LEVERAGE
ACADEMY

RTO 41017

LLND (Language, Literacy, Numeracy & Digital Literacy) Policy and Procedures

Version 3.0 – February 2026

Version Control

Item	Summary of update	Version	Review date
1	New comprehensive Policy and Procedures document created to replace old, outdated policy suite.	0.1	18/09/2025
2	Formatting and title changes. No changes to content.	1.0	09/02/2026
3	Plain English review and subsumed the LLND Waiver Policy into this policy for easier use and understanding by Academy staff and its learners.	2.0	13/02/2026
4	Further plain English review to increase ease of use and understanding.	3.0	19/02/2026

Quality area	Governance; Accountability; Trainer Compliance
2025 RTO Standards Alignment	Outcome Standards 1.3, 1.4, 1.6, 1.7, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 2.8, 3.1, 3.2, 3.3, 4.1, 4.2, 4.3, 4.4 Compliance Standard 20
Author	Leverage Academy
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Approved by	Bailey Compton
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Purpose

This policy outlines the principles and procedures for Leverage Academy (the Academy) to be able to identify LLND skill levels of its learners at the time of enrolment, to determine whether the learner should undertake an LLND course prior to enrolment into a training program to ensure that learners have the minimum foundational skills to successfully complete their studies and achieve the quality outcomes expected.

Scope

LLND requirements only apply to training products.

Policy

The Academy endeavours to support its learners and provide them with optimum opportunity to complete their learning and assessment requirements, when undertaking a course with the Academy.

The Academy will evaluate learners' foundational skills in language, literacy, numeracy, and digital literacy against the minimum requirements of the training package to ensure learners have sufficient skills and knowledge to successfully complete their chosen qualification.

To this end, the Academy will either:

a) Require learners to undertake an LLND assessment; or
b) Waive the requirement for an LLND assessment based on certain pre-conditions.

Any skills assessments and support strategies will be documented on learners' Training Plans in line with this policy.

Principles

The following principles underpin this policy:

- **Accountability** – The Academy retains ultimate responsibility for all training, assessment, and certification.
- **Compliance** – All learners will be assessed, formally or informally, regarding their foundational skills and likelihood of completing their studies successfully.
- **Due Diligence** – the Academy will ensure it understands every learner's learning needs to support them effectively on their learner journey.
- **Transparency** – Marketing, enrolment, and information provided to learners must be accurate in relation to LLND.
- **Quality Assurance** –The Academy will provide LLND assessments in a fair and consistent manner.
- **Monitoring** – Learners' LLND requirements and progress are regularly reviewed to ensure ongoing compliance and performance.
- **Learner Protection** – The rights, safety, and wellbeing of learners always remain the Academy's priority.

Team and Trainers' Responsibilities

All team members and trainers have the responsibility to:

- Promote the Academy's LLND policy to learners at initial enquiry and before the training course commences.
- Promote the availability and functions of internal and external support services to learners if they have potential LLND issues.
- Ensure learners' confidentiality regarding potential LLND issues and learners' support needs.
- Be flexible when providing training to learners taking into consideration their current LLND skill levels.
- Document any observations, discussions, recommendations, and support strategies on their training plans.
- Monitor a learner's progress during the course and ensure the support strategies are appropriate at any given time.
- Seek additional support or advice from other team members when needed, to ensure an optimal learning journey for learners.
- Undertake regular quality professional development in appropriate subject areas to ensure they are adequately skilled to identify and support the Academy's learners with learners' LLND needs.
- Be open, approachable, and non-judgmental to the learners.

General Obligations for the Academy

1. Mapping Core Skills Requirements

The Academy will identify the Australian Core Skills Framework (ACSF) core skills requirements of its training packages on scope, to ensure that core skills expectations, priorities and gaps are defined, in accordance with the ACSF and the Digital Literacy Skills Framework.

Once the core skills requirements are identified, the Academy will develop appropriate and package specific LLND assessment instruments, wherein each performance indicator of the applicable core skill is assessed through two questions created at the expected level of performance and contextualised to the relevant industry and training package.

