

The logo for CITC (Construction Industry Training Centre) features the letters 'CITC' in a bold, orange, sans-serif font.

CONSTRUCTION INDUSTRY TRAINING CENTRE

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CITC 5.24 - Language, Literacy, Numeracy and Digital (LLND) Policy

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Language, Literacy, Numeracy & Digital (LLND) Policy

Access to the Construction Industry Training Centre's (CITC) training courses must be equal for all participants. The CITC does not discriminate against participants whose needs are identified under the standards of Language, Literacy, Numeracy and Digital (LLND) with regards to their enrolment in any current or future training courses. A CITC Language, Literacy, Numeracy and Digital (LLND) form will be completed by all students on the first day of training. In the event of Language, Literacy, Numeracy and Digital (LLND) needs being identified, the student or the CITC as a support requirement for the student, we will discuss options with the student. We will also endeavour to make reasonable changes to offer flexibility to students in need for more intensive Language, Literacy, Numeracy and Digital (LLND) assistance, within the bounds of the law and regulations while ensuring that other students are not disadvantaged in the process. Most of the CITC trainers hold the Unit of Competency TAELLN401A or TAELLN411 – Address Adult Language, Literacy and Numeracy Skills. While this unit does not indicate that a person is a qualified specialist Adult Language, Literacy or Numeracy (LLN) practitioner, it does equip trainers to tailor training to a certain extent, as well as recommend when more intensive assistance is required.

High Risk Work and Other Government Mandated Assessment Tools

It must be understood that with high risk work assessments/training (such as rigging, scaffolding, most cranes, forklifts, EWPs etc) there are mandated assessment tools from Safework Australia that must be completed in the English language. These assessments can be conducted either in a written or verbal format, but it must be undertaken in English. Interpreters are not permitted during high risk work license assessments.

For other courses, where Language, Literacy, Numeracy and Digital (LLND) levels are extremely low, and the CITC does not have the capacity to assist, the CITC will provide information on where the student can obtain assistance with their Language, Literacy, Numeracy and Digital (LLND) needs.

Our enrolment form asks students to provide information regarding their Language, Literacy, Numeracy and Digital (LLND) requirements, or any other special learning needs. Additionally our enrolments team will ask if there are any Language, Literacy, Numeracy and Digital (LLND) issues that the trainer needs to be aware of at the time of enrolment. The CITC will endeavour to obtain Language, Literacy, Numeracy and Digital (LLND) information before commencement of the course although the student's individual needs may not be identified until after the course has commenced.

Assistance

Our trainers and other staff will make every effort to make any necessary adjustments to cater for the student's special needs, but in the event that the student's needs exceed the capacity of the CITC or the requirements of a mandated assessment item, we will refer the student to the appropriate organisation to assist them. An appropriate organisation may include:

- Reading and Writing Hotline (8am – 8pm): 1300 655 506
- English Language Support Services:
 - [English Language Services - Adelaide SA](#) – FREECALL 1800 882 661
 - Adult Migrant English Program (AMEP)
 - Skills for Education & Employment (SEE)

- Ethnic Link Services (non-English speaking background) (08) 8440 2200

Counselling

Students may also need to be directed to other agencies for professional help and guidance.

- Aboriginal, Multicultural, Languages and Learning Resource Centre decdamllrc@sa.gov.au 8301 4850
- Equal Opportunity Commission OCEO@sa.gov.au (08) 7322 7070 or 1800 188 163
- Training Advocate skillscommission@sa.gov.au 1800 006 488
- Mediation Services – www.mediationaustralia.net.au (08) 8379 2910
- Disability Services: 'Life Without Barriers' 1800 935 483
- Lifeline (24-hour service) 13 11 14
- Translating and Interpreting Service: [Interpreting and Translating Centre \(SA\)](http://www.interpretingandtranslatingcentre.sa.gov.au) 08 8226 1990; or National 13 14 50

If an enrolled student is unable to complete the course or assessment due to a low Language, Literacy, Numeracy and Digital (LLND) competency, refunds may be issued on case by case basis at the discretion of CITC management.

Please note: Students requiring support services not provided by the CITC or further support, might receive referral to appropriate external support services. Costs directly associated with the support services are payable by the student and not the CITC.