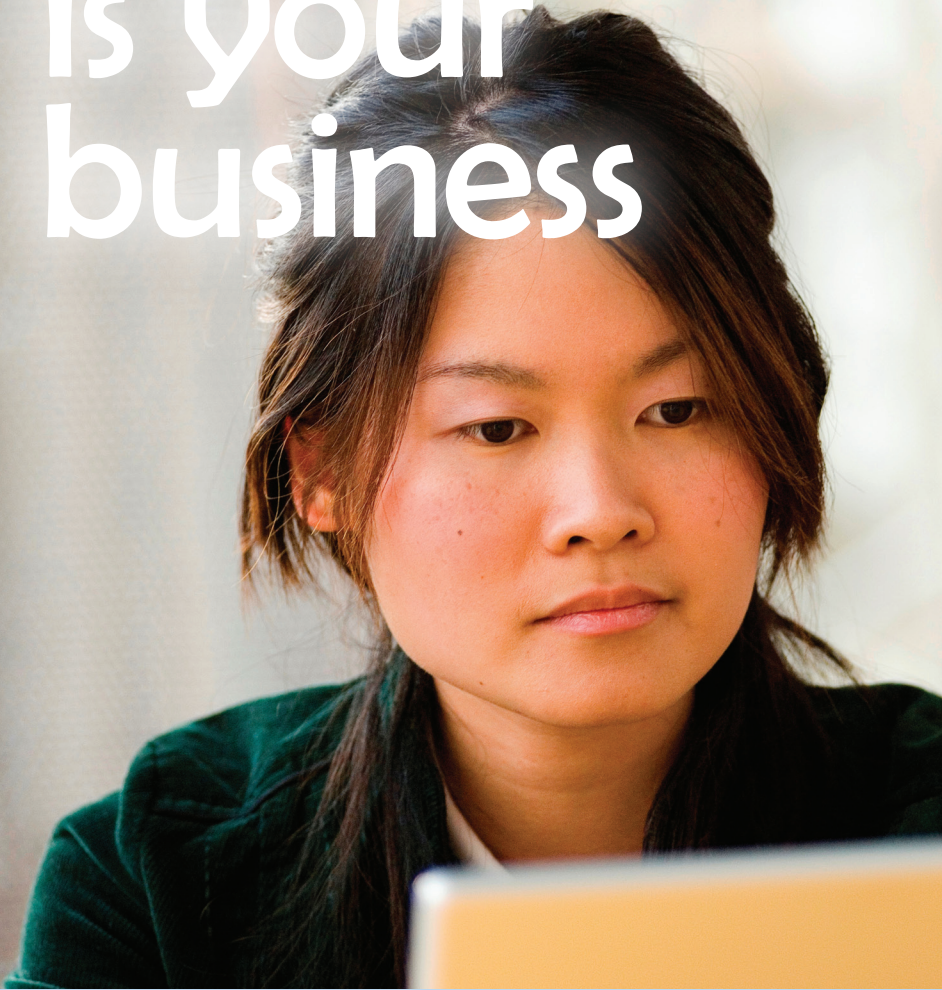


Employee Literacy is your business



Literacy Aotearoa
Choice Change Freedom



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Employee Literacy is your business

Productivity, innovation, customer service and competition all mean your employees need the literacy and numeracy skills to lift your business and deal with new work practices and technologies.



When employees can read safety signs and understand written policies, you have a safer workplace.

safer workplace



When employees know how to measure and weigh accurately you have fewer returned products and less wastage. That means better service and happier customers.

fewer returned products



When employees are confident in their paper work, it improves quality processes and documentation.

improves quality processes



When employees have confidence in their literacy and numeracy skills they become better at solving problems, asking questions and communicating ideas.

better at solving problems



Confident employees are more likely to ask for help when they find instructions difficult to understand. That improves teamwork and performance and reduces staff turnover.

improves teamwork



Enhanced literacy and numeracy skills open the door for employees to get better qualifications and give them the confidence to take on new roles and responsibilities.

better qualifications



You may not know that a problem exists

Literacy and numeracy are not measures of intelligence. Many smart people have difficulty with these basic skills – and you may not recognise it.

People who have difficulty with literacy and numeracy may read newspapers and keep up-to-date with local politics and international current affairs. They may use a calculator or a computer. They may be able to operate complex equipment. But they still may not have all the literacy skills they need at work.

