

The Australian
Literacy & Numeracy
Foundation



**10756NAT CERTIFICATE III IN
CODING ABORIGINAL LANGUAGES FOR INDIGENOUS LITERACY (CALIL)**

&

**11027NAT CERTIFICATE IV IN
EARLY LANGUAGE AND LITERACY (EL&L)**



PARTICIPANT HANDBOOK

WELCOME

Thank you for choosing to undertake training with the Australian Literacy and Numeracy Foundation (ALNF) as a Third-Party Provider to Ninti Training Limited (NTL), Registered Training Provider (RTO 70018).

Our Trainers, Assessors and support staff will help you to maximise your learning experience, develop your competency and achieve your learning goals.

Please read this handbook carefully as you will find a lot of useful information here. This handbook is a quick reference guide to the ALNF and NTL training programs. It is designed to provide you with relevant information for successful completion of your training and to know your right and responsibilities as a Participant. You can always ask your Trainer or ALNF or NTL staff members if you need more information about the program, your training or assessment.

Good luck with your learning, we hope you enjoy your time with us.

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ABOUT THE COURSE PROVIDER: ALNF

Founded in 1999 by Mary-Ruth Mendel and Kim Kelly, the Australian Literacy and Numeracy Foundation (ALNF) is a registered national charity dedicated to raising language, literacy and numeracy standards in Australia.

What We Do

We raise funds to develop, implement and sustain six groundbreaking programs with tangible results, supporting and upskilling thousands of adults and children across the nation.

ALNF's programs span from early years learning through to adolescent and adult learning and address the needs of a diverse range of individuals and communities, including Aboriginal and Torres Strait Islander, disadvantaged, refugee and migrant communities.

Our Vision

We believe that all Australians have the right to literacy, because being able to read and write is the key to accessing education and employment, and participating fully in society – *Literacy is freedom!*

ABOUT THE RTO: NTL

Ninti Training Limited (NTL) is a unique service providing training and development to organisations in a wide variety of locations and settings. The organisation was originally known as the Central Australian Remote Training Unit (CARTHU). In 2001, the support organisation known as the Central Australian Remote Health Development Services Ltd (CARHDS), responsible for the primary health care training of Aboriginal community-controlled health services (ACCHOS), was independently incorporated under ASIC. Between 2012 and 2016, the training footprint was expanded to remote communities in the Top End and incorporated accredited training in language, literacy and numeracy. In 2021, CARHDS became Ninti Training Limited (NTL).

What We Do

NTL offers revised versions of successful and longstanding training products as well as newly developed projects which reflect the shifting needs and requirements of the community.

Our Values

NTL specializes in working with Aboriginal workers in their communities using a strengths-based model and is mindful to include community members in decisions regarding training.

Our Vision

NTL is striving for capable, confident and competent people. We are dedicated to creating and delivering innovative training services and empowering our client organisations and participants to reach their full potential.

1. OUR OFFERINGS

1.1 EARLY LANGUAGE AND LITERACY

Proven strategies to help children overcome language and literacy learning challenges.

Overview

The Early Language and Literacy program provides early childhood educators, school staff, related professionals, parents and community members with clear strategies to stimulate children to build the foundations for learning to read and write.

It has been developed for children who are experiencing challenges that predispose them to reading failure, however it is appropriate for all children.

11027NAT Certificate IV in Early Language and Literacy (EL&L)

A core component of the program is the 11027NAT Certificate IV in Early Language and Literacy, nationally accredited by the Australian Skills Quality Authority (ASQA). The course is based on current evidence and best practice drawn from the fields of: speech language pathology; pre-literacy and language development; and education. The specially designed content lays the foundation for learning to read via: oral language proficiency, phonemic awareness; print awareness; vocabulary development; and early listening and reading comprehension.

The EL&L course aligns with the National Quality Standards, Early Years Learning Framework, Australian Early Development Census Domains and the National Literacy Learning Progressions.

Units of Competency

To be awarded the Certificate IV in EL&L you must be assessed as competent in all the following six core units of competency:

- NAT11027001 Implement phonological awareness practices for early-stage students
- NAT11027002 Implement pre-phonics practices for early-stage students
- NAT11027003 Implement pre-writing practices for early-stage students
- NAT11027004 Implement pre-reading practices for early-stage students
- NAT11027005 Implement multi-strand teaching practices for early language & literacy development
- NAT11027006 Plan for ongoing early language and literacy growth

Entry requirements

There are no essential entry requirements other than that Participants must have access to real people needing support with early language and literacy.

For any assessment or workplace learning that occurs in a setting involving face-to-face activities with children, the Participant will need to meet the requirements for working with children in the relevant Australian state or territory.

