



Diploma of CUSTOMS BROKING



Frequently Asked Questions

TLI50816 Diploma of Customs Broking



SKILLS FOR CUSTOMS BROKING PROFESSIONALS

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Introduction

These FAQ are designed to provide answers to most enquiries you may have regarding the Diploma of Customs Broking (the Diploma) that is offered by the Customs Brokers and Forwarders Council of Australia Inc (CBFCA).

Please note that this is not a definitive list of FAQ and if you need further information about the Diploma after reading this document please make contact using the following:

Contact:	The CBFCA – International Trade and Logistics College
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1. Diploma content

1.1 What are the subjects in the prescribed course of study?

The following table outlines the units for the Diploma of Customs Broking

Code	Ref Code	Title
TLIX5046	CP1	Carry out standard customs clearance practices
TLIX5047	VL1	Determine customs value
TLIX0002	CBP	Initiate cargo border procedures
TLIX0003	BCF	Conduct advanced border clearance functions
TLIX5054	BIO	Comply with biosecurity border clearance
TLIX0001	CL1	Determine tariff classification of goods
TLIX5049	DIT	Determine indirect taxes <i>Pre-requisite unit VL1 (TLIX5047)</i>
TLIX5048A	DPR	Determine import/export prohibitions/restrictions
TLIX5052	VL2	Determine complex customs value <i>Pre-requisite unit VL1 (TLIX5047)</i>
TLIX5055	ADC	Apply anti-dumping and countervailing measures <i>Pre-requisite unit CP1 (TLIX5046)</i>
TLIX5056	CP2	Carry out additional customs clearance practices <i>Pre-requisite unit CP1 (TLIX5046)</i>
TLIX5050	OPF	Determine origin of goods and apply preference schemes or free trade agreements <i>Pre-requisite unit CP1 (TLIX5046)</i>
TLIR4001	MSP	Monitor supplier performance
TLIR4002		Source goods/services and evaluate contractors
TLIX5053	CL2	Determine tariff classification for complex goods <i>Pre-requisite unit CL1 (TLIX0001)</i>
TLIX5058	RDB	Review decisions of regulatory bodies <i>Pre-requisite units: CP1, OPF, CP2, ADC</i>
BSBCUS501	MPC	Manage quality customer service
BSBMGT502		Manage people performance
TLIX4036	IBC	Analyse, advise on and carry out integrated border clearance transactions <i>Pre-requisite – all other units</i>

1.2 Study unit descriptions

The following is a description of the study units within the course:

Carry out standard customs clearance practices (CP1)

This unit involves the skills and knowledge required to carry out standard customs clearance practices in accordance with the current Australian Customs Act and amendments, as well as relevant legislative, regulatory and workplace requirements.

Determine customs value (VL1)

This unit involves the skills and knowledge required to carry out customs valuation using the transaction value method only, for the purpose of determining the customs value.

Initiate cargo border procedures (CBP)

This unit involves the skills and knowledge required to prepare for border clearance of cargo in accordance with relevant legislative requirements and workplace procedures.

Conduct advanced border clearance functions (BCF)

This unit involves the skills and knowledge required to carry out basic border clearance functions in accordance with relevant legislative and workplace requirements. It includes creating import declarations for import clearance; resolving problems arising from lodgement of entries or import declarations; and undertaking post-entry amendments.

Comply with biosecurity border clearance (BIO)

This unit involves the skills and knowledge required to assess documentation for compliance with biosecurity border clearance in accordance with legislation, regulatory requirements and workplace requirements.

Determine tariff classification of goods (CL1)

This unit involves the skills and knowledge required to determine the tariff classification of goods.

Determine indirect taxes (DIT)

This unit involves the skills and knowledge required to determine indirect taxes as part of customs broking activities. It includes assessing the applicability of indirect taxes; determining tax exemptions and taxes to be paid; and documenting the results of all tax determinations.

Determine import and/or export prohibitions and/or restrictions (DPR)

This unit involves the skills and knowledge required to apply special permit requirements as part of customs broking activities in accordance with the current Australian Customs Act, relevant legislation and workplace requirements. It includes identifying goods subject to import/export restrictions and/or prohibitions, identifying required permits, assessing permits for compliance; and facilitating the gaining of such permits.