Literacy Aotearoa has programmes that can help them to improve their workplace literacy, language and numeracy skills.



Benefits of improving literacy skills

Direct gains – Employees work better:

- Better reading skills mean employees can follow instructions and procedures.
- Better speaking and listening skills mean improved communication, more useful feedback and better teamwork.
- Better writing skills mean more accurate orders and more useful reporting.
- Better numeracy skills mean accurate deliveries and better record keeping.

Indirect gains - Improved literacy leads to improvements in other areas:

- Greater confidence, more staff loyalty and improved retention.
- Greater employee safety and health.
- Better problem solving and fewer mistakes.
- Acquiring new skills to support innovation and improve productivity.

How serious is the issue?

The issue is more widespread than you may think. An international study, **The Adult Literacy and Life Skills Survey¹**, measures literacy and numeracy using a 5-level scale:

Level 1	Read simple documents, match information, and perform one-step calculations.
Level 2	Search documents and filter out information, make inferences, and execute two-step calculations.
Level 3	Perform complex information filtering, make inferences, and manipulate mathematical symbols.
Level 4	Integrate information from long passages, perform complex inferences, and complete multi-step calculations.
Level 5	Make high-level inferences or syntheses, use specialised knowledge, filter out multiple distractors, and understand and use abstract mathematical ideas.

Forty percent of New Zealand's working population were **below level 3**. That's below the minimum level of skill required to participate in a modern economy.

¹The Adult Literacy and Life Skills (ALL) Survey: Overview and International Comparisons. Ministry of Education, March 2008.



What happens when you improve literacy skills?

Literacy levels in relation to employment status²

Type of skill		Prose Literacy	Document Literacy	Numeracy
Employed	Level1	11%	12%	16%
	Level2	29%	28%	30%
Unemployed	Level1	27%	28%	41%
	Level2	38%	38%	35%

Literacy and numeracy are fundamental building blocks for improving workplace performance. Employees gain better reading, speaking and writing skills, which help improve accuracy, efficiency, problem-solving and overall communications between staff and supervisors, and within teams. Other benefits include increased staff retention and loyalty, improved safety records and better employee health. People who have gained new literacy skills are better able to learn to work with new equipment, which supports innovation and increases productivity.

²Prose literacy: understanding brochures and manuals; Document literacy: understanding graphs and tables; Numeracy: understanding and processing numerical information



Literacy Aotearoa can make a difference

Literacy Aotearoa develops and delivers tailored literacy, language and numeracy programmes throughout New Zealand. We are a national not-for-profit organisation of adult literacy providers who work in small and large workplaces in urban and rural communities.

Workplace Literacy specialists

Because we work with employers, industry training organisations and the vocational, youth and health and disability sectors we really understand literacy in the workplace and how it affects you and your business.

Tailored programmes

We can develop programmes that are tailored to fit the real and actual needs of your workplace. Because these programmes are directly related to your employees' daily activities, they are more relevant, effective, easily remembered and readily put to use.

Proven track record

We have a proven track record of developing and delivering quality cost-effective programmes, training hundreds of literacy tutors and delivering programmes to many thousands of individuals.



How we work with you

Literacy Aotearoa will work closely with you to develop and deliver quality programmes that will address your business priorities and meet your employees' individual literacy, language and numeracy needs.

We meet with your key personnel and carry out a site visit to learn about your documentation and processes, to find out what the issues are. A literacy specialist then carries out a needs analysis through confidential interviews in order to establish employees' current literacy, language and numeracy skill levels, identify gaps and assess cultural needs and past learning experiences. The specialist also notes any relevant work and study factors.

We then develop individual programmes for each employee, including a negotiated personal learning plan, with measurable and achievable goals.

We deliver tuition on-site or at our provider's premises, one-to-one or in small groups, at times that best suit you and your employees. We assess each student's learning in these sessions and measure achievements against individual goals.

We can also assist you to apply for funding, and we can help you develop your own internal capability so that you can support your employees once they have completed the programme.



Funding

Funding options to assist you include:

- Literacy Aotearoa has a funding allocation through the Workplace Literacy Fund operated by the Tertiary Education Commission (TEC), to develop and provide literacy programmes to organisations and their employees and to help provide appropriate support afterwards.
- Employers with 50 or more employees who need assistance can apply to the TEC Workplace Literacy Fund in their own right. You can apply quarterly and can access funding for a two year period. If your organisation is eligible Literacy Aotearoa can partner with you to help you to apply, assess, develop resource, deliver and support work-place literacy programmes.