Supervised Training: coursework and workplace mentoring

The EL&L coursework comprises face-to-face and/or distance training across the equivalent of four days as follows:

- Section 1: Introducing EL&L strategies and resources
- Section 2: Further exploration of EL&L resources and strategies; pre-literacy assessments
- Section 3: The theories behind EL&L, review and practice
- Section 4: Theorists and practice continued and planning for integrated EL&L practice.

Workplace mentoring is a critical element of the course training and can take place over time. Generally, the EL&L Trainer visits a Participant's workplace (for example: early childhood education centre or school) to assist them with their EL&L practice. This can include Trainer demonstrations of EL&L strategies; observing and providing feedback on the Participant's EL&L practice with children; and answering any questions they may have. Participants can also be assessed during workplace mentoring, for example in circumstances where a Participant may need to catchup in completing an assessment item.

Unsupervised Training

Participants are provided with two workbooks with training information which they can work through at their own pace outside of training and mentoring sessions.

- EL&L Strategies Practice
- Self-paced learning activities

EL&L Practice is also supported by the EL&L Ideas for Integrated Practice book.

Assessments

To be issued the qualification 11027NAT Certificate IV in EL&L you must be assessed as competent in all six units of competency. The required assessments are contained in:

- Coursework Assessment – assesses your competency in EL&L knowledge and strategies
- Child Planning Assessment – documenting your assessment, planning and reflections on your use of EL&L strategies with a student
- EL&L Practice Logbook – record your 100 hours of workplace-based practice, integrating EL&L strategies into daily activities with your students.

Resources and equipment

During the EL&L course, each Participant receives:

- Manuals for each of the two blocks of coursework: Sections 1-2 and 3-4
- EL&L Ideas for Integrated Practice Workbook
- EL&L Strategies Practice Workbook
- EL&L Self-Paced Learning resources provided via access to Canvas learning management system
- Participant Pack with EL&L multisensory teaching and learning materials
- Coursework Assessment booklet
- Child Planning Assessment booklet
- EL&L Practice Logbook.

1.2 CODING ABORIGINAL LANGUAGES FOR INDIGENOUS LITERACY

"I am alive again. Listen! Language is life.

You have given me Language. You have given me life. I am alive again."

- Warumungu Elder, Tennant Creek, NT

"Indigenous peoples have the right to revitalise, use, develop and transmit to future generations their histories, languages, oral traditions, philosophies, writing systems and literatures".

- Article 13 of the United Nations Declaration on the Rights of Indigenous Peoples

Overview

Developed directly in response to requests by Elders by Mary-Ruth Mendel, Speech and Language Pathologist, Coding Aboriginal Languages for Indigenous Literacy (CALIL) directly addresses two key needs:

- Community need and requests for training in the development of quality language and literacy resources in First Language with governance and empowerment by and with the community
- Eradication of distorted pronunciation of First Language words with a practical and workable solution.

CALIL fulfils the need of Aboriginal and Torres Strait Islander peoples to have their First Languages protected from incorrect pronunciations and generated into authentic language and literacy teaching resources. CALIL transitions First Language resources into the modern context and allows speakers to participate in both Indigenous and mainstream ways – two ways.

10756NAT Certificate III in Coding Aboriginal Languages for Indigenous Literacy (CALIL)

CALIL is nationally accredited by the Australian Skills Quality Authority (ASQA) and equips participants with bespoke training in the following:

- Encoding and decoding spoken words into the speech sounds within the pronounced whole word is a taught and learned skill. Most First Language Speaker Groups do have oral language skills but, the conversion of spoken language to print language and literacy resources is a learned process which is not robustly known. This is set out in the course.
- Applying the CALIL Code, via the Code Template, to provide a flexible format for multiple speech sound patterns to be assigned to spoken whole words; The Code is the explicit interface between the oral language and literacy/print resources
- Identifying explicit phonological processing plus word and phonic patterns of speech through a code mark to represent the spoken patterns of words viewed in print format
- Developing an organised system to assign a code number for identifying the authentic spoken pronunciation of the written word and, therefore, to anticipate the spelling of the oral word.

Units of Competency

To be awarded the Certificate III in CALIL you must be assessed as competent in all of the four core units of competency:

- CALCOD001 Code components of a first language (FL) manual
- CALCOD002 Construct first language (FL) phonogram cards
- CALCOD003 Record First Language (FL) words and apply pronunciation code
- CALRES001 Contribute to the development of first language (FL) resources.

Entry requirements

Participants must be speakers of the target First Language or work closely with First Language speakers, *and* have access to Elders/senior First Language speakers in the target First Language who will provide advice and guidance as their Advisory Reference Group on First Language and Culture in relation to the resources developed during the course. There are no educational limitations to entry beyond these requirements.

Training

The CALIL coursework takes place in small groups where Participants build their CALIL skills and knowledge as they create various First Language materials for their target First Language. Training can take place on Country, with Trainers conducting intensive sessions across 1-2-week periods across a 2-3 year period, via distance learning where required and appropriate, and can also take place during classes for high school students with the support of the teacher.

