

Language, Literacy, Numeracy and Digital Requirements for EWP Licence Courses

Welcome! This document explains the skills you will need to do your EWP (Elevated Work Platform) course with Licences 4 Work (L4W). Please read this carefully before you enrol.

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

What are LLND Skills?

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

Skills You Will Need for This Course

The table below shows the skills you need. We call this Level 2. You do not have to be an expert — just able to do everyday tasks at work.

Skill Area	What you need to be able to do
Reading	<ul style="list-style-type: none">• Read signs in a warehouse — some may have English words.• Read the data plate on an EWP (simple words and numbers).• Read labels on boxes and check weights before loading.
Writing	<ul style="list-style-type: none">• Write simple step-by-step instructions for everyday tasks.• Record a simple message from a phone call.• Write a task note for another staff member.• Fill in forms like safety checklists and inspection reports.
Speaking & Listening	<ul style="list-style-type: none">• Give and ask for information in plain English.• Explain simple procedures and give clear instructions to others.• Listen and follow step-by-step directions in a workplace meeting.• Ask questions when you are not sure about something.• Use radio equipment to speak with your supervisor or team on site.
Numeracy	<ul style="list-style-type: none">• Calculate the weight of loads using addition and multiplication.• Read a data plate to make sure lifting is safe.
Digital	<ul style="list-style-type: none">• Use a tablet or phone to complete a digital checklist.• Access and read a digital pre-start form.

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| | <ul style="list-style-type: none">• Use basic functions on a device — tap, scroll, type simple text. |
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Not Sure About Your Level? That Is Okay.

We are here to help. Before or when you start your course, we can check your LLND skills 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 assessment — 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

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.

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?

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

If you need a little more help

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

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.

If you withdraw from the course due to LLND support needs, you will receive a full refund of your fees.

If Your Skills Are Below Level 2

**PLEASE
NOTE**

If your LLND skills are below Level 2 in any area, please contact L4W before you enrol. We will talk through your options and find the best path for you.

Your Responsibility

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

Questions? Get in Touch.

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!

Learn – Evolve – Exceed – Succeed