Determine complex customs value (VL2)

This unit involves the skills and knowledge required to carry out complex customs valuation in accordance with customs and related legislation. It includes applying the relevant method for the complex customs valuation required; identifying the contract of sale for customs valuation purposes; determining the price and elements of adjusted price; and identifying elements of price related costs. It also includes calculating customs value through the application of currency conversion and factorisation principles, and recording valuation information on customs declaration.

Apply anti-dumping and countervailing measures (ADC)

This unit involves the skills and knowledge required to identify goods subject to dumping and/or countervailing measures and to calculate applicable duties.

Carry out additional customs clearance practices (CP2)

This unit involves the skills and knowledge required to carry out customs clearance practices that are additional to the standard clearance practices in accordance with the current Australian Customs Act and amendments, as well as relevant legislation, regulatory requirements and workplace requirements.

Determine origin of goods and apply preference schemes or free trade agreements (OPF)

This unit involves the skills and knowledge required to determine the origin of goods and to interpret the application of preference schemes and/or free trade agreements to those goods.

Determine tariff classification for complex goods (CL2)

This unit involves the skills and knowledge required to classify complex goods for import and export of goods in accordance with the current Australian Customs Act, relevant legislation and workplace requirements.

Review decisions of regulatory bodies (RDB)

This unit involves the skills and knowledge required to review the decisions of regulatory bodies including current Australian Government departments with the responsibility for customs issues. It includes evaluating the need to initiate and/or respond to a dispute, developing and submitting a response and initiating further action.

Analyse, advise on and carry out integrated border clearance transactions (IBC)

This unit involves the skills and knowledge required to analyse, advise on and carry out border clearance transactions and will usually involve analysis of complex interactions between component elements of the transactions, in accordance with customs and related legislation, and workplace requirements.

Monitor supplier performance and evaluate contractors (MSP)

This unit involves the skills and knowledge required to source goods/materials/services, evaluating and selecting contractors including analysing supply requirements, monitoring the performance of contracted suppliers of goods/materials/services including administering the supplier contract, assessing for conformity to contracted requirements and completing all required documentation concerning the contract.

Managing people and customer service (MPC)

This unit involves the skills and knowledge required to develop strategies to manage staff performance, development of key result areas and key performance indicators and standards, as well as areas of coaching and feedback. The unit also covers the development of strategies to manage organisational systems that ensure products and services are delivered and maintained to standards agreed by the organisation.

1.3 So how long does the whole course take to complete?

The course duration is two years of study when completing the recommended study load per semester. Each calendar year will have two semesters with Semester One running from January to June, and Semester Two running from July to December.

1.4 Do I have to do the study units in a specific order?

We offer this course in four parts called Programs. Ideally you should complete the Programs in order, and this is what we would strongly recommend. This is because the knowledge and skills gained in each Program builds upon the Program that has gone before with the final Program containing the IBC unit providing the opportunity to bring all the knowledge and skills together.

2. Information about the delivery of the CBFCA course

2.1 I understand the course through the CBFCA is delivered via the Internet. How is this possible?

The CBFCA has spent a considerable amount of time researching the most effective learning platform for it to offer the Diploma via the Internet. Given the broad geographical spread of people interested in completing the course, an online platform was considered the best way to reach all potential students within Australia and internationally.

The Diploma offered by the CBFCA utilises absolute state-of-the-art virtual classrooms which will enable you to come together and discuss topics within the course with your facilitator and with your fellow students. This social and academic interaction creates the most effective method for student learning in an online environment and simulates the classroom situation of a bricks and mortar college perfectly. These classes are live classes held in real-time with an experienced subject matter expert facilitating the learning.

2.2 Does this mean the course is self-paced? Can I start and finish anytime I like?

No. The Diploma offered by the CBFCA is a fully facilitated course. This means that you will have a facilitator for your course who will be well skilled in online facilitation as well as a subject matter expert in the study unit.

Each study unit will have a clear timetable for classes and assessments as well as other assessable requirements. You will be advised of this timetable and will be expected to submit work and contribute to the course in line with this timetable.

