

YOU MAY NOT KNOW THAT A PROBLEM EXISTS

Workplace literacy and numeracy encompass the essential skills needed for daily tasks at work, such as communicating with customers, understanding safety information, keeping accurate records, and following schedules. Many adults lack these skills, impacting productivity and safety. A well-trained, literate, and numerate workforce enhances business productivity and employee engagement. Literacy and numeracy aren't measures of knowledge; many knowledgeable people struggle with these skills despite being informed and capable in other areas.

Literacy and numeracy issues can be hard to identify, and employees are often too embarrassed or fearful to tell their employer.

Tell-tale Signs of Literacy Issues

- | | |
|--|---|
| <ul style="list-style-type: none"> Wastage levels are higher than they should be. Incentives or penalties to reduce wastage make little or no difference. Customers complain frequently about receiving no response, incomplete orders, the wrong information or poor service. Reluctance to contribute or attend team meetings Reluctance to take on new tasks Coming up with excuses to avoid starting a new initiative Declining opportunities for responsibility or promotion, even when capable. Avoiding paperwork: health and safety forms are not completed. Inability to understand written instructions Work frequently has to be redone. Basic errors hold up the workflow. Frequently absent from work | <ul style="list-style-type: none"> Staff turnover is higher than you'd expect. Employees take a day off or resistance when training is scheduled. Asking colleagues for help on simple tasks Personal documentation not in order Delegating tasks to other colleagues Correct processes and procedures are not followed even when published around the workplace. Avoiding to read out loud or asking others to read Frequently misplacing glasses Illegible handwriting Confusing letters 'b', 'd' and 'p', 'q' Reversing words when reading or writing (e.g. 'saw' instead of 'was') Reluctant to make comments or suggestions or give feedback. Your business has more workplace accidents – or near misses – than it should, even though you provide health and safety training and have processes in place. |
|--|---|

DIRECT BENEFITS OF IMPROVING AN EMPLOYEE'S CORE SKILLS

- Makes employees feel better about themselves
- A safer workplace
- Employees can follow instructions and procedures
- Improved communication, more useful feedback and better teamwork
- Accurate recording and better record keeping
- Absentee levels may also decrease and they will be more open to new opportunities.



For more information scan here

HOW SERIOUS IS THE ISSUE?

The issue is more widespread than you make think. An international study; The Adult Literacy and Life Skills Survey, measured literacy and numeracy using a five level scale.

LEVEL 1	Read simple documents, match information, and perform one-step calculations
LEVEL 2	Search documents, filter 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 multiple distractors, and understand and use abstract mathematical ideas.

Results showed 40% of New Zealand's working population was below Level 3.

That's below the minimum level of skill required to participate in a modern economy.

DEVELOPMENT OPTIONS VIA ASPIRE2 WORKPLACE COMMUNICATION

ASSESSMENTS

An online or paper based assessment is conducted to identify the current level of each learner and to monitor improvements over time. An individual learning plan is then created by the learner and tutor. The assessment is not a pass or fail, and is purely to gauge the level of abilities only. The results are confidential. But overall areas of improvement are shared in a final report with the key management team.

COURSE DETAILS

- This type of training is best delivered in a group environment, as this reduces stigma, promotes teamwork and networking. The optimum size is around 8-10 people, so activities don't take long, shy attendees take part and training can be tailored to the individual.
- 25 – 80 hours of fully funded training for NZ citizen or residents (valued around \$4,000). Proof of residency is required.
- Programmes are delivered ideally in the workplace, at a time to suit your operational needs.
- Aspire2 Workplace Communication can integrate the organisation's documents and materials (e.g., SOPs) to support quick learning and immediate workplace application.
- A dedicated team is there to look after your organisation, and always on hand to support the learners and organisation throughout the programme.
- Employees need to be supported to attend this training in order to achieve the desired outcomes.

You've been selected
AS Wilcox & Sons wants to support you to grow and have partnered with Aspire2 Workplace Communication to do this.

YOU WILL LEARN ABOUT:

- Effective Communication: with your team and at home
- Confidence with workplace documentation
- Dealing with Challenging Situations
- Focus on Wellbeing
- Problem Solving Skills
- Outsetting and Finance Tips
- Dealing with Change, including technology

BENEFITS:

- Have fun while learning
- Build your confidence
- Gain skills for life & work

At work, in paid time
This training programme is all about helping YOU with skills for life
We look forward to seeing you there!

aspire2
Workplace Communication