Recognising that First Language speakers are the experts in their own Languages, Participants must engage with, consult and attain the approval of an Advisory Reference Group, comprised of Elders

and other senior First Language speakers to advise and provide approval of on the correct recording of the First Language elements and cultural appropriateness of the materials.

Assessments

The Training and Assessor assess Participants' attainment of CALIL knowledge, skills and strategies through assessments contained in the Coursework Assessment booklet. Some assessments require sign off by the Advisory Reference Group. All assessment items must be achieved to a satisfactory level, along with required approvals from the Advisory Reference Group, before the Assessor can sign off on a Participant's competency.

Resources and equipment

During the CALIL course, each Participant receives:

- First Language (FL) Manual (Participant's record of First Language documentation)
- Themed Vocabulary Workbook
- Index Cards (for draft and final Phonogram Cards)
- Access to the digital Living First Language Platform (optional)
- Coursework Assessment booklet.

2. OUR OBLIGATIONS

Legislations and Regulations

ALNF and NTL comply with all relevant Commonwealth and state legislation and regulations. The requirements that may affect Participants' rights and responsibilities include, but are not limited to:

- [National Vocational Education and Training Regulator Act 2011](#)
- [Standards for Registered Training Organisation \(RTOs\) 2015](#)
- [Privacy Act 1988](#)
- [Privacy Amendment \(Enhancing Privacy Protection\) Act 2012](#)
- [Freedom of Information Act 1982](#)
- [Equal Employment Opportunity \(Commonwealth Authorities\) Act 1987](#)
- [Human Rights and Equal Opportunity Commission \(Transition Provisions and Consequential Amendments\) Act 1986](#)
- [Human Rights and Equal Opportunity Commission Amendment Act 2002](#)
- [Disability Discrimination Act 1992](#)
- [Disability Discrimination Amendment Act 2002](#)
- [Work Health and Safety Act 2011 No 10 \(NSW\)](#)
- [Workplace Health and Safety Regulation 2017 \(NSW\)](#)

Access & Equity Principles

ALNF and NTL are committed to access, equity and the elimination of all forms of discrimination in their service provision. It is our shared policy to create a fair and equitable learning and training environment for all participants and clients irrespective of, but not limited to: race, gender, religion, political opinion, nationality, social origin, age, medical condition (including HIV/AIDS), marital status, disability, sexual preference or trade union affiliation. ALNF and NTL have developed processes to ensure that all Participants, staff and contractors follow access and equity principles.

Record Keeping, Privacy and Confidentiality

ALNF and NTL retain the following records for each Participant:

- enrolment details and forms completed on enrolment
- attendance records
- outcomes of units of competency
- assessment evidence
- Certificates and Statements of Attainment issued
- records of appeals and reasonable adjustments (if applicable).

These documents are kept in hard copy form for a period of two (2) or more years. An electronic record of Participants' outcomes and qualifications issued is retained for a period of thirty (30) years. Should NTL close its business, all records will be handed over to another Registered Training Organisation (RTO) for safekeeping.

Participant files are stored securely in locked cabinets or archived in a secure storage facility. Participant records are entered into an online student management system called JobReady and an online learning management system called Canvas; access to these is limited and password protected.

NTL collects, holds, uses and discloses personal information to deliver training and assessment services under the National Vocational Education and Training Regulator Act 2011.

ALNF and NTL handle personal information in accordance with Privacy Act 1988 and the Australian Privacy Principles.

Your personal information (including sensitive information) is collected directly from you or from third parties. Where information is collected from a third party, you will be informed or may reasonably expect that ALNF and NTL have been given this information, will know the purpose for which it is collected, and will be able to obtain access to this information.

ALNF and NTL are required to disclose personal information (including sensitive information) to the Australian Skills Quality Authority (ASQA).

ALNF and NTL are also required by law to report certain information about its Participants, such as their employment status, prior education and citizenship status. This information is collected from the Enrolment Form that each Participant completes (AVETMISS questions). De-identified, aggregate data about Participants is submitted to the National Centre for Vocational Education Research (NCVER). Details of the NCVER privacy policy can be found on their web site at www.ncver.edu.au.

ALNF and NTL use personal information (including sensitive information) for the purpose of internal audits, statistical analysis, AVETMISS reporting (please see more information below), research and program evaluations.

Disclosure of personal information to another individual/ third party, without consent, will only occur in order to lessen a serious threat to you or to public safety, and where required by law.

Continuous Improvement

ALNF and NTL are committed to the continual enhancement of their operations so that the changing needs of Participants and the education sector and communities continue to be met. We systematically monitor our training and assessment strategies to make sure that they provide quality.