2. Identifying Learners' Needs

a) When a prospective learner enquires about a course, the Academy team member provides an **Enrolment Form** with the learner to complete.

b) Prior to onboarding the learner into the SMS, the learner will be prompted to provide their education history on the **Enrolment Form,** and the Academy team member will provide the learner with the option to apply for a **waiver of the LLND assessment**. If the learner indicates they hold one of the following qualifications, the learner may be exempted from taking an LLND assessment:

- School year 12, or an HSC in Australia;
- A University degree issued by an English-speaking university; or

- A Certificate IV, Diploma, or Advanced Diploma issued under an AQF training package.

Alternatively, if the learner can evidence work experience that demonstrates the LLND foundational skills.

c) If the learner has one of the above noted qualifications, the Academy team member will send the learner an **LLND Waiver Application Form** (see Appendix One) to complete. (Note: the learner may still choose to take an LLND course prior to enrolment). In addition, the Academy Team and trainers are skilled to observe:
   - How and to what extent the learner can complete the **Enrolment Form**, **RPL documentation**, and the **LLND Waiver Application Form**; and
   - The level to which and how the learner communicates with staff.

d) Where the learner has the qualifications as set out in paragraph b, and the Academy team member believes based on their observations that the learner's LLND foundational skills may not meet a training package standard, the learner will be required to undertake an LLND assessment, as set out in paragraph e.

e) Where the learner does not have the qualifications as set out in paragraph b, the learner should undertake an LLND assessment. An Academy team member will provide the learner with access to a programme called "Robot."

LLND Waiver Policy

While completion of the appropriate LLND assessment is the standard approach for determining a learner's foundational skill levels and suitability for a specific course and training product, the Academy recognises that there are circumstances where a waiver may be granted. Requiring learners to complete unnecessary LLND assessments may not be conducive to providing the best support for learners.

The Waiver Policy has been based on the demographics of the Academy's learner cohort. The notable features of this cohort are as follows:

- The age of the cohort primarily exceeds 35 years old.
- Real Estate and Strata Management is rarely a career path chosen by persons leaving school. It is usually a second or subsequent career option for an Academy learner.
- Many Academy learners have already achieved qualifications in other fields of practice not offered by the Academy.
- The learner cohort often has experience in a professional workplace, which demonstrates the LLND foundational skills.

An Academy staff member will prompt the learner to complete the **LLND Waiver Application Form** prior to enrolment.

Application of Waiver

Notwithstanding the policy to provide a waiver to the learners with a previous qualification as set out in this policy, the Academy reserves the right to still require an LLND assessment if the following provides reason to doubt a learners' LLND foundation skills:

- The learner fails to provide evidence of previous qualifications or courses of study.
- The learner fails to provide job descriptions, contracts, or other evidence of undertaking work experience (e.g., payslip).
- The learner's proficiency in completing the waiver application form and assembling required documentation, including their ability to follow instructions, provide accurate information, and submit all necessary paperwork.
- The learner's digital literacy as demonstrated by their ability to access, complete, and submit digital forms.

All observations relevant to the learner's LLND skills and the waiver application process should be documented in the learner's aXcelerate file.

3. LLND Skill Deficiencies

If the learner's assessment outcome identifies that the learner does not have adequate LLND skills for their chosen training programme, the Academy's team will in consultation with trainers and assessors:

- Explain to the learner the challenges they may encounter in completing the course with their LLND levels.
- Discuss options and strategies regarding suitable support levels, including internal and external support options.
- Offer alternative options and pathways for training until they can reach the required ACSF and DLSF requirements of the course.

4. Adjustments to Learning and Assessment Processes

Reasonable adjustments must not impact the integrity of the unit of competency or qualification and should be determined carefully to ensure equity and access. In some cases, further consultation with other team members, management, and trainers and assessors may be necessary and adjustments should be carefully documented on the learner's file and learner's Training Plan.

