Information about the language, literacy, and numeracy (LLN) skills assessment

At CTG, our courses are designed for effective learning, and it's crucial for you to possess strong language, literacy, and numeracy (LLN) skills to succeed. To ensure you enrol in a course that suits your abilities, we need to assess your existing skills and competencies, including your LLN skills. Digital skills may also be relevant for specific units.

Our administration team will discuss the required LLN level for a course before confirming your enrolment. This discussion can evolve into a conversation, allowing us to understand your learning needs, issues, LLN concerns, and the necessary support for your successful progression in the course. We encourage you to discuss your concerns directly with us so that we can collaborate to find effective solutions for your studies.

CTG uses both paper-based and online LLN assessments through the student management system (RTOPilot). You will receive instructions for completing the LLN assessment as part of your pre-course enrolment information or booking confirmation email. The assessment includes questions designed to evaluate your basic LLN skills and identify any areas where you may require additional support. We strongly recommend completing the LLN assessment within 24 hours of receiving the instructions from CTG. This allows us to review your results, identify any learning needs and plan appropriate support strategies before you commence training. You must complete the LLN assessment independently without assistance from others or the use of assistive technology or language processing software (e.g. Google Translate, ChatGPT etc).

Online LLN assessment

You are permitted a maximum of three attempts to successfully complete the online LLN assessment through the student management system.

If you do not achieve the required LLN level after three online attempts, you are required to attend CTG to complete a face-to-face LLN assessment using CTG's existing assessment tool, or contact CTG to discuss your results, learning needs and available support options before proceeding with enrolment or pre-study activities.

CTG will review your assessment outcomes and any identified learning needs to determine appropriate support arrangements or further actions required before you commence training.

Paper-based LLN assessment

Where a paper-based LLN assessment is provided, you are encouraged to complete and return it to CTG before attending your course. Alternatively, you may complete and bring the LLN assessment on your first day of training or complete it at CTG before the course commences, where this arrangement is permitted.

Your trainer/assessor will review the completed LLN assessment to determine whether you meet the required LLN level and whether any additional support is needed.

If you experience difficulty reading, understanding or completing the LLN assessment questions, please contact CTG to discuss alternative assessment arrangements, suitable course options or available support strategies.

LLN assessment outcomes and student support

If your completed LLN assessment indicates that you do not meet the required LLN level for your chosen course, CTG will discuss your results with you and consider suitable support strategies, alternative course options or further actions before confirming your enrolment or commencement of training.

If you do not complete the required LLN assessment and, during the course induction or assessment activities, it becomes apparent that you do not have the necessary LLN skills, you may be advised not to continue with the course. Without prior information and planning, CTG may be unable to provide the support you require.

CTG offers LLN student support, including additional training support, verbal assessments (for knowledge/theory assessments only) and the use of interpreters, where approved by the relevant regulatory body. Additional costs may apply. Please contact CTG for further information.

If you require further development of your LLN skills, CTG may recommend that you undertake a suitable course before enrolling in your chosen training program. CTG does not offer English language preparation or other foundation skills development courses. These courses may be available through external organisations such as AMES Australia or Learn Local providers.

Additional instructions for employers making bookings on behalf of students

Employers, employment agencies and recruitment agencies making bookings on behalf of students play an important role in identifying individual learning needs and LLN requirements.

We encourage employers to work closely with CTG's administration team to ensure students are appropriately prepared for their training and assessment.

To assist with this process, employers are requested to:

- Encourage employees (prospective students) to complete the online LLN assessment through RTOPilot or the paper-based LLN assessment, as instructed by CTG, before attending training.
- Where a paper-based assessment is provided, request employees to complete and return it to CTG before the course, where practical. Alternatively, students may bring the completed assessment on their first day or complete it at CTG before the course commences, where permitted.
- Advise employees that they are permitted a maximum of three attempts to successfully complete the online LLN assessment. If unsuccessful after three attempts, they must attend CTG for a face-to-face LLN assessment or contact CTG to discuss their results and available support options before proceeding with enrolment or pre-study activities.
- Encourage employees to inform CTG of any learning difficulties, LLN concerns or additional support needs before commencing training.
- Encourage students to thoroughly read the learner guide or pre-learning materials two to three times before attending training.

Information gathered through the LLN assessment will assist CTG's administration team, RTO Manager and trainers in identifying individual learning needs and planning appropriate support strategies to support students throughout their training and assessment.