Title:	LLN and UAN Policy & Procedure
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Humanagement Pty Ltd trading as
Print Training Australia
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Language, Literacy and Numeracy (LLN) & Upfront Assessment of Needs (UAN) Policy and Procedure

1.   Policy

Print Training Australia (PTA) is committed to ensuring that all prospective and enrolled participants have equitable access to training and assessment, regardless of their language, literacy, and numeracy (LLN) capabilities and needs. PTA upholds the principles of access and equity by providing fair and transparent assessment processes that identify and support learners who may require additional assistance to succeed in their chosen qualification.

Where PTA identifies that it cannot adequately meet an individual's LLN and or upfront assessment of needs (UAN) identified during the pre-enrolment process, PTA will refer the participant to appropriate external support services or another training provider that can better cater to their requirements.

2.   Purpose

The purpose of this policy is to ensure that PTA meets the requirements of the UAN process for participants seeking to enrol in subsidised training programs under Skills SA funding. This policy ensures that participant's suitability, support needs, and literacy and numeracy capabilities are assessed prior to enrolment to facilitate their success in training.

3.   Scope

This policy applies to domestic students enrolling in any South Australian funded courses offered by PTA. The policy ensures PTA's compliance with Skills SA funding agreements and the UAN Guidelines.

3.   Responsibility

- The National Training Manager and Group Compliance Manager are jointly responsible for the control and issue of this policy and procedure.
- The Business Development staff and if necessary, a Trainer and Assessor conducts the pre-enrolment assessments and ensures, with consultation from the National Training Manager, that necessary support is provided.
- Trainers and Assessors implement learning support strategies as required.

4.   Definitions

4.1   **Language, Literacy and Numeracy (LLN)** refers to the foundational skills of reading, writing, communication, and mathematical understanding needed for learning, work, and daily life. Let me know if you'd like further elaboration.

4.2 **Upfront Assessment of Need (UAN)** is a mandatory process for training providers delivering subsidised training under Skills SA funding. The UAN ensures that students are appropriately assessed before enrolling in a qualification to determine their suitability, support needs, and literacy and numeracy capabilities.

4.3 **Client Consultation Recording Tool (CCRT)** is a recording tool used by PTA to assess a participant's suitability for training.

4.4 **Snapshot Reading and Numeracy Indicator (SRNI)** tool is an online platform provided by ACER that is used to assess the participant's reading and numeracy.

4.5 **Core Skills Profile for Adults (CSPA)** online assessments to identify participant's literacy and numeracy skills, aligned to the Australian Core Skills Framework (ACSF).

4.6 **Australian Core Skills Framework (ACSF)** is a national framework that assesses and develops five core skills—Learning, Reading, Writing, Oral Communication, and Numeracy—on a five-level scale.

5. PTA's LLN and Upfront Assessment of Needs (UAN) Process

PTA conducts a comprehensive UAN process to ensure that the qualification is suited to the participant, identify support requirements, and assess the participants literacy and numeracy capabilities.

5.1 Suitability Assessment

- The Suitability and Support Needs Assessment takes place during the pre-enrolment stage, during which the Trainer/Business Development Manager (BDM) conducts a site visit to determine whether the facility is suitable for training.

- During this visit, the Trainer/BDM completes the CCRT, which helps assess the participant, the business, and motivations for training. The CCRT also identifies the participant's potential barriers or additional workplace support needs. It includes key details such as participant information, job roles, program suitability, known literacy and numeracy (LLN) levels, and previous training history.

- At this stage of pre-enrolment, the participant is also assessed with the 7 areas of suitability and support needs as set out in the UAN suitability and support needs assessment guide. The assessment includes the participant's English Language Proficiency, Ability to meet course requirements, Career Goals and aspirations, Understanding of employment pathways, Understanding of Industry Requirements, Aptitude for learning, and Understanding of Course requirements.

5.2 Support Needs Assessment

- Following the consultation with CCRT, the Trainer meets with the Supervisor and the Participant on-site to gain insight into the participant's work environment, discuss training needs, and set

expectations. The purpose of this assessment is to identify if the participant may have any other barriers to learning and or require any personal support needs.

