

Language Literacy and Numeracy Requirements for the Forklift Licencing Course

Course participants will require a basic level of English Language, Literacy and Numeracy (LLN) Skills to successfully participate in the course(s). The core skills required are in the area of Reading, Writing, Oral Communications, Numeracy and Learning. In the area of Reading and Learning (for example), you will need to be able to read and fully understand the contents of this document.

Examples of the required LLN skill level required – these may be learned throughout the course

READING: Level 2

- Ability to read appropriate signage for the tasks required. For example common signage found in the warehouse which may have some English text.
- Ability to read information on a Data Plate found on a forklift truck (simple words and numbers)
- Ability to read the labels on boxes (and on documents) and weights that need to be shifted with a forklift truck

WRITING: Level 2

- Ability to write clear sequenced instructions for using routine/everyday activities.
- Ability to record simple and routine information from a telephone message
- Ability to write a task to be completed by other staff.
- Ability to complete a range of forms requiring routine and factual data, e.g. WHS records, inspection reports and checklists

ORAL COMMUNICATION: Level 2

- Ability to use appropriate language required e.g. gives an opinion or explanation, makes an enquiry or seeks clarification.
- Ability to explain routine procedures and give clear sequenced simple instructions to others.
- Ability to follow directions to perform a sequence of tasks and listens for specific information in a formal workplace meeting.
- Ability to ask questions to clarify and confirm instructions.
- Ability to listen to clear sequenced instructions of several steps, and asks clarifying questions as required.
- Ability to communicate using radio equipment, e.g. to report to base on a location or field emergency with supervisors and other workers to control hazards.

NUMERACY: Level 2

- Ability to calculate weight of loads by using addition and multiplication
- Ability to interpret data plates to ensure safe lifting

It is the Learners' responsibility to disclose and make Licences 4 Work (L4W) aware of any information about their individual learning requirements including LLN levels.

NOTE: If individual Learner needs are not identified or disclosed prior to attending a L4W course, we may not be able to adequately cater for these needs within the designated face-to-face period (without affecting the needs of other Learners or the structure and objectives of the course).

A Learner's Language, Literacy and Numeracy (LLN) skills may be assessed by L4W for determining the Learner's likely ability to cope with the requirements of the course to be enrolled in. You may also request to have your LLN skills assessed (at no cost).

Assessment of the skills required may be by way of:

- Assessing yourself – you will be asked about your LLN level and support on the enrolment form completed prior to commencing your training on day 1 of your course.
- Having a formal LLN assessment – we can provide you with access (at no cost) to an industry accepted LLN assessment. This will provide detailed results about your current skill level and also allow us to tailor (if possible) the course to meet your needs.
- Informal assessment of verbal English skills via communications at enrolment time – this can be done by way of interview with a customer service officer and/or one of the trainers
- Our customer Service staff and/or your trainer reviewing your enrolment documentation;
- Having a discussion with your trainer (instigated by you or your trainer) early on in the training course (Trainers are well trained to have a fair idea of your needs by morning tea of the first day).

IMPORTANT: When completing the Enrolment Form to enrol in your chosen course you will be required to indicate that if you have Language, Literacy and Numeracy support needs. The questions in the enrolment form are not an assessment and are included to ensure that consideration of this need is made prior to enrolling or continuing in a course.

If you have made a booking and subsequently find or it is determined that:

- **You will need additional training assistance**

We will assist you in your pathway. This may include making allowable Reasonable Adjustments (small allowable changes) to your training and/or assessment. For training, this may involve additional training and/or alternative methods of training. For assessment we are restricted to the prescribed assessment requirements, however there is scope for some Reasonable Adjustment. Please note that additional support may attract fees, however if you decide to withdraw at any time due to LLN support needs then you will be provided with a full refund of your course fees.

- **You will not be able to undertake the course at this time**

We will advise you of your options (for example referral to specialist support person or organisation where required e.g. Adult Literacy class at Adult Community College) – In this case, you may apply for a full refund of any fees paid.

NOTE: If you have been assessed as having LLN skills below a Level 2 against each of the Core Skill areas you will need to discuss your options with L4W prior to enrolling. Contact L4W to discuss your individual situation and needs.