

Language, Literacy & Numeracy

Learner Support Service

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Overview

- **A dual sector university.**
- **NT sparsely populated**
- **LLN issues**
- **Lower level VET courses**

Previous LLN support

- **Ad hoc approach**
- **Limited availability**
- **Poor take-up by students and lecturers**
- **Lack of role clarity**



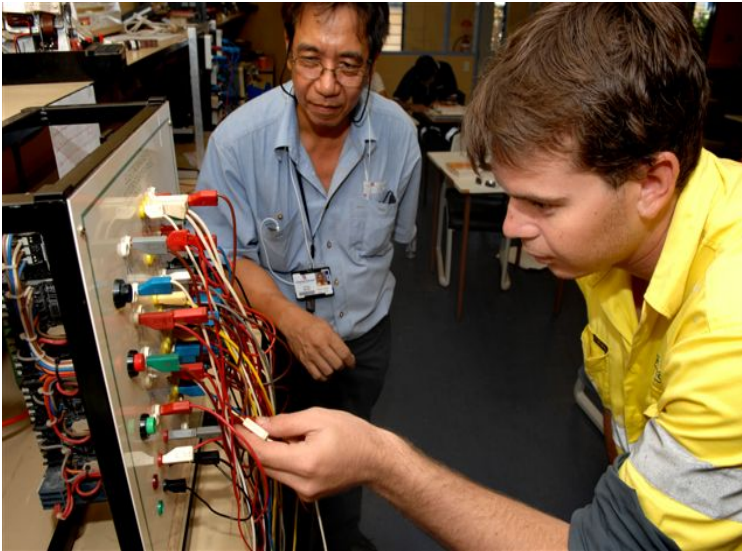
Previous outcomes

- **Students inappropriately enrolled**
 - **Teaching, not supporting**
 - **Demoralising**
 - **Resource hungry - costly**

Decision time

ROAD TRIP!

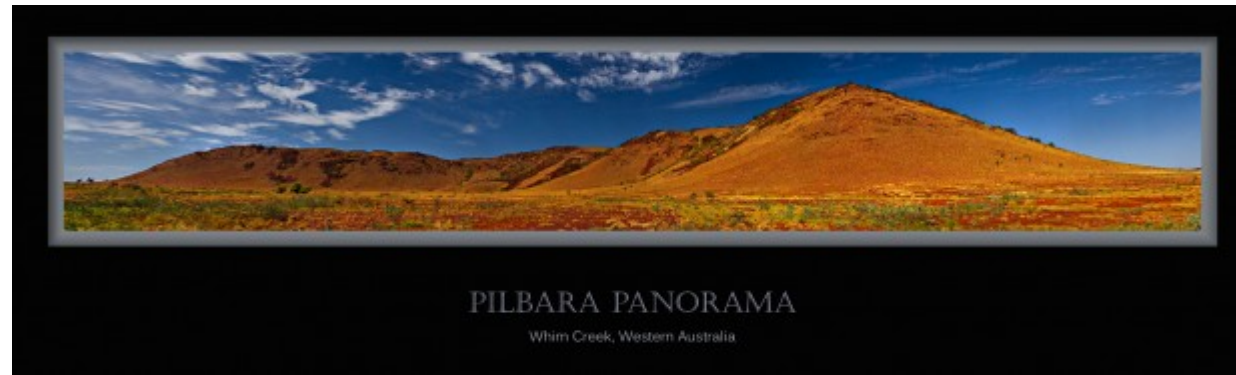
What we discovered



**and what we
learned
(stole)**

Pilbara TAFE (WA)

- **Course in Applied Vocational Study Skills (CAVSS) program.**
- **Team teaching model**
- **Reliant on state funding**
- **Works where there is mutual trust**



GCIT & BRIT (QLD)

- **Combination of pre voc courses & CAVSS**
- **Contextualised, collaborative and integrated approach**
- **Also reliant on state funding**

Decision time!



Adopt or adapt?

LLN Learner Support Service

Our goal is to...

