## **Certificate IV LLN Skills Assessment**

Ti	his LLN docum	ent is designed to provide additional	cy and Numeracy Skills Assess evidence of entry requirement enting the enrolment form.		suitability,		
Student Name:		Сиррист	Employment Organisation (if employed):				
Assessor Name:			Supervisor Name (if employed):				
	-	N): Certificate IV t will assist us in identifying your Lang		.LN) levels, therefore allowing ι	ıs to ensure		
уои а	re enrolled on	an appropriate qualification in order eet your learning needs.					
<ul> <li>Test Rules</li> <li>For direct entry into a Certificate IV qualification, the RTO requires you to achieve a minimum of 60% (3 of 5) correct answers on the following test. Correct = Value 20% Incorrect = Value 0%</li> <li>If you are unable to achieve this result, your enrolment representative will discuss alternative training or support options with you.</li> </ul>							
age		this sentence using correct spelling, and me went to the shop and bought	-		☐ Correct (20%) ☐ Incorrect (0%)		
Language	2. Identify the the correct tense and write the a 2.1 Bill will walk 2.2 Bill walked 2.1		Past tense Future tense 2.2	☐ <b>2.1</b> Correct (10%) ☐ <b>2.2</b> Correct (10%) ☐ Incorrect (0%)			
Literacy	3. Based on the description below, identify the predominant strength of the person as a potential applicant for a job role in a retail clothes store. Select only one answer or option.						
	When Chloe is shopping with her friends, she often helps them pick suitable options, and is asked for her opinion as to whether the clothes look good on them.						
	<ul> <li>a) Maintain a clean and tidy workplace</li> <li>b) Ability to accurately describe the products features and benefits</li> <li>c) Help the customer by recommending, selecting and finding the right products</li> <li>d) Welcome and greet the customers</li> </ul>				(0%)		
	<b>4.</b> Based on the below statement, which of the following best describes the Managers key focus? <i>Select only one answer or option.</i>						
	Memo - Attn: All Staff When handling customer enquiries, please ensure that you are following the new customer service procedures you were trained in last month. Management requires that these procedures are to be followed, in order to monitor and evaluate the new procedures effectiveness.						
	<ul> <li>a) Undertaking staff training</li> <li>b) Providing quality customer service</li> <li>c) Following operational procedures</li> <li>d) Meeting budget requirements</li> </ul>						

Numeracy	three (3) new the following  Desk (each person)	staff member costings:	rs. You have sourced	the appropri		& stationary packs for upplier has provided	☐ Correct (20%) ☐ Incorrect (0%)				
RESU		Je met, baseu	on the costings given	1: 163							
What is the percentage value of correct answers?											
☐ 60% and above ☐ Under 60%											
If the Student <u>has not achieved</u> 60% or more, please outline below your feedback to the student on alternative training or support options.											