

# Language, Literacy, Numeracy and Digital Requirements for Working at Heights Ticket Courses

Welcome! This document explains what you will need to do your Working at Heights ticket course with Licences 4 Work (L4W). Please read this carefully before you enrol.

These are sometimes called LLND — Language, Literacy, Numeracy and Digital. You do not need to be perfect at all of these before you start. Some of these areas can be learned during the course.

## What is LLND?

LLND stands for:

Language — being able to speak and listen in English in a workplace.

Literacy — being able to read and write simple information.

Numeracy — being able to work with basic numbers and measurements.

Digital — being able to use simple digital tools and technology.

## What You Need to Be Ready for This Course (Level 1)

The table below shows what you need to be able to do for this course. You do not have to be an expert — just able to do everyday tasks at work.

| Area                 | What you need to be able to do                                                                                                                                                                 |
|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reading              | Read safety warning signs and hazard labels.<br>Read a work instruction or safety checklist.<br>Understand simple written safety information.                                                  |
| Writing              | Write your name and signature.<br>Fill in a simple safety checklist or form.<br>Record basic information when asked.                                                                           |
| Speaking & Listening | Understand and follow simple safety instructions.<br>Ask questions if you do not understand.<br>Communicate clearly with your supervisor or team.<br>Respond to safety briefings and warnings. |
| Numeracy             | Understand basic measurements (heights, distances).<br>Read numbers on equipment or height markers.                                                                                            |
| Digital              | Use a tablet or phone to access information.<br>Complete a simple digital checklist or form.<br>Use basic functions like tapping and typing.                                                   |

## Not Sure? That Is Okay.

We are here to help. Before or when you start your course, we can check your LLND needs in one of these easy ways:

You fill in a short section on your enrolment form — we will ask you about your needs.

We can give you a free, simple LLND check — this helps us understand how to support you.

You can have a quick chat with one of our customer service staff or trainers.

Your trainer will also get to know your needs in the first morning of the course.

There is no cost for any of these options.

## Important — Please Tell Us Before You Start

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| WHY? | If we know about your needs before the course starts, we can plan the best support for you. This also means we do not affect the learning of other students in the group. |
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On your enrolment form you will be asked if you have any LLND support needs. This is not a test. We ask so we can help you.

## What Happens If I Need Extra Help?

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If you need a little extra support, we will work with you. Here is what we can do:

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| If you need a little more help<br>We will make small changes (called Reasonable Adjustments) to help you. This may include extra training time or a different way of learning. Some extra support may have a small fee. | If the course is not right for you yet<br>We will guide you to the right support — for example, an Adult Literacy class at your local Adult Community College. You can apply for a full refund of your course fees. |
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If you withdraw from the course due to LLND support needs, you will receive a full refund of your fees.

## Need More Support Before You Start?

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| PLEASE NOTE | If you are not sure you are ready for this course in any area, please contact L4W before you enrol. We will talk through your options and find the best path for you. |
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## Your Responsibility

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It is your responsibility to let us know about any learning needs before your course begins. The sooner you tell us, the better we can support you.

## Questions? Get in Touch.

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We are friendly and happy to help. Please contact Licences 4 Work (L4W) if you have any questions about your LLND needs or this document.

We look forward to seeing you in class!