students are asked to self-identify any LLND needs.
- Where applicable, students complete a **Pre-Enrolment Training LLND Assessment**, aligned to the **Australian Core Skills Framework (ACSF)**.
- Trainers and Assessors may request reassessment if LLND difficulties are observed during course participation.

The purpose of LLND assessment is not to exclude learners but to **identify required support** so that each learner may succeed.

5. Provision of Support

Where a LLND need is identified, the following actions may be taken:

- Additional tutoring or mentoring
- Adjustment of learning materials (e.g., simplified language, audio versions)
- One-on-one support sessions
- Use of assistive technology
- Extended time or alternative formats for assessment

All adjustments must comply with the **Principles of Assessment** and **Rules of Evidence** as per the **PO-27 Assessment Validation Policy.** Adjustments must not compromise the integrity of competency outcomes or regulatory compliance.

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6. Trainer and Assessor Responsibilities

Trainers and Assessors must:

- Understand how to assess LLND skills and apply appropriate adjustments
- Refer learners to internal or external support as needed
- Maintain respectful and confidential handling of LLND disclosures
- Complete LLND records accurately and file them securely in line with the **PO-10 Privacy Policy** and **PO-28 Records Management Policy**

Trainers not adhering to LLND procedures, or who exhibit discriminatory behaviour, may be subject to investigation under the **PO-53 Misconduct Policy** and referred for remediation under the **PO-15 Trainer Continuing Professional Development (CPD) Policy**.

7. Digital Literacy and Access

The IAME RTO acknowledges the increasing digital requirements of vocational training, particularly in the context of online learning, assessment platforms, and evidence collection via digital media (e.g., photos/videos for competency demonstration).

To address digital LLN:

- Students are assessed for digital readiness
- Training is provided on how to use online portals, upload assessments, and engage with learning systems
- Assistance is available for students with low digital literacy or accessibility challenges

All digital support complies with the **PO-31 Cyber Security and ICT Policy** and the **SP-05 Digital Marketing Accessibility and Compliance Statement**. Any misconduct or misuse of digital systems will be addressed under the **PO-53 Misconduct Policy**.

8. Equity and Inclusion Alignment

This LLND Policy forms part of a broader commitment to equity and inclusion, and must be read in conjunction with the:

- **PR-07 Access Equity Policy and Procedure**
- **PO-38 Student Code of Conduct**

All LLND services and responses are culturally responsive and inclusive. Staff are trained to recognise and avoid unconscious bias, stereotyping or prejudice during LLND assessment and support.

9. Misconduct and Breach Handling

If a learner or staff member is found to:

- Deliberately falsify LLND records;
- Breach confidentiality of LLND disclosures;
- Discriminate against others based on LLND status;
- Fail to apply approved LLND adjustments,

...they will be subject to disciplinary action under the **PO-53 Misconduct Policy**, and depending on severity, may also be referred to the Complaints and Appeals process or regulatory authorities.

10. Continuous Improvement and Monitoring

LLND data is collected, analysed and used to improve training delivery, assessment design and learner outcomes. The IAME **PO-15 Trainer Continuing Professional Development (CPD) Policy**, ensures that feedback from LLND assessments and adjustments is used for future planning and compliance enhancement.

LLND is also reviewed as part of regular validation cycles under the **PO-27 Assessment Validation Policy**.

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PO-52 LANGUAGE, LITERACY, NUMERACY AND DIGITAL (LLND) POLICY & PROCEDURE

11. Policy Review and QMS Alignment

This LLND Policy is reviewed annually or when regulatory changes occur. It is a critical component of the IAME Quality Management System (QMS) and must be implemented alongside:

- **PO-44 Confidentiality Policy**
- **PO-53 Misconduct Policy**
- **PR-07 Access Equity Policy and Procedure**
- **PO-15 Trainer Continuing Professional Development (CPD) Policy**
- **PO-31 Cyber Security and ICT Policy**
- **PO-27 Assessment Validation Policy**
- **PO-10 Privacy Policy**

Failure to apply this policy may result in organisational non-compliance with the Standards for RTOs 2025 and compromise student outcomes.

12. Monitoring and Review

The policy will be reviewed annually to ensure alignment with regulatory requirements and industry standards.

Document Control Information and History				
Version	**Date**	**Created / Modified**	**Created by**	**Approved by**
V1.0	17/07/2025	Created	Peter Blanshard Chief Executive Officer – IAME / RTO	Jeffrey Richards Chairperson: IAME Board of Directors