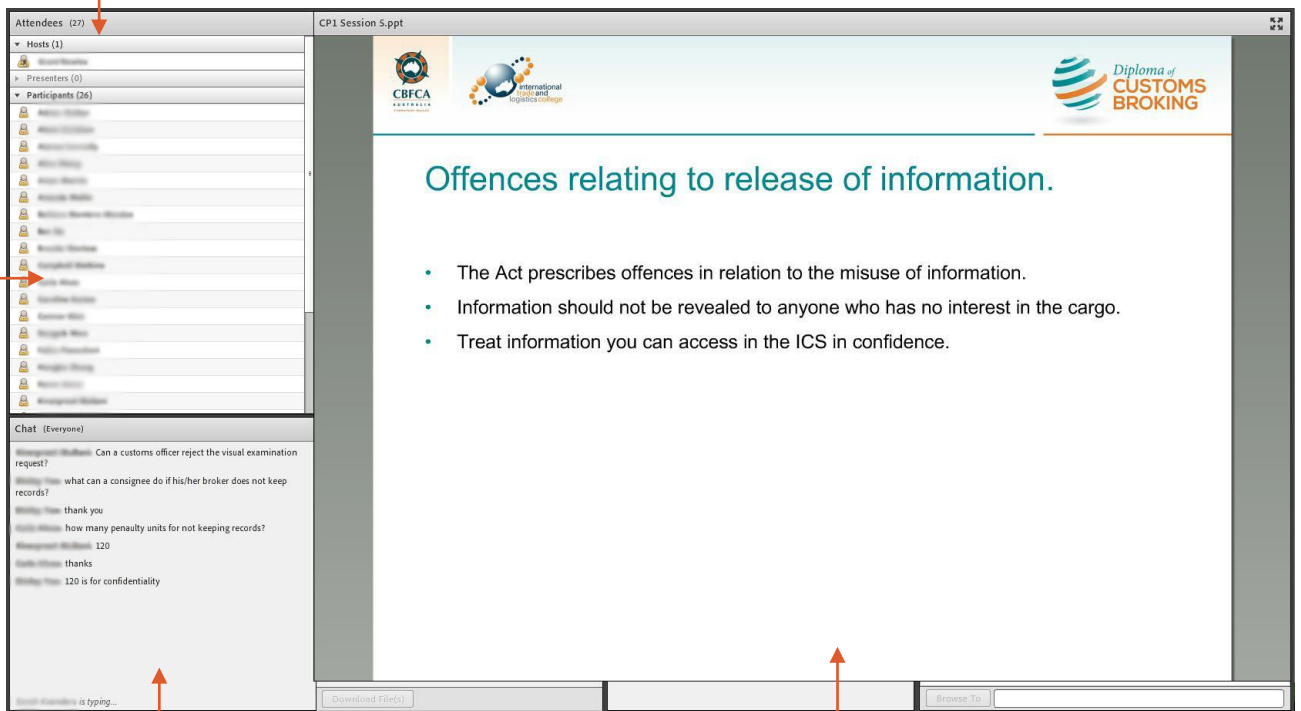
2.3 What can you tell me about the virtual classrooms in the CBFCA course?

The software that makes this happen comes from a company called Adobe Connect. The CBFCA has invested in this software which means that it can be provided to you at no cost whatsoever.

The screen capture (see next page) shows you a snapshot of what you will see from within the class.

The host is your facilitator for the unit and will lead the class in a live discussion to explore the week's topic and answer any questions students may have relating to the work.

Students in the virtual classroom



The screenshot shows a virtual classroom interface. On the left, there is a list of attendees under the heading 'Attendees (27)'. The list is categorized into 'Hosts (1)', 'Presenters (0)', and 'Participants (26)'. Below the list is a chat window titled 'Chat (Everyone)' with a scrollable history of messages. The main area of the screen displays a presentation slide titled 'Offences relating to release of information.' with a bulleted list of points. At the bottom of the screen, there are controls for downloading files and a 'Browse To' field.

This is the chat area for written chat between students and the facilitator.

