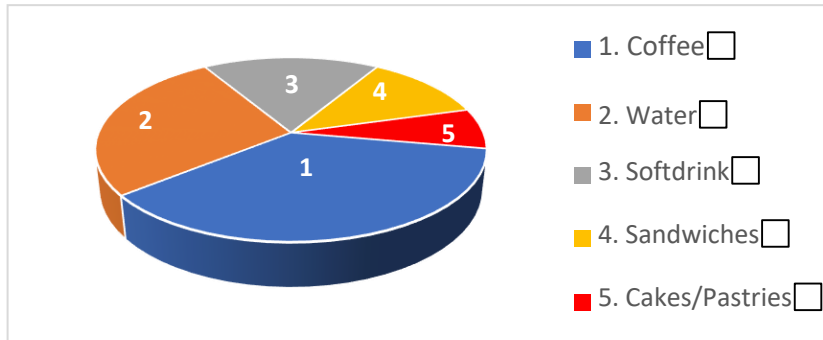


## Certificate II and III LLN Skills Assessment

| <b>Language, Literacy and Numeracy Skills Assessment</b><br><i>This LLN document is designed to provide additional evidence of entry requirements and verification of the course suitability, supplementing the enrolment form.</i>   |   |   |   |
|---|---|---|---|
| <b>Student Name:</b>  |   | <b>Employment Organisation (if employed):</b> |   |
| <b>Assessor Name:</b>   |   | <b>Supervisor Name (if employed):</b>         |   |
| <b>Test Rules</b> <ul style="list-style-type: none"> <li>For direct entry into a Certificate II or Certificate III qualification, the RTO requires you to achieve a minimum of 60% (3 of 5) correct answers on the following test.</li> <li>If you are unable to achieve this result, your enrolment representative will discuss alternative training or support options with you.</li> </ul> <b>Correct = Value 10% to 20%; Incorrect = Value 0%</b> |   |   | <b>RESULTS</b>  |
| <b>Language</b>   | <p><b>1. Choose one of the options in the brackets to make the sentence correct. (Please select one below)</b></p> <p>Ben and [ <i>I/ me</i> ] are working on a new project at the moment.</p> <p>I <input type="checkbox"/> Me <input type="checkbox"/></p>  |   | <input type="checkbox"/> Correct (20%)<br><input type="checkbox"/> Incorrect (0%)   |
|   | <p><b>2. Read the following memo and then answer questions below.</b></p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p><i>Attn all Staff</i><br/> <i>Monday 1<sup>st</sup> June 2017</i><br/> <i>Management have developed new customer service protocols that must be implemented by each department by Monday 8<sup>th</sup> June 2017. Your supervisor will schedule your training on these new policies immediately, for effective implementation.</i></p> </div> <p><b>2.1. Who will schedule the training?</b><br/>           a) Manager <input type="checkbox"/>    b) Team Leader <input type="checkbox"/>    c) Supervisor <input type="checkbox"/>    d) You <input type="checkbox"/></p> <p><b>2.2 When must the new protocols be implemented by?</b><br/>           a) 1<sup>st</sup> June 2017 <input type="checkbox"/>    b) 8<sup>th</sup> June 2017 <input type="checkbox"/>    c) 7<sup>th</sup> June 2017 <input type="checkbox"/>    d) 30<sup>th</sup> June 2017 <input type="checkbox"/></p> |   | <input type="checkbox"/> <b>2.1</b> Correct (10%)<br><br><input type="checkbox"/> <b>2.2</b> Correct (10%)<br><br><input type="checkbox"/> Incorrect (0%) |
| <b>Literacy</b>   | <p><b>3. In the list below, tick the <u>most appropriate</u> heading for the following procedure.</b></p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p><i>Upon entry and exit of the premises, visitors are required to sign the visitor log. The log will be used in the event of an emergency. During the emergency evacuation procedure, the WHS representative will roll call the visitor log to ensure all persons are accounted for.</i></p> </div> <p><b>3.1.</b> Processing Sales <input type="checkbox"/>    b) Ensuring Visitor Safety <input type="checkbox"/>    c) Greeting Visitor <input type="checkbox"/>    s d) Inducting Staff <input type="checkbox"/></p>  |   | <input type="checkbox"/> Correct (20%)<br><input type="checkbox"/> Incorrect (0%)   |

4. The following pie chart displays the sale of products in your workplace.



*select the product that has the lowest sales.*

Correct (20%)  
 Incorrect (0%)

5. You have \$5.00. You buy 2 apples and 1 mango. (Apples = \$0.60 each; Mangoes = \$2 each). How much change should you receive?

- \$1     
  \$1.40     
  \$1.80     
  \$2.20

Correct (20%)  
 Incorrect (0%)

**RESULTS**

What is the percentage value of correct answers?

%

60% and above

Under 60%

*If the Student **has not achieved** 60% or more, please outline below your feedback to the student on alternative training or support options.*