We encourage all Participants to provide feedback about the quality of training, learning and facilities and resources. All verbal and written feedback can be provided throughout your training. We are always keen to hearing about our service and your training experience with NTL and ALNF.

Participant Satisfaction Surveys

ALNF and NTL conduct regular Participant satisfaction surveys to monitor quality of service. Participant feedback is highly valued as it helps NTL to develop and improve program management processes, and delivery of training and assessment.

Furthermore, NTL uses the feedback collected from Participants to report to the Registering Body (Australian Skills Quality Authority) on its performance. Completing the questionnaire is voluntary and Participants remain anonymous; individual respondents are not identified in any data or reports.

3. KEY ENROLMENT INFORMATION

Unique Student Identifier (USI)

From 1 January 2015 onwards, all Participants who undertake vocational education and training must hold a Unique Student Identifier (USI). A USI is a unique reference code made of 10 numbers and letters that is allocated to anyone studying nationally recognised Vocational Educational Training (VET) in Australia. This can be obtained for free by registering online at <http://www.usi.gov.au>.

Fees and Charges

There is no course fee for EL&L or CALIL charged to individual Participants.

In many cases, ALNF is funded as a charitable organisation to offer the course to benefit communities. In some instances, the employer of a Participant will pay for their staff to attend the course.

Transferring, Deferring or Withdrawing from Your Course

ALNF and NTL are committed to completing the outlined training and assessment once Participants have commenced their study. ALNF is highly accommodating in the delivery of training, mentoring and assessment to take into consideration the personal and community priorities of Participants, their workplaces and communities.

Transferring

If you have been enrolled with another RTO provider in a course delivered by ALNF, you may transfer to NTL. In such cases, admission is processed as per our enrolment process.

Deferring

If you are enrolled in EL&L or CALIL and are experiencing difficulties with your training due to personal or other related circumstances; you may wish to defer your course. If you wish to defer, please contact ALNF to make arrangements.

Withdrawing

A Participant may withdraw/discontinue from a course for any reason. Should you require cancelling or withdrawing from your training at any time, you must advise ALNF in writing by emailing trainer@alnf.org or contacting your Trainer or contacting NTL at contact@nintitraining.com.au.

If a Participant has successfully completed at least one unit of competency, they will be eligible for a nationally recognized Statement of Attainment.

4. TRAINING AND ASSESSMENT

Mode of Delivery

EL&L and CALIL include classroom and small group face-to-face, online and on-site mentorship-style training plus self-paced learning modes. Participants are provided with the necessary training, assessment and reference materials for each unit of competency. Assessment tasks may be conducted during the course, during follow-up training and mentoring sessions with a Trainer, or on-the-job/in community based on the requirements of the qualification. ALNF training and assessment are customised to meet Participant needs.

Trainers and Assessors

ALNF and NTL ensure that EL&L and CALIL are delivered by qualified Trainers and Assessors who are industry/subject matter experts and are capable of delivering high quality of training to all Participants. All Trainers and Assessors have an obligation to maintain currency of their knowledge and skills annually to continue delivering training and assessment activities of our Participants.

Learning Resources

EL&L and CALIL Participants are provided with dedicated learning resources on the commencement of their training. These resources are specifically designed to ensure our Participants develop proper understanding of the subject and assist in completion of the required assessment tasks.

They are also designed to provide ongoing tools for participants' work with language and literacy.

Competency-Based Training & Assessment

Competency based Training develops the skills, knowledge and attitudes required to achieve competency standards. EL&L and CALIL assessments are competency-based assessments.

Competency-based assessment is:

- criterion based, meaning the Participant is not assessed in competition with others, but against a set criteria or benchmark,
- evidence based, meaning the decision of whether a Participant is competent is based on the evidence they provide to the assessor, and
- participatory, meaning the Participant is involved in the process of assessment and has the opportunity to negotiate with the assessor the form the assessment activities will take.

For each assessment that is undertaken, a Participant may receive either a Satisfactory (S) or Not Yet Satisfactory (NYS) result. In order to be assessed as Satisfactory (S), the Participant must provide evidence that demonstrates their ability to perform the required competencies to the required standard. If a Participant is deemed Not Yet Satisfactory (NYS), they have the opportunity to resubmit or re-sit the assessment.

Participants are assessed through a range of activities which include:

- Written and practical assessment items in Coursework Assessment (EL&L and CALIL)
- Completed Practice Logbook (EL&L)
- Consultation with and presentations to First Language Advisory Reference Group (CALIL).

National Recognition (Credit Transfer)

A Credit Transfer (CT) is a form of national recognition that allows a Participant to receive credit for study they have previously undertaken. Participants who wish to apply for a credit transfer must hold a Certificate or Statement of Attainment that list one or more units of competency from the same training package.