This is the whiteboard area of the screen that enables the facilitator to show Power Point presentations, quizzes, video, web sites, etc. Students can also 'write' on the whiteboard by clicking on the 'T' for text when it is in interact mode.

The virtual classroom (VC) enables you in REAL TIME to:

- Watch and listen to a presentation by your facilitator
- Respond to questions from your facilitator using your microphone
- Ask verbal as well as written questions of your facilitator
- Ask verbal as well as written questions of your fellow students and respond to their questions and ideas
- Complete quizzes and other interactive exercises
- Provide a response to an opinion survey
- Surf the Internet as a group with your fellow students

All enrolled students will have access to the VCs and you can attend a full orientation session prior to the commencement of classes. To access a VC you will need a microphone and speakers (some students choose to combine these in a headset which may be purchased at any technology store for as little as \$30)

Windows

- 1.4GHz Intel® Pentium® 4 or faster processor (or equivalent) for Microsoft® Windows 7, Windows 8 or Windows 8.1
- Windows 10, 8.1 (32-bit/64-bit), 8.0 (32-bit/64-bit), Windows 7 (32-bit/64-bit)
- 512MB of RAM (1GB recommended) for Windows 7 or Windows 8
- Microsoft Internet Explorer 8 or later; Windows Edge browser; Mozilla Firefox; Google Chrome
- Adobe® Flash® Player 13.0+

Mac OS

- 1.83GHz Intel Core™ Duo or faster processor
- 512MB of RAM (1GB recommended)
- Mac OS X 10.8, 10.9, 10.10
- Mozilla Firefox; Apple Safari; Google Chrome
- Adobe Flash Player 13.0+

You will also need access to the Internet via an Internet Service Provider (ISP). While Broadband internet access is not essential, it will make your learning experience more satisfying by speeding up your downloads of video and other images involved in the course

The CBFCA uses virtual classrooms in all of its courses and you will be expected to attend these sessions when they are scheduled. You will also be expected to contribute to these sessions by both asking and responding to the ideas and input of others within your virtual classroom.

What happens if you miss a VC? No problem at all. Unlike being in a traditional classroom, we record all of our VCs so you can watch them at anytime to ensure you stay up to date with your class. This is one of the most significant benefits of learning with us - you never miss a class.

All VCs are scheduled at night (typically 2000 hours SYD time) and are of one hour's duration.

Dates and times of VC sessions are advised in advance and during daylight savings periods SYD time will be followed.

2.4 What's involved in studying online? Do I have to spend all my time on the computer?

Studying online does not mean all your learning is completed via the computer. This would be very difficult to achieve and would be challenging to anyone's ability to maintain focus, both physically and intellectually.

The following is an outline of the learning philosophy of the Diploma:

Downloadable print materials provided for every session



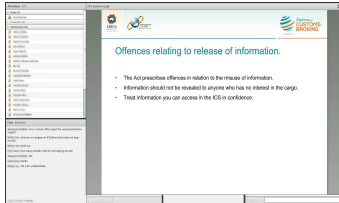
The learning design philosophy of the CBFCA for the Diploma is that you will be provided with a range of reading material for your course which will be downloadable as PDF documents. Our view and our strong recommendation is that you should get yourself a folder for each of your study units and then download, print and file the reading material within these folders to ensure you have good quality, hard copy documents from which to study. You can then use these documents as reference material for the learning activities (see below).

Learning activities available to self-assess your learning



The Diploma will provide you with a number of learning activities to enable you to determine your own understanding of the study unit. These will be found in the online environment so you will need to logon and complete these exercises although this can be completed in your own time within the course and will not be part of your formal assessment within the unit. The answers to questions raised in these learning activities will usually be provided within the downloadable reading material for your study unit although in some cases you may be required to conduct some research of your own either online or through other methods.

Virtual classrooms



Your study units will contain a number of virtual classroom sessions (VCs) and you will be expected to attend these when they are scheduled. These will be conducted online (see section 2.5 for further detail). If circumstances cause you to miss a class, rest easy. All our VCs are recorded, with every action, shared application, web tour, file transfer and more captured as they happened. It's just like being there, so you don't miss a thing.

