



Australian Government

BSBFLM313 Apply language, literacy and numeracy to support others in the workplace

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to demonstrate an understanding of language, literacy and numeracy (LLN) demands in the workplace and to provide support to other workers who need to develop LLN skills specific to their job role.

It applies to individuals who are not LLN specialists and have limited responsibilities over work colleagues and who provide assistance to those who may have LLN challenges, such as trainees and apprentices, culturally diverse workers, migrants, refugees and/or Aboriginal groups. This could include mentors, coordinators, managers or supervisors.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Frontline Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Demonstrate an understanding of language, literacy and numeracy	1.1 Identify the broad features of ‘language’, ‘literacy’ and ‘numeracy’ and the differences between them 1.2 Identify simple approaches for developing and practising LLN skills
2. Identify the language, literacy and numeracy demands of the workplace	2.1 Identify the LLN requirements of simple everyday workplace tasks, documents and procedures that are explicit and non-explicit 2.2 Identify personal and cultural differences that can contribute to LLN challenges in the workplace

ELEMENT	PERFORMANCE CRITERIA
	2.3 Identify benefits of LLN skill development in the workplace
3. Apply a range of skills that support workplace LLN	3.1 Encourage and support others to assess their own LLN competencies and ask for help with their learning and development needs 3.2 Identify behaviours that may indicate language, literacy and/or numeracy issues and discuss with appropriate personnel if necessary 3.3 Identify formal and informal community and workplace LLN specialist support that could be used to assist colleague with LLN skill development 3.4 Seek advice from appropriate personnel on strategies to support workers with LLN skill development needs 3.5 Use simple approaches for developing and practising LLN skills to assist workers with LLN skill development needs, in line with LLN specialist advice

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 2.1, 2.2, 2.3,	- Comprehends information from a range of sources, related to LLN - Interprets routine workplace documents to develop a clear understanding of LLN requirements
Oral Communication	3.1, 3.2, 3.4, 3.5	- Seeks and provides information using appropriate vocabulary and non-verbal features - Participates in open discussions to elicit the views and opinions of others - Obtains information by listening and questioning
Navigate the world of work	2.1	Identifies the LLN requirements in organisational procedures
Interact with others	2.2, 3.1, 3.4, 3.5	- Takes steps to vary content, structure, style, tone and vocabulary to suit the needs of others and to achieve a desired outcome - Collaborates with others to achieve results in

		immediate work context • Recognises own personal strengths and challenges when interacting with diverse people in work contexts • Seeks guidance to support those with specific needs in the workplace
Get the work done	1.1-1.3, 2.1-2.3, 3.2, 3.3	• Plans, organises and implements the tasks required to assist those with LLN needs • Uses problem solving strategies to determine needs and assist those who need LLN support

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBFLM313 Apply language, literacy and numeracy to support others in the workplace	BSBFLM313A Apply language, literacy and numeracy to support others in the workplace	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBFLM313 Apply language, literacy and numeracy to support others in the workplace

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Performance Evidence

Evidence of the ability to:

- analyse the language, literacy and numeracy (LLN) requirements of simple everyday workplace tasks and associated workplace documents
- identify behaviours that may indicate LLN difficulties in the workplace and discuss them with relevant personnel
- use simple approaches to help at least TWO individuals develop and practise their LLN skills in the workplace or a simulated work environment.

Note: if a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline broad features of LLN, including the key principles of the Australian Core Skills Framework (ACSF), or its successor
- describe LLN demands of everyday workplace tasks, documents and procedures
- describe the benefits of LLN skill development in the workplace
- summarise sources of internal and external LLN specialist support and how to access them.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management field of work and include access to:

- relevant workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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