- The Trainer explains the UAN process to the participant, outlining the requirements of the upfront assessment, the evaluation criteria, and its impact on training. At this stage, the Trainer asks the participant a series of questions to assess their oral communication skills. This involves questions related to their job or general questions to gauge how well the participant communicates verbally.
- The Trainer confirms if any of the statements below apply to the participant and therefore the participant is exempt from completing the SRNI test:

   a. The Participant is currently working in an industry that is aligned with the qualification the participant wants to enrol in and has completed an AQF Certificate IV or higher qualification aligned with the qualification the participant wants to enrol in.

   b. The participant is not currently working in an industry that is aligned with the qualification the participant wants to enrol in and has an AQF Certificate IV or higher achieved within the last 5 years not aligned with the qualification the participant wants to enrol in.

   c. The participant is enrolling in a subsidised skilled set.

5.3 Post Interview Literacy and Numeracy Assessment

- The Trainer provides the participant with the enrolment paperwork for the training program. The enrolment form also includes the pre-enrolment information, UAN components, and the training application form. The participant agreement form will also be completed at this time. This allows the Trainer to gauge the participants reading and writing skills.
- The participant proceeds to complete the SRNI test.
- The Trainer reviews the SRNI Individual Candidate Report and all supporting documentation to determine whether the participant achieved a minimum ACSF exit level 2 in reading and numeracy.
- The trainer advises the participant of the SRNI result.
- If the result is at an ACSF exit level 2 in reading and numeracy, the Trainer advises the participant and progresses in the enrolment process.
- If the result is not at the ACSF exit level 2 in reading and numeracy, the Trainer notifies the participant and explain the need for the participant to take the CSPA tool to further assess.

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- reading or numeracy, or both. The Trainer explains to the participant what is expected in during the assessment especially in the writing assessment.
- The Trainer prepares the participant for the CSPA test.
- The CSPA provides a detailed report and assigned an ACSF exit level and a scaled score. Trainers do not need any specialised qualifications and experience to read the ACSF exit level that appears at the top of the individual report and determines it the participant has achieved the ACSF exit level 2 in reading and numeracy.
- It the participant has achieved the ACSF exit level 2 in the CSPA the participant progresses in the enrolment process.

5.4 Learners who do not meet minimum ACSF exit level

- A CSPA assessment result below ACSF exit level 2 in reading and/or numeracy must be interpreted by a Skills SA approved CSPA Interpreter and a CSPA interpretation report completed.
- Prior to completing the CSPA interpretation report, PTA must ensure the following have been given to the CSPA interpreter:
  • CSPA assessment results
  • information and findings from the suitability and support needs assessment
  • information on any barriers to learning
  • information on what in-house literacy and numeracy support PTA has available.
- Prior to completing the CSPA Interpretation Report, the interpreter discusses their findings with PTA, including the best time to provide supports, if there are gaps (for example before or during the course or some combination of both).
- If a foundation skills support is identified as being required in the completed CSPA Interpretation Report, this will be a condition of access to subsidy for the participant. The Trainer will inform the participant about this condition of access when completing the Participant Agreement, during the UAN process if the participant needs foundation skills, and when completing the enrolment process for the establishment of a Training Account. Participants must sign a Participant Agreement confirming their commitment to complete the required foundation skills training as a condition of enrolment.
- In the event that the participant requires to undertake an approved foundation skills support they will be referred to Interskills (RTO 6653), an approved Success and Wellbeing Services (SWS) provider.

5.5 Who can interpret a CSPA assessment results

The interpretation of CSPA assessment result must only be undertaken by literacy and numeracy trainers and assessors, who hold, at a minimum:

- literacy and numeracy trainer and assessor qualification at AQF Certificate IV or higher AQF qualification in English language and/or literacy and/or numeracy, and

- 2 years' full time or equivalent part-time experience in training and assessing literacy and numeracy in an adult education environment, and
- trainer and assessor qualification requirements as specified by the Standards for Registered Training Organisations (RTOs) 2015 or its successor.

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6.   Compliance and Recordkeeping

- All UAN assessment records, including interview notes, assessment results, and support plans, will be securely stored for a minimum of three years.

- PTA will ensure compliance with Skills SA's data reporting requirements and notify Skills SA of any significant concerns regarding a participant's suitability for training.

- Any modifications to the UAN process for equity reasons (e.g., participants with disabilities or regional learners) must be approved by Skills SA.

7.   References

- PTA Enrolment Application Form

- Print Training Australia SWS Partnership Agreement

- Skills SA Upfront Assessment of Needs (UAN Guidelines)

- UAN Suitability and Support Needs Assessment Guide

- Skills SA literacy and numeracy capabilities for subsidised courses

8.   Review

Amendment Schedule

Date	Modification	Detail	By
14/03/2025	New	New Policy and Procedure to align the UAN process into PTA's pre-enrolment.	National training Manager and Group Compliance Manager

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