

**NOTE:** For the purpose of this document the term “The Company” refers to Toowoomba Regional Group Apprenticeship Company Pty Limited, Downs Group Training and DGT.

## **LANGUAGE, LITERACY AND NUMERACY (LLN) POLICY**

The Language, Literacy and Numeracy (LLN) Policy is to ensure all participants are supported with their LLN requirements and are actively encouraged to participate in, and have access to English language, literacy and numeracy programs and services.

The Company is committed to:

- the inclusion of LLN competencies into all levels of training it conducts
- providing support services to ensure participants skills are sufficient to meet the requirements of their course and or employment
- flexible delivery and assessment, where required, to match the needs of the participant

This policy is supported by The Company’s policy on Equal Employment Opportunities (OP-006) which clearly states –

*Equal employment opportunity (EEO) means that everyone should have fair and equitable access to jobs, employment conditions, training and promotional opportunities.*

**Access:** *Implies no one entitled to a service should face any barriers to receiving the service in comparison to other entitled persons regardless of the diversity of their backgrounds eg. age, gender, sexual orientation, race, religion, disability, culture, religion or language.*

**Equity:** *Implies fairness and means that all who are entitled to a service should be equally likely to receive them and benefit to the same level.*

This policy is based on the principles that English language, literacy and numeracy skills are:

- important issues when it comes to achieving success with employment, education, training and general participation within the community;
- improved when learning opportunities being undertaken are coordinated and delivered in a variety of contexts relevant to the participants.

All staff are required to sign and abide by The Company’s Confidentiality terms and conditions ensuring the privacy and confidentiality of apprentices, trainees and participants who require additional support services and appropriate strategies.

### **Reference:**

Disability Discrimination Act (Cth)  
Anti-Discrimination Act QLD  
Anti-Discrimination Act NSW  
Standards for Registered Training Organisations (RTOs) 2015