Adjustments may include, but not limited to:

- **Allowing the use of an interpreter.** Ideally this should be an official registered interpreter, not a family member or friend to ensure there is no conflict of interest.
- **Resources and learning materials provided in plain English.**
- **Converting text to audio.** This can be in person or providing access to appropriate technology that converts text to speech.
- **Providing access to technology such as a digital reading pen.**
- **Providing the access to a 'scribe'** for learners who cannot write sufficiently.
- **Using additional aids and means to convey the message**, such as signs, pictures, graphics, and whiteboards.
- **Supplementing the learning resources with videos.**

- **Supplying a calculator**, where appropriate.
- **Allowing learners to collaborate** (whilst ensuring that the individual learner demonstrates their individual skills and knowledge).
- **Providing additional support to learners in the use of the required digital technology.**

Access and Equity

Leverage Academy does not discriminate against VET students or potential learners that have been identified as having potential LLND support needs. However, the learner may be referred to an external professional support organisation, specialising in LLND for further assistance.

It is the decision of the individual learner whether they wish to proceed with enrolment. In the case where the Academy has advised against proceeding with the enrolment until the desired LLND skills have reached the appropriate or recommended level, the Academy will adhere to their *Refund Policy and Procedure* and advise the learner accordingly.

LLND Waiver Approval

1. Where an LLND waiver is granted based on previous qualifications or study, the team member responsible for enrolments may approve.
2. Where the waiver relates to previous work experience, only the Academy Manager may grant the waiver.

Complaints or Appeals involving LLND impacted Learners

Where a complaint or appeal involves a LLND specific learner, the Academy will manage the matter in accordance with its *Complaints and Appeals Policy and Procedures*.

The Academy's CEO or Academy Manager may determine to suspend the learner from the course while the matter is under review.

Policy Governance

Review
All LLND procedures and systems must be reviewed and approved by the CEO and / or Academy Manager before publication to ensure compliance with RTO standards and regulatory requirements.

On-going Monitoring and Compliance
The Academy will regularly monitor its LLND procedures and processes to ensure ongoing compliance and will promptly address any non-compliant practices or areas of improvement identified, and document this in the *Continuous Improvement Register* accordingly.

Definitions

- **ASQA** means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body.
- **LLND** means Language, Literacy, Numeracy and Digital Literacy skills required to complete a certain level of AQF qualification. Skills are measured according to the ACSF framework.
- **DLSF** means Digital Language Skills Framework, the Australian framework developed to outline the skills needed to use digital technologies to achieve personal, educational, and employment goals. It is integrated with the Australian Core Skills Framework (ACSF) and provides a systematic approach to benchmarking, teaching, and describing digital literacy across various levels of complexity in different contexts, such as personal, workplace, and education.
- **ACSF** means the Australian Core Skills Framework, which consists of Reading, Writing, Numeracy, Oral Communication and Learning. Each core skill, also known as a 'Macro Skill' is measured in five levels. The ACSF levels are not equivalent to the AQF levels from the qualification framework.
- **Compliance Standards** refers to the Compliance Standards for National Vocational Education and Training Regulator (NVR) Registered Training Organisations (RTOs) Instrument 2025.
- **Outcome Standards** refers to the Outcome Standards for National Vocational Education and Training Regulator (NVR) Registered Training Organisations (RTOs) Instrument 2025.
- **Training Plan** means the individual plan designed to suit a particular learner to ensure effective and timely completion of their course studies and in line with their expected outcome. This should include learning support strategies in language, literacy, numeracy, and digital literacy.
- **Reasonable Adjustment** is a legally required modification to the learning environment, training delivery, or assessment to ensure learners with a disability or ongoing ill health can participate on the same basis as others. These adjustments are individualised, designed to remove barriers, and do not provide an unfair advantage; they can include changing physical spaces, modifying software, adjusting assessment timing, or providing accessible materials.
- **Mode of delivery** means the methods adopted by the Academy to deliver training and assessment services to VET students.
- **RTO** means Registered Training Organisation.
- **Services** means training, assessment, related educational and support services, and/or activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation, or ICT support.

Appendix One: LLND Waiver Application Form

LLND Waiver Application Form

NOTE – It is a requirement under the 2025 standards for a registered training organisation (RTO) to ensure that enrolling learners have sufficient language, literacy, numeracy, and digital literacy (LLND) skills to enrol in and successfully undertake their chosen course.

