



NAME OF TOOL	ORGANISATIONAL LLN DEVELOPMENT PLAN (EXAMPLE)
	<ul style="list-style-type: none"> <li>▶ List any actions that need to be taken after completing the Review of Current LLN Practices Checklist</li> <li>▶ List any training or other development that needs to be undertaken as a result of employees completing the Assessment Tool</li> </ul>

NO.	OBJECTIVE	STRATEGY/ACTION	MEASURE & METHOD	RESULTS OF ACTION COMPLETED
1	<p>Workforce has the required level of computer literacy to access and use computer programs relevant to job role.</p>	<p>Assess organisation's computer literacy requirements against identified job roles using the Job Role Profiles.</p> <p>Deliver training to bring staff up to the required level of computer literacy for their job role.</p>	<p>Compare record of individual computer literacy at completion of program with individual level at commencement of program.</p>	
2	<p>Staff have the required level of oral communication skills relevant to their job role and associated tasks.</p>	<p>Assessment tool completed as part of the new employee recruitment process</p> <p>Completed Assessment Tool assessed against LLN requirement of the Position Description using the Job Role Profiles.</p>	<p>Identify oral communication level required to competently undertake workplace duties and communicate effectively with an older person.</p>	<p>Three 'Effective Communication with Older Person' programs have been conducted.</p> <p>Dec 2015 resident satisfaction survey - 80% of respondents were satisfied or more than satisfied with oral communication by employees.</p>

DELIVERY METHOD(S)				
NO.	OBJECTIVE	DELIVERY METHOD	TIME FRAME	RESOURCES
1	<p>Ensure the workforce has the required level of computer literacy to access and use computer programs relevant to job role.</p>	<p>Deliver gap training to groups and individual as required.</p>	<p>4 x 1-hour group or 4 x 0.5-hour individual sessions</p>	<p>Workplace documentation and computers.</p> <p>Computer Literacy Assessment Tool</p> <p>Basic computer training package</p>
2	<p>Staff have the required level of oral communication skills relevant to their job role and associated tasks</p>	<p>Deliver 'Effective Communication with Older Person' program.</p>	<p>3 x 2-hour group sessions</p>	<p>Workplace oral communication guidelines/samples</p> <p>Aged Care Communication DVD</p> <p>Communication workbook/ resources</p>