Posting to an electronic discussion board



There will also be an opportunity for you to share your thoughts on a non-real time case study by posting your comments to the online discussion board. This is not unlike putting your comments on a traditional notice board where other students can walk past, read what you have written and make their own comments.

Participation in the discussion board may form a part of your assessment within each study unit. While each topic posted on the discussion board will have a certain timeliness of response (usually within 5 days), you will be able to post and respond to messages at any time of the day or night. You will not need to be online with your fellow students to leave a message.

2.5 What are the benefits of learning online? Isn't classroom learning better?

There are a number of benefits to you in learning online as compared to the equivalent course in a bricks and mortar environment. Some of these are:

- The Diploma offered through the CBFCA enables you to receive a consistent level of education, wherever you might be located around Australia and even internationally. This is because the CBFCA can source out the most appropriate and experienced facilitators from around the country wherever they are located and bring their expertise together for the benefit of our students
- In the online environment it is possible for the CBFCA to bring guest speakers into the virtual classrooms no matter where those guest speakers may be located around the world. This would be beyond the budget of most colleges due to the high cost of travel and accommodation required. You would also have the opportunity to interact with the guest speaker and ask questions to confirm details of the presentation. All without leaving your own desk.

- There is clearly a saving for you in terms of travel times and costs, particularly where you might be located in places that are not geographically close to the traditional college classrooms.
- If you are unable to make a class, you are still able to attend as the CBFCA records all of the VCs for every unit. This way you will be able to stay up to date with your cohort, as well as ensuring you do not miss out on the class experience, or any pertinent information.
- Research suggests that the ability of a student to retain learning in a course is actually enhanced within an online study environment. This is because an online course combines all of the senses: you not only get to hear a lecturer but you also get to read the material and digest it in your own time. This type of learning appeals to all the senses rather than just the limited opportunities generated by attending a lecture in class.
- We also believe that the learning environment is more relaxed when you can work at your own pace in completing assignments within your own learning environment – usually your own place of work or study.

2.6 What books and materials do I need to purchase for the course?

There is no prescribed textbook for the course. There are learning materials for you to download however there are no costs to download the learning materials other than the normal cost of Internet access through your Internet Service provider (ISP).

To take an active part in the virtual classrooms you will need a microphone and speakers or a combined headset. This retails for around \$30.

You will need to consider having access to a good printer so you can download and print your weekly learning materials. This is essential for good study technique as regular reference will be made to these readings. It is far easier to study from these materials in hard copy where you can make notes in the margins and highlight the specific areas you need to study.

For some units, in particular both Classification units, Valuation II and Integrated Border Clearance, you will need to have access to the Customs Tariff. Students have two choices for obtaining access to the Tariff.

- Option 1: free online access to the Customs Tariff is available from the Customs website. It can be found here: <http://www.border.gov.au/Busi/Tari/Curr>
- Option 2: access to the CBFCA Tariff is free for CBFCA students. Please contact us at training@cbfca.com.au to gain your login details.

2.7 How will I be assessed in the course?

Each unit will have a range of assessment activities (assignments / assessments, discussion boards, etc) which will be on a set date with a window of time in which they can be taken. You must complete the assessment activities within this assessment window which usually spans a period of 12 – 18 hours to provide for maximum flexibility where students are in different time zones or where they may work shift work. The assessment dates are given to you at the beginning of the semester so that you can schedule it in around holidays and work commitments. You should ideally not plan to take leave immediately after a unit's assessment is completed as you may be asked to resubmit some or all of your assessment to rectify any errors or omissions. Best practice is to allow yourself an additional week to be sure.

The assessment activities are of the 'open book' format which means that you will be able to access your course materials during the assessment.

2.8 Will someone show me how to find my way around the learning site on the Internet?

An orientation session will be provided to you and all students prior to the start of the semester. This will show you how to access your course and provide you with an outline of what the course area looks like and how to navigate your way around the online learning centre. This orientation will be recorded so that you will have ongoing access to view the recording and refresh your knowledge as required.

