

NSW Enrolment Form & Training Agreement

(Please print in colour – Blue for RTO, orange for student, green for employer)

Diploma LLN Skills Assessment

Language, Literacy and Numeracy Skills Assessment

This LLN document is designed to provide additional evidence of entry requirements and verification of the course suitability, supplementing the enrolment form.

Student Name:		Venue Name:	
Assessor Name:		Supervisor Name:	

LLN Assessment (LLN): Diploma

This LLN Assessment will assist us in identifying your Language, Literacy & Numeracy (LLN) levels, therefore allowing us to ensure you are enrolled on an appropriate qualification in order to ensure your ability to complete the work required in your enrolled qualification and meet your learning needs.

Test Rules

• For direct entry into a Diploma qualification, the RTO requires you to achieve a minimum of 60% (3 of 5) correct answers on the following test. **Correct = Value 10% to 20%** **Incorrect = Value 0%**
If you are unable to achieve this result, your enrolment representative will discuss alternative training or support options with you.

RESULTS

Language	<p>1. Identify the <u>most appropriate and courteous</u> title you would use in a formal email to a new client.</p> <p>a) Morning Bob, <input type="checkbox"/></p> <p>b) Hi Bob Henley, <input type="checkbox"/></p> <p>c) Dear Mr Henley, <input type="checkbox"/></p> <p>d) To Bob, <input type="checkbox"/></p>	<input type="checkbox"/> Correct (20%) <input type="checkbox"/> Incorrect (0%)
	<p>2. Which version of the following sentence has acceptable punctuation? <i>Select only one answer or option.</i></p> <p>a) "Our policy, is not flexible," she said. "It must be followed." <input type="checkbox"/></p> <p>b) "Our policy is not flexible." She said "it must be followed." <input type="checkbox"/></p> <p>c) "Our policy is not flexible," she said. "it must be followed." <input type="checkbox"/></p> <p>d) "Our policy is not flexible, she said, it must be followed." <input type="checkbox"/></p>	<input type="checkbox"/> Correct (20%) <input type="checkbox"/> Incorrect (0%)
Literacy	<p>3. Read the scenario below and select the <u>most appropriate</u> order of the stages you would follow to manage Neil's performance improvements.</p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p><i>Neil has worked at the company for the last three years as a customer service representative. Over the last two months you have received four customer complaints regarding Neil's tone of voice when handing customer requests for returns.</i></p> </div> <p>a) Performance Appraisal Meeting; Dismissal; Post-Performance Review Meeting <input type="checkbox"/></p> <p>b) Training; Dismissal; Post-Performance Review Meeting <input type="checkbox"/></p> <p>c) Performance Appraisal Meeting; Training; Post-Performance Review Meeting <input type="checkbox"/></p> <p>d) Performance Appraisal Meeting; Training; Dismissal <input type="checkbox"/></p>	<input type="checkbox"/> Correct (20%) <input type="checkbox"/> Incorrect (0%)
	<p>4. Read the scenario below and then identify the <u>most appropriate</u> next step.</p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p><i>You have been provided two different plans for the implementation of a new customer service procedure for your workplace. You have been asked to decide which plan would be most suitable. What is your next step? Name just the first step.</i></p> </div> <p>a) Rollout the implementation plan <input type="checkbox"/></p> <p>b) Compare both implementation plans <input type="checkbox"/></p> <p>c) Describe the customer service procedures <input type="checkbox"/></p> <p>d) Identify the implementation plans <input type="checkbox"/></p>	<input type="checkbox"/> Correct (20%) <input type="checkbox"/> Incorrect (0%)

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Numeracy	<p>5. Read the following scenario and then answer the questions below.</p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p><i>Betty must dilute floor cleaning concentrate in 30 litres (30,000ml) of water. If the dilution ratio is 1:100 (floor cleaner: water).</i></p> </div> <p>5.1. How many millilitres (ml) of concentrate will Betty need to use? a) 3,000ml <input type="checkbox"/> b) 30ml <input type="checkbox"/> c) 300ml <input type="checkbox"/> d) 100ml <input type="checkbox"/></p> <p>5.2 If you then were asked to split the 30 litres of water between 5 litre buckets, how many buckets would you need? a) 6 <input type="checkbox"/> b) 5 <input type="checkbox"/> c) 3 <input type="checkbox"/> d) 4 <input type="checkbox"/></p>	<input type="checkbox"/> 5.1 Correct (10%) <input type="checkbox"/> 5.2 Correct (10%) <input type="checkbox"/> Incorrect (0%)
	RESULTS	
What is the percentage value of correct answers?		%
<input type="checkbox"/> 60% and above		<input type="checkbox"/> Under 60%
<p><i>If the Student <u>has not achieved 60% or more</u>, please outline below your feedback to the student on alternative training or support options.</i></p>		