ALNF is the only organisation authorised by the Course Owner to deliver the EL&L and CALIL courses. ALNF has mechanisms in place credit transfer from previous versions of the EL&L course. There is no credit transfer for CALIL because there are no other courses with equivalent units of competency.

NTL is obligated to acknowledge all nationally recognised qualifications issued by other Registered Training Organisations (RTOs). NTL may need to verify a candidate's qualification/s in the event that the course that she/he would like to enroll in requires pre-requisite units, or if the Participant would like to apply for a credit transfer. In order to verify a qualification, NTL will check that the issuing RTO exists and that they have the relevant qualification on their scope of registration. If the verification of authenticity cannot be confirmed, NTL may contact the issuing RTO to confirm the candidate's enrolment and award.

NTL will inform you if your application for a credit transfer has been granted.

Please contact ALNF via your Trainer or at trainer@alnf.org if you wish to arrange a Credit Transfer.

Recognition of Prior Learning (RPL)

RPL is the formal acknowledgement of a person's current competencies and prior learning, regardless of how, when or where the learning occurred. In other words, RPL is a qualification pathway that allows a Participant to achieve one or more units of competency through assessment only (no training). Candidates suitable for RPL must have experience in life and/or work relevant to the chosen competency and are able to support this through documented evidence. Participants can complete a course in full or partially through RPL.

ALNF is the only organisation authorised by the Course Owner to deliver the EL&L and CALIL courses. ALNF has mechanisms in place for RPL for EL&L and CALIL.

Please contact ALNF via your Trainer or at trainer@alnf.org for further information.

Rules of Evidence

The assessor must ensure that the evidence is **valid, current, sufficient** and **authentic**.

These are referred to as the 'Rules of Evidence' and have been defined below:

Validity

The evidence collected/gathered by the Participant must be relevant and from a reliable source. In order to determine relevance and reliability, the evidence must meet two assessment requirements;

- Unit of competency performance criteria; and
- Specific evidence requirements, both of these criteria are found in each unit of competency, within the relevant training package.

Currency

The evidence collected/gathered by the Participant must have been completed (if a certificate or previous training or letter of such a course) or documented (if a workplace report, memo, policy, procedure or other thing carried out or actioned, by the Participant).

The objective here is to provide or demonstrate something, which if carried out now, would resemble that which was provided or demonstrated, previously. The question is...Can the Participant still do now, exactly, as they did previously?

Currency is very subjective, and timelines may differ, dependent upon the type of competency or criteria being demonstrated or document submitted.

Sufficiency

The evidence collected/gathered by the Participant must be sufficient, that is, there must be an adequate amount of evidence submitted. Specific requirements are in line with the evidence requirements for each unit within the relevant training package. This advises the Participant and assessor the minimum evidence requirements needed to be collected or demonstrated.

Authenticity

The evidence collected/gathered by the Participant must be authentic. That is, the evidence must not be forged, untrue or misleading. For example – any previous certificate or testimonial will need to be certified as a copy, by a JP or an original tendered. Reports, assessments completed, or anything created by the Participant, must be declared as the work of the Participant. Third party reports/observer reports may also be required, in place of, or in addition to, a Participant's declaration.

Assessment Submission and Record Keeping

The Trainer will inform all Participants of the assessments required. Participants are required to attend planned assessment sessions. Assessment evidence must be the Participant's original work.

Where you may have used some information from a source, referencing is required to acknowledge information from the source/sources where you have used their information in your assessment. If you fail to reference another person's ideas, theories or data you will be in breach of copyright or may be accused of plagiarism. Any work found to be copied from another Participant, or taken from a source without reference, will be deemed Not Yet Competent. NTL will retain a record of all units of competency achieved by a Participant for a period of 30 years.

Re-Assessment

Some Participants are unable to meet the assessment requirements in the first attempt. ALNF and NTL understand such situations and are committed to assist all of its Participants in further development of their knowledge and skills with an aim to their successful completion of the assessment tasks. In such instances, we encourage you to speak to your Trainer and Assessor to arrange mentoring support to ensure you are able to complete your qualification.

