**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**

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| **Topic** | **Good practice indicators** | | **Prompting questions** | **Judgement** | | | | | |
| **N/A** | **D/K** | **1** | **2** | **3** | **4** |
| **Information and guidance** | 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? |  |  |  |  |  |  |
| 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? |  |  |  |  |  |  |
| 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? |  |  |  |  |  |  |
| 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? |  |  |  |  |  |  |
| ***Strengths of the organisation in regard to Information and Guidance, and evidence for these:***  Click here to enter text. | | | | | | | | | |
| ***Critical Actions to be taken in the organisation in regard to Information and Guidance:***  Click here to enter text. | | | | | | | | | |
| **Topic** | **Good practice indicators** | **Prompting questions** | | **Judgement** | | | | | |
| **N/A** | **D/K** | **1** | **2** | **3** | **4** |
| **Specialised L&N support** | 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? |  |  |  |  |  |  |
| 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? |  |  |  |  |  |  |
| 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? |  |  |  |  |  |  |
| 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? |  |  |  |  |  |  |
| 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? |  |  |  |  |  |  |
| Specialised L&N support is effective. | | How effective is the specialised L&N assistance? |  |  |  |  |  |  |
| ***Strengths of the organisation in regard to Specialised L&N Support, and evidence for these:***  Click here to enter text. | | | | | | | | | |
| ***Critical Actions to be taken in the organisation in regard to Specialised L&N Support:***  Click here to enter text. | | | | | | | | | |

**Name organisational unit (if applicable):** Click here to enter text.

**Date completed:** Click here to enter a date.