2.9 How much time do I need to commit each week to the course?

We believe the ideal amount of study time is 4 – 6 hours per week for each study unit you are studying. With most students taking two units at once this equates to 8 – 12 hours per week that you need to devote to your study in the Diploma. We also need you to be aware that even though the course is online this does NOT mean it is self-paced. In other words, if you skip a week or two, you will find yourself behind in the class and needing to catch up. In cases where you cannot catch up and are subsequently not able to pass the set assessment tasks, you may need to withdraw from the study unit.

It is important that you do not get behind in your studies as playing 'catch up' is always difficult.

There will be a number of virtual classroom sessions typically held each week for each study unit. We will try to schedule these so that they don't occur in the same week for each of the study units being taken but that may not always be possible and so you need to be prepared for this if it occurs. The time spent online in the VC is only a small part of the study time (maybe only an hour or two per week).

You will need **additional** time each week to:

- read that week's study material and digest the information
- conduct any further research that may be necessary
- complete the non-assessable learning activities
- make comments on the material back to the facilitator and/or the group via the discussion board if required
- complete any assessable activities that may be set
- work with others on group activities as required
- reflect on your learning by submitting non-assessable information to the facilitator

Taking into account the above, you should expect to spend a minimum of 4-6 hours per week on EACH study unit to ensure you have covered the material in depth.

3. Recognition of Prior Learning (RPL) option

3.1 General information for RPL

Recognition of Prior Learning (RPL) is one way that you can have your current skills and knowledge assessed by a Registered Training Organisation to see if they meet today's industry standards.

Recognition of Prior Learning assessment procedures are used to assist an RPL Assessor to make a judgement based on your knowledge and skills and the evidence submitted by an applicant on a case by case basis. Bear in mind that the rules of evidence dictates that evidence must be:

1. Valid
2. Authentic;
3. Current; and
4. Sufficient

Application for RPL may be made for a specific unit(s) or for the full qualification.

RPL looks at the full range of your skills and knowledge. As Recognition of Prior Learning is evidence based there is a very high level of evidence that we require to meet the competency standards set by the Australian Government. You need to provide this evidence to demonstrate you have the ability and knowledge to be assessed as competent in the specific unit of study for which you are making application.

To be considered for RPL for any part of this course, you must have had at least THREE YEARS experience in the International Trade and Logistics industry and be either currently or recently employed in the industry.

These skills and knowledge might come from:

- Formal Training
- Life Experience
- Work Experience

3.2 How do I apply for RPL?

Please contact training@cbfca.com.au to obtain further information on RPL and the Units of Competency (UOC) that you are interested in gaining RPL for. See page 6.

Payment is required at the time of lodgement before any further RPL processing will occur.

3.3 What if I want to use these study units for credit in a course taken at another College?

As the units of study offered in the Diploma are nationally accredited, all TAFEs and private training organisations will recognize your Diploma of Customs Broking Statement of Attainment.

3.4 Will successful completion of the Diploma of Customs Broking help me to gain access to postgraduate study at university?

Universities and a range of educational institutions may recognise the Diploma for their courses. You will need to contact these institutions and make your own enquiries.

4. Enrolment information

4.1 When can I enrol in the course?

Applications for Semester One typically open in November of the previous year for a January start. Applications for Semester Two typically open in May for a July start. We also accept enrolments after the semester commences for those who wish to take study units that start mid-semester. Contact us to find out about flexible start times.

To enrol, go to www.cbfa.com.au and select Diploma of Customs Broking from the Training drop down menu. A link to enrolments is at the bottom of the page.

If you would like to be notified of the opening of applications for the Diploma of Customs Broking, please email the Training Team and we will ensure you are kept informed as soon as enrolments open.

4.2 What are the course fees?

The full course fee is \$5,950. Fees are charged on a pay-as-you-go method. Fees are payable in advance prior to the commencement of each unit. Each unit is \$350 (*gst free*).