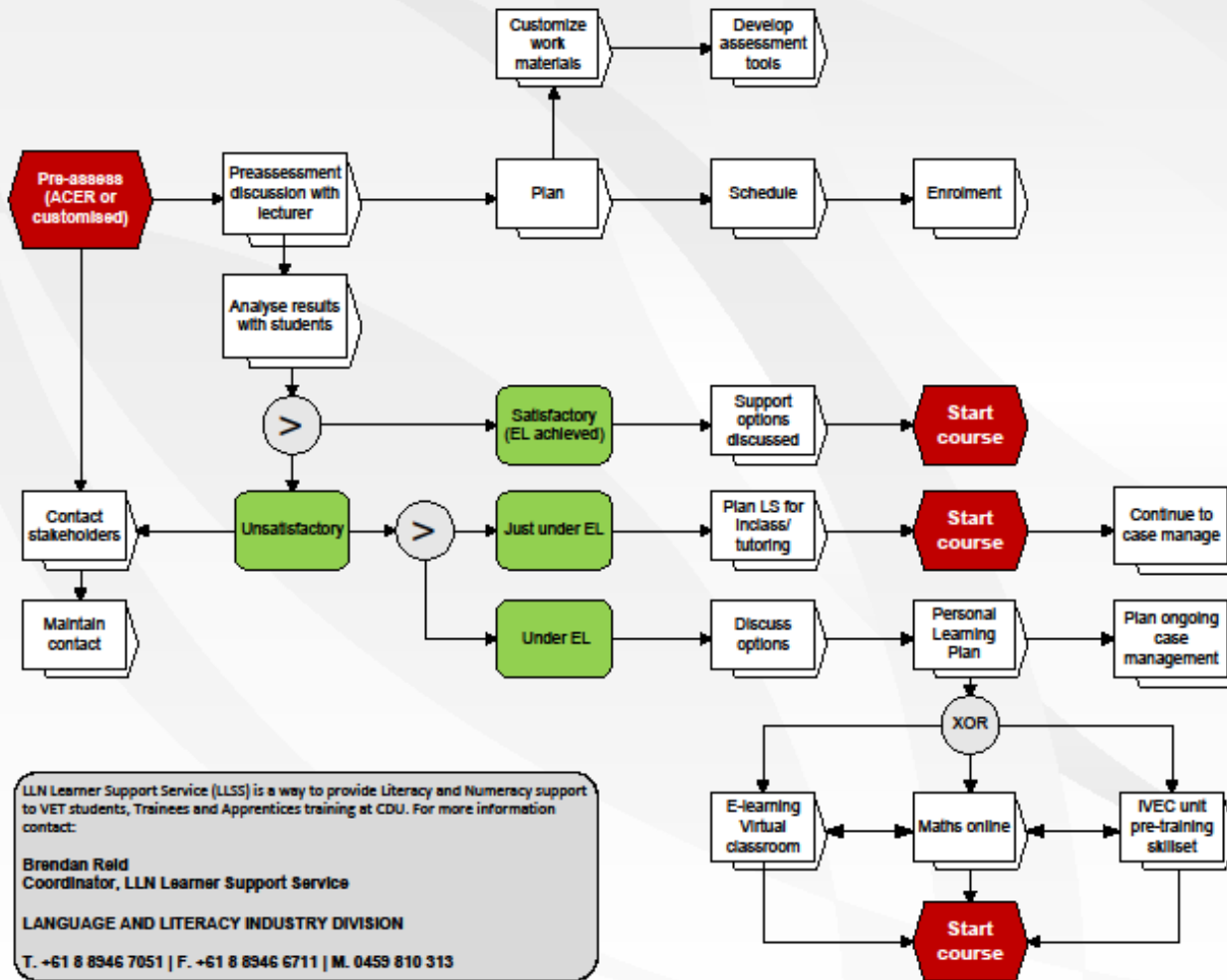
- **Provide the best possible quality of training**
- **Ease pressure on staff and students**
- **Be proactive in supporting students rather than a “bandaid” approach**



The LLSS process in a nutshell

- **Conduct case relevant pre-assessment**
- **Deliver ongoing support with a case management approach**
- **Conduct active ongoing research**

LLN Learner Support Services



LLN Learner Support Service (LLSS) is a way to provide Literacy and Numeracy support to VET students, Trainees and Apprentices training at CDU. For more information contact:

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Why such a strong focus on pre-assessment?

- History of inappropriate enrolment
- Students need to make educated study choices
- Options for alternative enabling pathways
- Plan ongoing LS timetabling



Pre-commencement Support

- **Short skill-set based enabling courses and tuitions**
- **Use of a virtual classroom**
- **Online maths program**

Support available

- **Learning plans and study pathways**
- **In class support and tuition sessions**
- **One to One assistance in an ongoing mentoring role**
- **Support for Lecturers**

**Adopt a collaborative
approach providing
across the board
stakeholder support for
students and lecturers**

Possible hurdles and hindrances

- **Measuring success and proving viability to secure ongoing funding**
- **Sheer volume of students**
- **Finding the right staff**



So, who are the right people for the job?

- **People with passion**
- **Industry experience is valued**
- **To be willing to learn, be flexible and work in partnership**

Where are we now?

- **Great initial response from students and staff**



- **Close to being ready to roll it out**
- **Stakeholder network is growing**

Where are we going?

- **To build a specialist team**
- **Continually improve and streamline processes and strategies**
- **Build a culture of LS at CDU**



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