LANGUAGE, LITERACY AND NUMERACY POLICY

Policy Statement

The Australian Institute of Management (AIM) recognises the importance of skills in language literacy and numeracy (LLN) as fundamental to being able to fully participate in training, education and in community life. This participation includes AIM's offerings to its members and others which include public and corporate training, higher education, online training, AIM events, AIM publications and access to the AIM bookshop and library.

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Purpose

This document sets out the policy of AIM on Language Literacy and Numeracy as an enabler for people engaged in attending or benefitting from AIM's services.

Scope

This policy is binding on all AIM employees, consultants and participants.

Any queries about the policy should be directed to the RTO Manager.

Definition

Consultants:	Facilitators, assessors, member of faculty engaged in work on behalf of AIM.
Training Programs:	Public and corporate training courses and the Graduate Studies program.
Vocational Training:	Training courses which fall under the SNVR vocational education and training sector.
Graduate Studies Program:	Units specific to the postgraduate offerings.
SNVR:	Standards for Nationally Regulated RTOs.

Responsibilities

AIM Employees

AIM employees are responsible for obtaining enrolment details, in full, as outlined on the Enrolment Form and ensuring that information pertaining to individual learning requirements is provided to participants prior to enrolment for vocational education and training. The details of how delegates notify AIM of individual needs are outlined in the Participant Handbook.

Enrolment details for the Postgraduate programs are obtained on the Application for Admission form.

RTO Manager

RTO Manager is responsible for the following in the vocational education and training sector:

- Analysing requests from participants communicating individual learning needs.
- Advising consultants of any such needs, prior to commencement date of course, as described in the request.
- Authorising any changes sought by the consultant to accommodate LLN needs. These can be by way of, but not be limited to:
  - approving changes to training materials
  - obtaining other resources such as external training support through an approved training provider/counsellor.
- Authorising a refund for participants where LLN and other individual needs were not identified prior to the commencement of the course and, were not able to be met during the delivery of training.

Graduate Studies Coordinator

Graduate Studies Coordinator is responsible for the following in the postgraduate program sector:

- Analysing the Application for Admission form for any participant individual learning needs.
- Advising consultants of any such needs, prior to commencement date of course, as described on the Application for Admission form.
- Authorising any changes sought by the consultant to accommodate LLN needs. These can be by way of, but not be limited to:
  - approving changes to training materials
  - obtaining other resources such as external training support through an approved training provider/counsellor.
- Authorising a refund for participants where LLN and other individual needs were not identified prior to the commencement of the course and, were not able to be met during the delivery of training.

AIM Consultants

The AIM consultant is responsible for acting upon information obtained through the enrolment process or during the delivery of AIM services where LLN and other individual needs are identified. The consultant may take the following action:

- Discussion with the participant to identify their particular needs
- Reasonable adjustment of the training program delivery and assessment methods to suit these needs
- One-on-one support provided during the training program, delivery and progress monitored by the consultant to promote successful learning outcomes.
- Referral to external lln specialists that are able to provide additional specialised support

Procedure

Needs Identification

Identification of training needs is to be based on the English language literacy and numeracy competencies, which are needed to participate effectively in AIM's training programs. AIM will endeavour to obtain LLN information before commencement of the course/unit although the participant's individual needs may not be identified until after the course/unit has commenced. In this case the RTO Manager and consultant will meet to analyse necessary requirements to meet the participants' individual needs. Where these needs cannot be met, a refund will be given to the participant.

Where support needs go beyond what can be met with reasonable adjustment during the training and assessment process, and additional support is required, AIM will direct participants to a literacy specialist. The participant will be invited to contact the literacy specialist to organise an interview to determine the most appropriate course of action. Additional support may occur on a fee for service basis and be provided by the literacy specialist.

Equal Access

AIM does not discriminate on the basis of perceived or actual LLN skills in enrolling participants into its courses. AIM provides sufficient information for enrolees to make an informed decision on whether they should seek further advice prior to enrolment.

Confidentiality

All information relating to participants gathered during needs identification, training and evaluation will remain confidential.

Participants will have access to any information gathered by AIM about them as defined in AIM's Privacy Policy.