Leverage Academy (the Academy) requires all enrolling learners to undertake an LLND assessment unless a waiver is granted in accordance with the LLND Waiver Policy and Procedure. An LLND assessment ascertains whether an enrolling learner has the required LLND skills to complete their chosen course successfully. In some instances, a learner may apply for an LLND assessment waiver if they can provide sufficient and credible evidence to demonstrate their LLND skills. This may be due to previously completed VET courses at a higher level, or their current or past job roles in the workplace. The decision to waive the LLND assessment is at the Academy's discretion, based on set criteria.

The Academy has a responsibility to collect the required evidence and conduct all the quality assurance checks to ensure the evidence is credible.

Please complete this form if you are requesting the LLND assessment to be waived for a Leverage Academy course. You must provide all required information and submit your request by email to info@leveragegroup.com.au, and attach supporting documentation as applicable. This waiver process forms part of the Academy's learner entry and suitability assessment and does not replace any other entry requirements for the qualification/course.
The Academy will consider all LLND Waiver applications in accordance with the Academy's *LLND Waiver Policy and Procedure* and this information will be processed according to the Academy's *Data Management and Privacy Policy and Procedures*.

Date	
Name	
Company (if applicable)	
Academy Qualification / course (code and title)	
Enrolled Academy course date (if applicable)	
Email address	
Contact number	
Address (incl Postcode)	
Have you previously studied with the Academy?	☐ Yes ☐ No *(Previous records may be accessed by Academy staff to review LLND skills levels from past performance).*

Qualification Details *Please list all previously completed qualifications over the last 2 years, especially Certificate IV level and above.*

Qualifications currently held (Please use correct qualification code and title, as shown on certificate)	**Issuing RTO** (RTO name and number)	**Date of Issue**

Supporting documentation attached (these may have to be validated by the issuing RTO)	
☐ Current USI Transcript	☐ Issued Certificates / Testamur
☐ Issued Statements of Attainment	☐ Issued Record of Results
☐ Identification (please specify type such as license, student card, passport etc.):	☐ Other (please specify):
☐ Evidence of digital literacy	

OTHER Supporting documentation attached (these will have to be validated with the employer) (Evidence should be sufficient i.e. multiple types of evidence)	
☐ Current and up to date CV / Resume	☐ Reference(s) / Employment letter(s) from current employer, specifically addressing role and duties and the level of LLND skills displayed in the workplace
☐ Role / job description and / or employment contract	☐ Examples / portfolio of workplace projects completed
☐ Referees' details to speak to (such as supervisors or managers)	☐ Other (please specify – for example, digital literacy):

Learner declaration	
I declare that the information provided in this application is true and correct to the best of my knowledge. I understand that my information will be verified and will only be used for the purpose of the LLND Waiver Application as per the *Academy LLND Waiver Policy and Procedure*. I acknowledge that any decision to waive the LLND assessment requirement is at the Academy's discretion, and that I have the option to appeal that decision according to the Academy's *Complaints and Appeals Policy and Procedures*.	
Learner name	
Learner signature	
Date	

For Leverage Academy OFFICE USE ONLY	
Date request received	
Evidence reviewed and recorded	

☐ Application and evidence recorded and saved on learner's file and in the SMS Date **entered:** ☐ Application and evidence checked for accuracy and sufficient detail, including verification with employers and supervisors ☐Acknowledgement sent to learner (via email) **Date sent:** ☐ Application and evidence forwarded to Assessor / relevant persons **Date sent:** ☐ Application forwarded to CEO and RTO Manager **Date sent:**

LLND Waiver Application Decision			
Course Code and Name		**☐ Granted ☐ Not Granted**	
Assessor's Judgement	How the submitted evidence demonstrates how the learner meets the LLND requirements, including considerations of digital literacy demands of the course		
	If waiver not granted, note reasons and referral to LLND assessment/support options		
Assessor's name		**Date**	
Assessor's Signature			

Note: Any waiver decision must not compromise the requirement that all enrolling learners must have sufficient LLND skills to complete the course.