4.3 What is the recommended course schedule?

Your first Semester	Your second Semester	Your third Semester	Your fourth Semester
Program 1	Program 2	Program 3	Program 4
CP1 (TLIX5046)	BIO (TLIX5054)	VL2 (TLIX5052)	CL2 (TLIX5053)
VL1 (TLIX5047)	CL1 (TLIX0001)	ADC (TLIX5055)	RDB (TLIX5058)
CBP (TLIX0002)	DPR (TLIX5048)	CP2 (TLIX5056)	MPC (BSBCUS501, BSBMGT502)
DIT (TLIX5049)	BCF (TLIX0003)	OPF (TLIX5050)	IBC (TLIX4036)
		MSP (TLIR4001, TLIR4002)	

4.4 Cancellation Policy

A student will be eligible for a full refund of fees paid for a unit of study where written advice is received by the CBFCA prior to 0900 hours on the Monday of the week in which the study unit is scheduled to commence.

Online learning has deemed to have commenced once a student has logged in and accessed the learning materials for a study unit. Where such a login has occurred for a study unit, no refund will be made for that study unit

4.5 Do I need good English skills?

English as a second language

As an international college, CBFCA welcomes students from various cultures into the Diploma and trusts that their learning experience with us is a pleasurable and productive one.

It is timely to mention however, if you do not have English as a first language, that the Diploma contains a large amount of academic language in the study material. The language used requires a higher level of written and spoken English than in other courses of study at a similar level and this is because the Course is based strongly around the reading and interpretation of the Australian Customs Act and other associated legislation. The CBFCA recommend you have an English proficiency level equivalent of achieving at least 7 out of 9 on all four components of the IELTS test.

If you are uncertain of your ability to manage the demands of written and spoken English in an academic or legislative setting, you are advised to consider taking one of the many courses available. These are often grouped under the heading of “English for Academic Purposes” and these are available from a number of sources in all locations within Australia and overseas. References to these can be found by conducting a Google search for that course title.

It is also important to note that many of our assessments in this course are strictly timed. This timing takes into account a normal amount of time for reading, interpreting and answering questions for students who are proficient in English. If your language skills are less than ideal in this situation you find yourself struggling to complete assessments in time and therefore jeopardise your opportunity to score all the marks available in the assessment tasks. If this is the case, you are strongly advised to seek out additional English language skills such as the course mentioned above.

Completion of an English for Academic Purposes course is optional and at your discretion and all course fees are your responsibility.

4.6 Language, Literacy and Numeracy Evaluation

Regulation Requirement

All vocation education and training in Australia is regulated by the Standards for Registered Training Organisations (the Standards), set by the federal government body the Australian Skills Quality Authority (ASQA). As a part of the Standards, we must evaluate your skills in certain areas, namely language, literacy and numeracy (LLN). This must take place prior to you commencing your studies with us.

All courses have a set minimum requirement regarding LLN which we must abide by. We can make appropriate concessions for LLN skills gaps for students where these concessions do not compromise the requirements of the course, or the integrity, equity, and fairness of the assessment task(s).

If you are identified as possessing a lower level of LLN than the minimum requirements for the course, then we will provide you with appropriate advice or support, dependent on the assessment outcome.

What is the LLN Evaluation?

All newly enrolled students of the ITALC are automatically entered into the Evaluation course. The Evaluation will enable you to determine your personal strengths and weaknesses in the areas of language, literacy and numeracy.

Knowing your own strengths and having them confirmed is empowering because it increases confidence. Understanding your weaker areas allows you to focus on specific tasks designed to build your skills in those areas, and hence your self-esteem and confidence as a learner.

This LLN Evaluation has been developed to evaluate your skills in reading, writing and numeracy and are a part of the 5 core skills that make up the Australian Core Skills Framework (ACSF). These skills have been identified as the basic skills that a person need in the community, classroom and workplace. The 3 skills checks will take no more than 45 minutes, allowing yourself 15 minutes for each one.

Is it compulsory?

Yes, under current government requirements, all students must complete the LLN Evaluation prior to commencing their studies with the ITALC. If you do not complete the Evaluation you will not be granted access to your enrolled units.

The ITALC wants to provide you with every opportunity to succeed in your studies. You are strongly encouraged to use this evaluation as a tool to improve your academic skills as well as your confidence with which you approach your studies.

Who can see my results?

The results of the Evaluation are confidential. The only people/person, other than yourself, who will be able to see your results are the ITALC staff. The results are not considered towards your Diploma and therefore will not be reported on your academic transcript.