Ongoing support

To ensure that the learning lasts, we can support you to develop a follow-up action plan to give your company the skills and ability to support your employees' literacy, language and numeracy needs once they have completed the initial course.

- We can assist you to develop an overall literacy, language and numeracy action plan.
- We can work with your HR people to encourage and support employees who wish to continue learning and gain further qualifications.
- We can provide input for your in-house training programmes to ensure that these meet the needs of employees with literacy issues, and we can run workshops to help raise awareness of literacy issues amongst managers and supervisors.
- We can review your company documentation and processes to help make them more meaningful and accessible to employees.
- We can conduct professional development workshops for your in-house trainers, training them as adult literacy tutors and helping them achieve nationally-recognised certificates.



A quality assured approach

You can have confidence in our training programmes because they are based on proven best practice models.

Our quality assurance programme ensures that these practices are integrated into all tutoring programmes that we deliver. Our Quality Standards Framework has been recognised by NZQA and is reviewed on a 3-year audit cycle³.

The programmes we deliver are always based on students' past learning experiences, and their learning needs and goals; they balance specialist content with general conceptual and personal skills.

Where we teach in groups we take into account differences in students' backgrounds, cultures and skills and encourage a co-operative and supportive learning environment. Our tutoring methods encourage critical thinking. We assist students to develop skills and strategies to become effective learners and take responsibility for their own learning, fostering affirmative use of tikanga and te reo Maori; and students play an active role evaluating our programmes and providing critical feedback.

³The practices we follow are defined in Te Poutama Painga: Quality Assurance Standards of Literacy Aotearoa, which you can find on our website (<http://www.literacy.org.nz/tpp-qas-poster.php>), and are consistent with those in the TEC publication, Embedding Literacy and Numeracy: Theoretical Framework and Guideline (2008).

Snapshots - Literacy Aotearoa at work

- The Tertiary Education Commission (TEC) has contracted Literacy Aotearoa to deliver individualised programmes to over 1,000 people nationwide who are employed, self referred and have identified work goals.
- We have recently delivered programmes for the retail, engineering, road construction, laundry, fisheries, farming, meat production, aged care and social services sectors.
- We have delivered hundreds of individualised literacy and study support programmes to Modern Apprentices throughout the country through a contract with TEC. As a result of the effectiveness of these programmes Industry Training Organisations have contracted Literacy Aotearoa to provide programmes to their other trainees.
- Literacy Aotearoa has developed a range of support initiatives to assist companies to build capability to support their employees' literacy, language and numeracy needs after a literacy programme has been delivered.

Employer and ITO feedback

We know that what ultimately matters is how effectively we work with employers to make positive changes in people's lives. Employers recognise the contribution we make to their businesses and to the people we train:

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Bruce Horsley, Group Manager Apprenticeship Training,
Building and Construction Industry Training Organisation

We have recently started using Literacy Aotearoa to deliver one on one literacy development programmes for individuals. Their approach is professional, structured and extremely reliable, whereby the employer can be confident that what is happening is as planned and discussed. The tutors, team leader and managers genuinely care about the development of the individual and are very knowledgeable in the area of adult education, providing practical and useful programmes that will not only assist the individual in the workplace but also home life. We have used other providers in the past and feel that Literacy Aotearoa is far superior with their wealth of knowledge and experience working with industry for many years.

Cara Scott
Training and Development Manager, Engineering
The Fletcher Construction Company Ltd

He's gone from a kid at school who could not write, who could not read, to reading unit standards and being able to slowly but surely read through them and write out answers. He left school illiterate. Now with help from here, he has done

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Modern apprentices' literacy learning: a formative evaluation.
Department of Labour 2010.



Student feedback

While we are proud of the work we do, the recognition we most value comes when we hear how people's lives, and the lives of those around them, have been changed forever as a result of the programmes we have delivered.

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Modern apprentices'
literacy learning: a
formative evaluation.
Department of Labour 2010.

I couldn't read a normal
book to my son pretty much,
had trouble with that. And
now I read him bedtime
stories so it has helped my
confidence.

Modern apprentices'
literacy learning: a
formative evaluation.
Department of Labour 2010.



Please visit our website www.literacy.org.nz

To discuss programmes and funding options in detail please contact:

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Literacy Aotearoa

Choice Change Freedom