Assessment Appeal Procedure

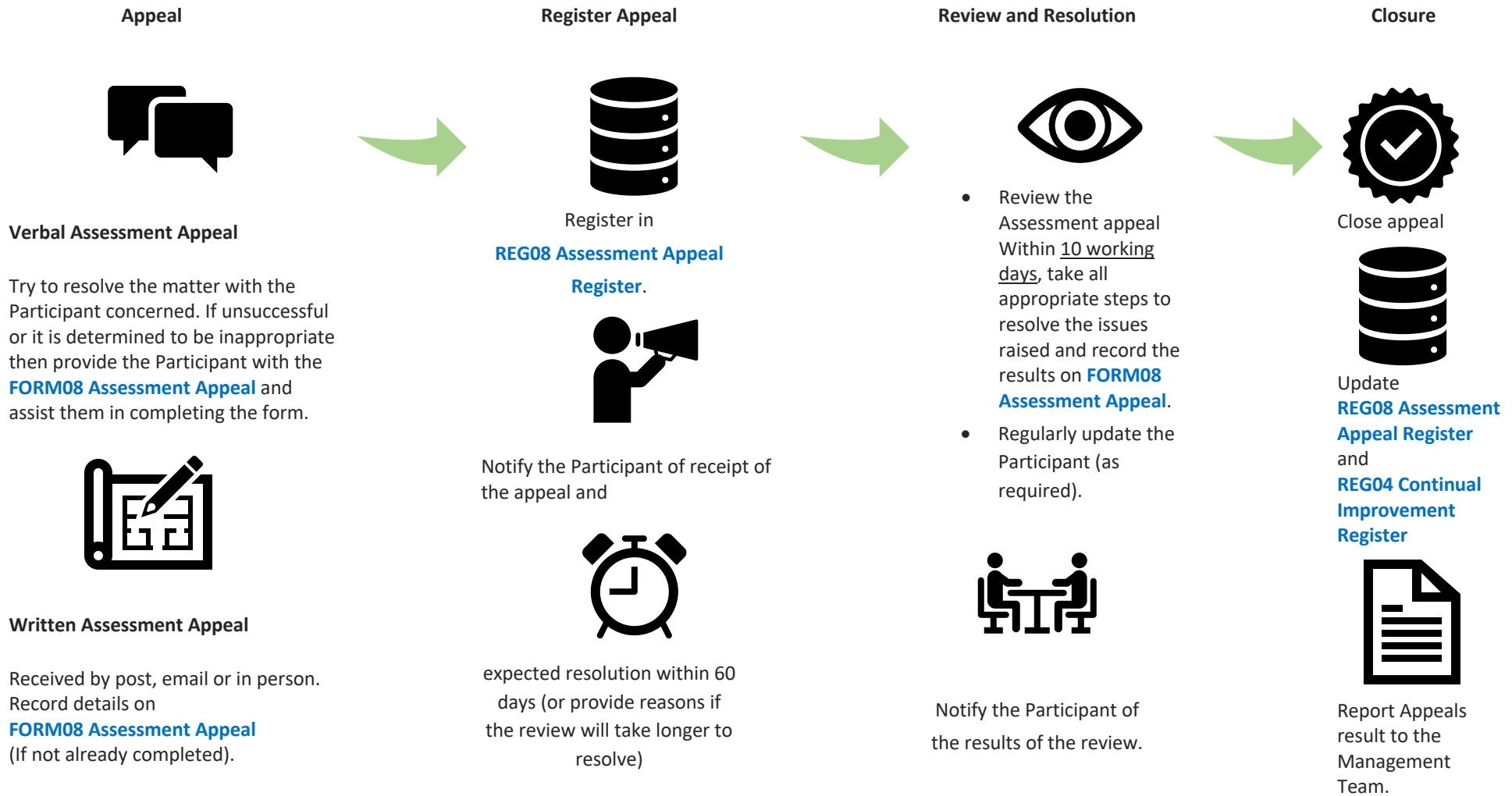
Upon completion of your assessments, your Trainer/Assessor will inform you of the assessment outcome and provide you with feedback on your performance. You have the right to appeal an assessment decision if you feel that it was wrong or unfair. In such instances, you can lodge an appeal in writing within ten (10) days of receiving your result.

ALNF and NTL take all assessment appeals seriously and handle them in a timely, professional and confidential manner. ALNF and NTL will endeavour to have the work re-marked by a different Trainer within 2 weeks of the appeal application.

If you are satisfied with the result at any stage of the process, please let us know. The appeal will end and you do not have to do anything else.

The flowchart on the next page shows the Assessment Appeal Review and Resolution Process.

Assessment Appeal Review and Resolution Process



5. PARTICIPANTS' RIGHTS AND RESPONSIBILITIES

EL&L and CALIL Participants have the right to:

- a learning environment, which is conducive to effective learning
- quality delivery of courses that recognise individual needs and learning styles
- receive efficient and courteous service
- expect truth in advertising
- be treated with respect
- receive training and assessment without discrimination
- be protected from all forms of harassment
- have their privacy respected and confidentiality maintained in accordance with the privacy policy
- be provided with information to be able to make informed decisions about service delivery
- know about policies and legislations relevant to them
- provide comment and feedback and have it acted upon where it will improve the service
- provide input to the management of the service, as appropriate
- be provided with information on how to lodge a complaint, grievance or appeal about their experience with the course/s or organisation/s
- pursue any complaint, grievance or appeal about the service without retribution.

