

# ELN Self-Assessment Tool: Questionnaire TEO-O-6 – Information, Guidance and Specialised Support – *Organisational/Unit level*

**Judgement scales for each ‘good practice’ indicator:** N/A = Not applicable; D/K = We don’t know; 1 = We are not doing this yet; 2 = We have started on this but there are still significant improvements to be made; 3 = We are doing this well; there are minor improvements to be made; 4 = We are doing this very well.  
**L&N = Literacy and Numeracy**

Topic	Good practice indicators	Prompting questions	Judgement					
			N/A	D/K	1	2	3	4
<b>Information and guidance</b>	Staff providing enrolment and study information and guidance are appropriately trained and qualified, and are able to identify and discuss whether students may need specialist L&N support.	Are staff who provide enrolment and study information and guidance or who conduct enrolment interviews appropriately trained and qualified?  How well are they able to identify and discuss whether students may need specialist L&N support?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Staff providing information and guidance are aware of the full range of L&N support available to learners.	How does the organisation ensure that staff providing information and guidance are aware of the full range of literacy, language and numeracy support available to learners?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Enrolment advice ensures that learners are placed in the most appropriate programme at the most appropriate level, aligned with their L&N needs and their aspirations.	How well does learner placement meet learners’ L&N needs and their aspirations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Effective processes are in place to identify learners, from enrolment onwards, who may require specialist assistance with L&N.	How effective are processes to identify learners, from enrolment onwards, who may require specialist assistance with L&N?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

***Strengths of the organisation in regard to Information and Guidance, and evidence for these:***

**Critical Actions to be taken in the organisation in regard to Information and Guidance:**

Topic	Good practice indicators	Prompting questions	Judgement					
			N/A	D/K	1	2	3	4
<b>Specialised L&amp;N support</b>	All staff are aware of the full range of L&N support available to learners.	How well are staff aware of the full range of L&N support available to learners?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Where deemed necessary and appropriate, the organisation engages external partners (e.g. specialised L&N providers) to assist learners with developing their L&N proficiencies.	How effectively does the organisation engage external partners (e.g. specialised L&N providers) to assist learners with developing their L&N proficiencies?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Staff and/or external partners providing specialised L&N support are appropriately trained and qualified, and are able to identify and discuss L&N development needs with learners.	Are staff and/or external partners who provide specialised L&N support appropriately trained and qualified? How well are they able to identify and discuss L&N development needs with learners?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Specialised L&N support is accessible and welcoming to learners.	How accessible and welcoming are the specialised L&N support services that are available to learners?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	L&N support specialists work closely with educators to assist learners with achieving the L&N programme objectives.	How well do L&N support specialists and educators work together to assist learners with achieving the L&N programme objectives?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Specialised L&N support is effective.	How effective is the specialised L&N assistance?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

***Strengths of the organisation in regard to Specialised L&N Support, and evidence for these:***

***Critical Actions to be taken in the organisation in regard to Specialised L&N Support:***

**Name organisational unit (if applicable):**

**Date completed:**