



CATAPULT

CHCLLN001

Respond to client language literacy and numeracy needs

Table of Contents (Extract)

NOTE: This is a sample only. This cover page is not included in Catapult Smallprint's printed books.

This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit CHCLLN001.

For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:

<https://catapultlearning.com.au/product/CHCLLN001/>

Trainer/assessor guide

CHCLLN001

Respond to client language, literacy and numeracy needs

Welcome to this unit of study

This unit describes the skills and knowledge required to identify situations where client language, literacy and numeracy (LLN) skills may be impeding access to services, to adjust service delivery, and to refer appropriately to improve client outcomes.

The unit does not provide workers with the skills and knowledge to identify LLN skill levels or to actively intervene in developing a client's LLN skills.

This unit applies to individuals who may be making individual client assessments or managing caseloads as part of their work role.

It may be undertaken as:

- » part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- » a stand alone unit
- » part of a formal skill set

Contents

About this trainer/assessor guide	4
Learning resource	5
Topic 1: Establish client's LLN needs.....	5
Signs of LLN needs	5
Review scope of LLN skill requirements	12
Identify LLN skills gaps.....	15
Impact of other issues.....	19
Check your understanding	27
Topic 2: Determine strategies to address LLN needs.....	29
Agree on areas of LLN need with clients	29
Prioritise areas for action based on needs.....	39
Check your understanding	41
Topic 3: Implement strategies to address LLN needs.....	43
Adjust service delivery approaches	43
Provide the client with accurate and current information	49
Record and report agreed LLN needs and strategies	53
Monitor and support clients.....	58
Check your understanding	65
References.....	67
Assessment workbook	69
Unit information.....	71
What is competency-based assessment?.....	72
How will my competency be assessed?.....	73
Assessment agreement.....	74
Foundation skills checklist.....	75
Skills recognition	76
Topic 1: Establish client's LLN needs.....	77
Topic 2: Determine strategies to address LLN needs.....	78
Topic 3: Implement strategies to address LLN needs.....	79
Knowledge questions	80
Topic 1: Establish client's LLN needs.....	81
Topic 2: Determine strategies to address LLN needs.....	87
Topic 3: Implement strategies to address LLN needs.....	91
Performance tasks	98
Third party evidence collection agreement	99
Topic 1: Establish client's LLN needs.....	100
Topic 2: Determine strategies to address LLN needs.....	101
Topic 3: Implement strategies to address LLN needs.....	102
Completion record	103
Unit mapping	104
Trainer/ assessor user instructions	106

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- » Establish client's LLN needs
- » Determine strategies to address LLN needs
- » Implement strategies to address LLN needs

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- » a set of true or false questions
- » a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- » information on competency-based assessment
- » instructions on how you will be assessed
- » assessment tools to assess your competence
- » instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

Disclaimer

Information contained in this resource is drawn from sources believed to be reliable. The firm, its employees, agents and contractors do not warrant the correctness of the sources used and accept no responsibility to any person for any errors or omissions or for any loss or damage howsoever caused from the use of this resource.