Electronic Media Usage

ALNF provides Canvas and other electronic systems to assist Participants in the delivery of their training. These resources are not for personal use or individuals' entertainment. Students must not:

- originate or circulate mail items or messages with abuse or defamatory or offensive content
- use electronic communications to harass, defame, abuse other participants, staff or others
- place unlawful information on the system or individual devices
- send messages that are likely to result in the loss of the recipient's work or systems
- send offensive material, including material which contains sexual innuendo, references or material that denigrates or vilifies a particular group or individual
- cause congestion of the network or interfere with the work of others
- use the electronic facilities in a manner that may give rise to breaches of legislation on sexual harassment, racial discrimination, disability discrimination or other anti-discrimination legislation
- violate any software licences, copyrights, state, federal or internal laws or regulations governing intellectual property and online activities

Failure to comply with any of the responsibilities listed above, or other serious behaviour breaches, may result in disciplinary action, including a Participant being withdrawn from the course.

6. SUPPORT SERVICES

Reasonable Adjustments

EL&L and CALIL offer a great deal of flexibility to allow for a broad variety of participant learning preferences. However, it is possible that an individual may require specific adjustments. For this reason NTL and ALNF abide by our Reasonable Adjustment Policy which you may request a copy of.

An adjustment is a measure or action taken to assist a Participant who has a condition, or language, literacy or numeracy issues, so that they are able participate in education and training on the same basis as other Participants. If you feel that you have a special need and may require an adjustment to participate in training or assessment, you may apply for a reasonable adjustment. ALNF and NTL will implement adjustments that are deemed necessary and reasonable.

In assessing whether a particular adjustment is reasonable, ALNF and NTL will consider:

- the Participant's condition that may prevent them from participating in training and/or assessment or accessing the training location
- the Participant's condition that may prevent them from practicing EL&L and/or CALIL strategies in a workplace or community
- his/her views regarding their needs
- the effect of the adjustment on the Participant, including the effect on his/her ability to: achieve learning outcomes, participate in the course/program, or act independently
- the effect of the proposed adjustment on anyone else affected, including the education provider, staff and other Participants.

Please contact your Trainer or ALNF at trainer@alnf.org if you would like to discuss adjustments which may be required for you to complete your course.

Certificates & Statements of Attainment

NTL issues a Certificate or Statement of Attainment to all participants who have been assessed as competent in accordance with the requirements of the qualification. Both the EL&L and CALIL qualifications are nationally recognised.

A **Certificate** certifies that the Participant has successfully completed *all* units of competency (and work placement, if applicable) to achieve the full qualification.

A **Statement of Attainment** certifies that the Participant has completed one or more units of competency (and work placement, if applicable) but *has not* achieved the full qualification.

A Certificate or Statement of Attainment contains:

- the full name of the person receiving the award
- the national code and full title of the qualification achieved
- the national code and full title of the units of competency achieved
- the date the qualification was achieved and the date the document was issued
- a unique document identification number
- the Nationally Recognised Training (NRT) logo
- ALNF and NTL logos, RTO code and contact details.

NTL issues a Certificate or Statement of Attainment within 30 days of the Participants' completion or withdrawal dates. Issued qualifications can be collected in person from an ALNF or NTL office or mailed to the Participant.

NTL will not release a qualification if the Participant has

- not completed all assessments successfully
- not provided a valid USI number.

Reissuing Award

NTL can issue a replacement qualification to a Participant for any reason, for example if the original was lost or damaged. Participants may request the reissue of a qualification in writing, providing proof of identity, such as a driver's licence, and submitting it to NTL or ALNF, which will make arrangements with NTL on their behalf.

Access to Records

All Participants have the right to access their records upon written request. Records include attendance, progress, enrolment and assessment documentation. Participants may request an electronic copy of their records or view their original records in hardcopy; in this instance ALNF will arrange a time for the Participant to view their files at the ALNF office in Sydney. During the viewing the Trainer or another staff member will be present; original documentation cannot be taken, however Participants can request a copy for their reference.

Complaints Procedure

A Participant has the right to make a complaint at any time if they are not satisfied with the quality of service provided by ALNF or NTL. ALNF and NTL support your right to make a complaint and it will be taken seriously. It is against the law for anyone to victimise you for making a complaint.

