Language, Literacy, Numeracy & Digital Policy

Skills Recruitment Pty Ltd | RTO 45725 | V3 September 2025

Businessplex is committed to identifying and supporting the language, literacy, numeracy and digital (LLND) needs of students before enrolment and throughout their training. This helps ensure students are suitable for their chosen qualification and are provided with appropriate support to participate successfully in training and assessment.

This policy supports Businessplex's obligations under the 2025 Standards for Registered Training Organisations (RTOs), including assessing student needs, providing appropriate support and ensuring students are suitable for the training product.

LLND Assessment

Before enrolment into a qualification, students will complete an LLND assessment. The assessment will help Businessplex identify the student's current language, literacy, numeracy and digital skills in relation to the requirements of the qualification.

The assessment outcome will be reviewed by RTO/Operations Manager to determine whether the student has the skills required to participate in the qualification and whether additional support is required.

Suitability Outcome

Following the assessment, the student will be advised of their suitability outcome. The outcome may determine that:

- the student is suitable to enrol without additional support;
- the student is suitable to enrol with identified LLND or digital support;
- further information or assessment is required before an enrolment decision can be made; or
- the student is not currently suitable for the qualification and an alternative pathway or support option should be considered.

Student Notification

Businessplex will send the student an email advising them of their LLND and suitability outcome. The email will clearly explain whether the student is suitable to enrol in the qualification.

Where support is required, the email will also identify the support that Businessplex will provide or recommend.

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LLND and Digital Support

Depending on the student's individual needs, support may include:

- additional trainer or assessor support;
- one-to-one assistance or additional learning support;
- additional time to complete learning activities where appropriate;
- assistance with reading, writing, numeracy or understanding assessment instructions;
- support to use the learning management system, email, online learning platforms or other digital tools;
- additional learning resources or practice activities;
- reasonable adjustment where appropriate and permitted by the training product; and
- referral to an appropriate external language, literacy, numeracy or digital support service where Businessplex cannot provide the required level of support.

Enrolment Decision

A student will be enrolled where Businessplex is satisfied that the qualification is suitable for the student and that any identified support needs can be appropriately addressed.

Where the assessment identifies significant LLND or digital skill gaps that may prevent the student from successfully participating in the qualification, Businessplex may delay or decline enrolment and discuss suitable alternatives, further skill development or referral options with the student.

An enrolment decision will not be based only on the assessment score. Businessplex will consider the requirements of the qualification, the student's individual circumstances and the support that can reasonably be provided.

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Ongoing Support and Monitoring

LLND and digital support needs may also be identified after enrolment. Trainers will monitor student progress and discuss additional support where a student is experiencing difficulty. Support arrangements may be reviewed and adjusted during the course where required to assist the student to continue participating successfully.

Records

Businessplex will maintain appropriate records of LLND assessments, suitability outcomes, student notification, identified support needs and support arrangements. These records will be stored securely and handled in accordance with Businessplex's Privacy Policy.

Businessplex will review its LLND assessment and support processes as part of its self-assurance and continuous improvement activities. Student feedback, assessment outcomes, support needs and identified issues will be used to improve the process where required.