



NAME OF POLICY	LANGUAGE, LITERACY AND NUMERACY	DATE
RELATED POLICIES	Education, Training and Development Policy Performance Appraisal Policy Recruitment, Selection and Orientation Policy	
DEFINITIONS	<p>The foundation LLN skills include the range of learning, reading, writing, oral communication and numeracy skills required to participate in work and in the wider community.</p> <p>Although the terms ‘language, literacy and numeracy’ (LLN) are generally used together they are not interchangeable or always linked. For the purpose of this policy each term is defined below.</p> <p>Language: involves the words, verbal structures and gestures we use to convey meaning. In using language, we generally use a combination of communication forms such as speaking, listening, writing and visual communication.</p> <p>Literacy: is the ability to read and use written information as well as to write appropriately in a range of contexts. Literacy involves the integration of speaking, listening and critical thinking with reading and writing.</p> <p>Numeracy: involves the practical application of mathematical skills to absorb, use and evaluate information in numerical or graphical form. Depending on its form this can include basic number skills, spatial and graphical concepts and the use of measurement.</p> <p>Digital Literacy: Although not traditionally included in the definition of LLN, digital literacy now plays a major role in workplace communication within the Aged Services Sector. Digital literacy involves the use of electronic devices to communicate and provide written documentation.</p>	

1. INTRODUCTION

Language, literacy and numeracy skills underpin almost all areas of work in the Aged Services environment. From CEO to carer to hospitality roles, language, literacy and numeracy (LLN) skills can influence the performance of workplace tasks.

This organisation understands the importance of skills in English language, literacy and numeracy and recognises the value of these skills for employees to effectively participate in our workplace.

We also recognise our obligation to ensure, as much as possible, that employees are supported in their job roles and where feasible are provided with LLN development opportunities.

2. PURPOSE

The purpose of the Language, Literacy and Numeracy Policy is to ensure:

- › that all employees’ LLN needs, applicable to their job roles, are identified as they are recruited into the organisation
- › that as employees move into new job roles their LLN needs, applicable to the new job role, are identified
- › that all employees are provided with the appropriate support and/or opportunities to improve their LLN skills to meet the requirements of their job role.

3. PROCEDURES	
3.1. RESPONSIBILITIES	<p>This organisation, its managers and employees have the responsibility to:</p> <ul style="list-style-type: none"> › identify LLN needs applicable to an employee’s job role › provide employees with the necessary support and/or training to ensure they have the LLN skills to perform their job role › provide employees with advice and support in the provision of LLN assistance services › refer employees (on a volunteer basis) to professional organisations specialising in LLN skills › ensure all information relating to an employee’s LLN skills will be treated as confidential and in accordance with the organisation’s privacy policy.
3.2. HOW LLN IS EMBEDDED INTO PRACTICE	<p>This organisation recognises the importance of determining an employee’s level of LLN skills or skills gaps.</p> <p>We have developed a process that commences at employment using the LLN Assessment Tool. This process is applied when individuals move onto a new job role, and is incorporated into the annual performance review.</p> <p>We will ensure that all workplace documents, policies, procedures and signage are written in plain English and tested for conciseness, simplicity and clarity of the document content. Plain English is a way of presenting information that helps someone understand it the first time they read or hear it. It allows them to get the information they need, understand it easily and act on it if they need to.</p>
3.2.1. LLN ASSESSMENT TOOL	<p>This organisation will use the Aged Services Sector LLN Assessment Tool or develop and use its own LLN Assessment Tool as part of our recruitment and selection of new employees into the workplace. An Assessment Tool will also be used in selecting internal applicants for vacancies or employees moving into a new job role.</p> <p>The Assessment Tool will be at a level of difficulty appropriate to the position/job role and include questions and activities appropriate to the job role.</p> <p>The results of a completed LLN Assessment are not to necessarily eliminate a job applicant from being offered a position, but to provide information on where support or assistance may be required. This also applies to existing employees applying to move into a new job role.</p>
3.2.2. POSITION DESCRIPTIONS	<p>Position descriptions and selection criteria will be prepared for each job role within the organisation. Each position description will include:</p> <ul style="list-style-type: none"> › a description of all tasks and responsibilities written in plain English › a description of the LLN skill requirements appropriate to the position › a LLN Job Profile which provides a description of the position’s tasks with corresponding LLN levels/descriptors (examples of the level/standard of reading, writing, numeracy, oral communication, learning and digital literacy required to undertake a task).
3.2.3. RECRUITMENT AND SELECTION	<p>The organisation has a Recruitment and Selection Policy and Procedure that:</p> <ul style="list-style-type: none"> › includes LLN Needs Identification: a potential employee’s LLN skills need will be identified through the use of an LLN Assessment Tool. The tool will be customised to ensure appropriateness to the LLN skill level requirements of the specific job role being recruited. › ensures all on-boarding documentation including policies, procedures, employee handbook and other organisational documentation will be written using plain English to ensure all new employees easily understand the document’s content.

3.2.4. PERFORMANCE APPRAISAL

This organisation has a performance appraisal system that:

- › addresses LLN requirements of the employee's job role
- › provides feedback to the employee to continually improve their work performance including LLN requirements of their job role
- › provides appropriate support and opportunity to improve their LLN skills to meet the requirements of their job role.

3.2.5. TRAINING AND DEVELOPMENT

- › as much as is feasible we will support an employee to attend LLN training
 - › training and support to improve LLN skills may be provided either through use of an external provider or as part of internal training
 - › where LLN training is provided internally, we will use LLN training resources available on the Aged Services Workforce Hub, delivered by an appropriately skilled employee.
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