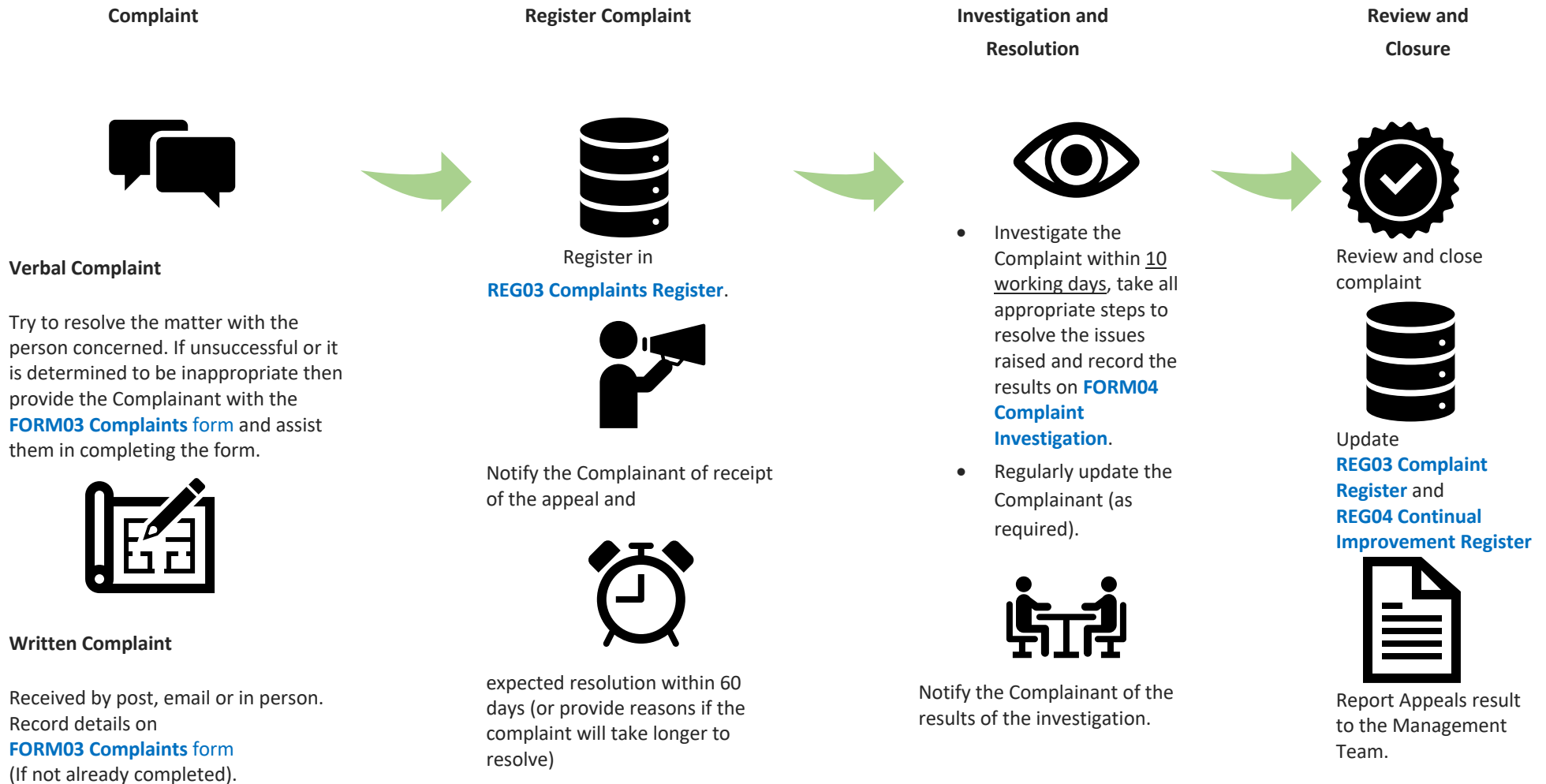
Participants are welcome to raise any complaint with their Trainer, or with the ALNF Programs Manager at trainer@alnf.org or NTL at any time. If you are satisfied with the result at any stage of the process, the complaint will end and you do not have to do anything else.

NTL has a formal Complaints Policy and Procedure which is followed by ALNF, defining our approach to resolving any complaint raised by our Participants and other customers. A complaint can be about:

- course and enrolment advice and any other information provided to the Participant
- training (classes, lessons, materials)
- assessment results (also see Assessment Appeals Procedure)
- Certificates and/or Statements of Attainment
- how the Trainer and/or other participants treat the Participant
- handling of Participant's personal (including sensitive) information
- Work Health and Safety or
- access and equity.

The flowchart on the next page describes what happens with a complaint.

Complaints Resolution Process



7. FURTHER INFORMATION

Further information is obtainable by contacting our offices. One of our representatives will be happy to help you with any enquiries you may have or assistance you may need. Our contact details are as follows:

The Australian Literacy and Numeracy Foundation (ALNF)

Address	Level 1 Unit B/110 McEvoy Street, Alexandria NSW 2015
Phone	02 9362 3388
Email	trainer@alnf.org
Website	alnf.org

Ninti Training Limited (NTL)

Address	7 Leichardt Terrace, Alice Springs, NT 0870
Phone Number	08 7999 9790
Email	contact@nintitraining.com.au
Website	https://training.nintione.com.au/
RTO Code	70018