

Hospitality Group Training LLN Policy

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1. Purpose

This policy sets out HGT’s framework to identify, support and monitor Language, Literacy and Numeracy (LLN) needs of apprentices and trainees so they can safely participate, progress in training, and complete their apprenticeship/traineeship. It combines HGT’s existing LLN commitments with current compliance requirements and guidance.

2. Scope

Applies to all HGT apprentices/trainees, host employers, HGT staff (Industry Consultants/Mentors, Payroll/Accounts, Compliance), and partner Registered Training Organisations (RTOs) across Western Australia.

3. Policy Principles

3.1 HGT Commitments (from current LLN policy)

- All documents produced or used by HGT are written in plain English.
- A range of methods are in place to assist students to measure their LLN abilities.
- Students identified as requiring additional LLN needs are provided with sufficient advice and support services.
- All course materials and assessment tools are developed with LLN needs in mind.
- Our trainers are provided with the necessary professional development to manage LLN issues as they arise.
- Those who have been identified to require additional support are not discriminated against.
- Students who require or request additional LLN support are referred to professional organisations as appropriate.
- Approaches to learning are adapted to suit the needs of those requiring LLN support.

3.2 Priority Cohorts

- Learners with lower educational attainment.
- Aboriginal and Torres Strait Islander learners.
- Learners with disabilities or learning difficulties.
- Learners whose first language is not English.

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3.3 Compliance Principles

- Early identification using ACSF-aligned methods (diagnostic tasks, interviews, observations, pre-training review).
- Access and equity: provide or facilitate reasonable adjustments so learners can participate on the same basis as peers.
- Safety and competence: supports and adjustments must not compromise training package outcomes or workplace safety.
- Collaboration: coordinate with RTOs and host employers to align support with the training plan and workplace tasks.
- Privacy and dignity: LLN information handled confidentially with informed consent.
- Continuous improvement: evaluate LLN outcomes through monitoring visits, assessment reporting and surveys.

4. Roles & Responsibilities

HGT Industry Consultant / Mentor

- Conduct pre-training LLN review (or sight RTO assessment) and determine support needs.
- Develop, implement and review the LLN Support Plan; coordinate reasonable adjustments and referrals.
- Monitor LLN progress during scheduled visits and escalate risks.
- Liaise with host supervisors to align tasks and instructions with learner LLN profile and ensure safety.

Host Employer

- Provide a safe environment; give clear, structured instructions and allow practice time.
- Implement agreed LLN adjustments (e.g., visual task/recipe cards, buddy systems, checklists).
- Participate in reviews and provide feedback to support training progress.

Partner RTO

- Undertake LLN assessment and provide educational/support services, including reasonable adjustments, in training and assessment.
- Consult with the learner and HGT on adjustments and ensure they are implemented in reasonable time.

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- Ensure assessment integrity while offering alternate formats and extended time where appropriate.

Apprentice/Trainee

- Participate in LLN screening and support; communicate issues early.
- Attend off-the-job training and follow safety requirements.
- Engage with workplace coaching and foundation skills activities.

5. LLN Identification & Assessment

5.1 Pre-Training Review (PTR)

At recruitment/induction, LLN needs are identified using ACSF-aligned tools and workplace observations. Results inform support planning and safety checks.

5.2 ACSF Benchmarking

LLN performance is mapped to ACSF core skills (Learning, Reading, Writing, Oral Communication, Numeracy) and compared to the demands of the training product and typical workplace tasks (e.g., reading SOPs, calculating ratios, writing shift notes, customer communication).

5.3 Safety & Risk

Where LLN gaps present potential safety risks (e.g., misreading labels), mitigations are embedded (pictograms, supervised practice, checklists, buddying).

6. LLN Support & Reasonable Adjustments

6.1 Support Options

- Instructional supports: simplified SOPs, visual aids, glossaries, task cards, chunked instructions, modelling.
- Communication supports: buddy systems, role plays, daily briefings, comprehension checks.
- Numeracy supports: calculators/conversion tables, recipe scaling sheets, supervised reconciliation practice.
- Digital/assistive tech: screen readers, text-to-speech, enlarged print, captioned videos.
- RTO supports: LLN tutorials/foundation skills classes; extended time; alternate assessment formats (without lowering competency requirements).

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- Referral to professional organisations where specialist support is required.

6.2 Reasonable Adjustment Process

- Consult the learner; document adjustments, owners and timeframes.
- Ensure adjustments are effective and practical, and made in reasonable time.
- Review and adapt during monitoring visits; maintain assessment integrity and workplace safety.

7. Collaboration & Information Sharing

With learner consent, the LLN Support Plan is shared with the host supervisor and RTO to implement supports and uphold duty of care. Records are handled confidentially.

8. Monitoring, Recording & Reporting

Industry Consultants record LLN progress and outcomes during minimum six-weekly visits; maintain secure records of PTR results, ACSF mapping, support plans, adjustments, referrals and reviews; contribute workplace feedback to RTO assessments.

9. Complaints & Grievances

Learners may raise concerns about LLN supports/adjustments via the GTO grievance pathway. Issues are handled promptly, fairly and confidentially, with escalation to the Grievance Officer as needed.

10. Access & Equity, Anti-Discrimination

HGT upholds Equal Opportunity and Disability Standards obligations, providing reasonable adjustments to enable participation on the same basis as peers, unless unjustifiable hardship applies (documented). Harassment and discrimination are prohibited.

11. Quality Assurance & Review

This policy is reviewed annually or when relevant standards/legislation change. Continuous improvement actions are logged and overseen by the Training, Business & Development Manager.

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12. Definitions

LLN: language, literacy and numeracy capability needed to participate in training and workplace tasks.

ACSF: Australian Core Skills Framework describing five core skills across five performance levels used to benchmark LLN.

Reasonable Adjustment: modification enabling participation on the same basis without lowering competency outcomes or safety standards.

13. Document Control

Related documents: Recruitment & Induction Procedure; Monitoring Visit Template; Grievance Procedure; Host Employer Handbook; Stand-Down Policy; WHS Policy. Next review: December 2026.

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