Australian Government
Department of Education, Employment and Workplace Relations

WELL Workplace English Language and Literacy Program (WELL)

August 2009 Volume 1, Issue 3

Doing well with *WELL* Resources

Welcome to the latest edition of *Doing well with WELL Resources*. This quarterly publication provides updates on recently completed Workplace English Language and Literacy (WELL) program resources and Adult Literacy National Project (ALNP) Innovative projects.

Inside this issue:

WELL Resources - 1
- Resources and Infrastructure
- Manufacturing

WELL Resources 2-3
- Community Services and Health
- Construction

WELL Resources 3-4
- Transport & Logistics
- Agriculture, Horticulture & Natural Resource Management

WELL Resources 4
- Forestry
- Multiple Industries

- ALNP Innovative Projects 5
- About WELL and Innovative Projects

Literacy News 6

Feedback, comments or questions or good news? Have you won an award recently for a WELL Resource or Innovative Product? Why not tell us? Please send any feedback to the Resource Coordinator via adultlit@deewr.gov.au

WELL Resources

Resources and Infrastructure

Getting the Job Done: a communication skills resource for team leaders

An interactive CD ROM to support the development of workplace communication skills for employees moving into supervisory or leadership roles. The resource supports the development of workplace communication skills in the Certificate IV Training packages for coal mining, civil construction, drilling and extractive and metalliferous mining. The resource has been developed by SkillsDMC.

Further information can be obtained by contacting:

Dorothy Rao
Skills DMC
Ph: 02 9299 3014
Email: drao@skillsdmc.com.au

Cost: postage and handling only

Manufacturing

Lean Manufacturing: Leading the Way

A CD ROM and supplementary Learners' Guide, Trainers' Guide and Resource Sheets designed to assist employees develop team leadership skills in the implementation of lean practices in the workplace. The resource will support several units of competency under the MCM04 Competitive Manufacturing Training package. The resource has been developed by Workplace Learning Initiatives.

Further information can be obtained by contacting:
Peter Hancock
Workplace Learning Initiatives

Ph: 08 8981 0077

Cost: $35.00 (Inc GST)

5S in Manufacturing for Team Leaders

A 20 minute DVD which uses practical and relevant workplace examples to develop the communication and leadership skills required by workers to help others apply the 5S (sort, set, shine, standardise and sustain) procedures to their job and work area. The resource will support the Certificate IV in Competitive Manufacturing from the MSA07 Manufacturing Training Package. Trainers and organisations can use this resource for refresher purposes, distance education, induction of new staff and as a learning aid for in house training.

The resource has been developed by the Manufacturing and Engineering Skills Advisory Body and Fran Haarsma Productions.

Further information can be obtained by contacting:

Maree McEvoy

Ideas That Work

Ph: 03 9525 1407

Email: ideas@ideasthatwork.com.

Cost: $135.00 (Inc GST)

WELL Resources

Community Services and Health

Working Safely in Community Services: DVD and Facilitators' Guide

A 21 minute DVD and Facilitators' Guide aligned with the CHC08 Community Services Training Package, which provide important information for workers in aged care and home and community care workplace settings. The DVD covers areas such as manual handling, hygiene practices, client admission procedures and safety in the homecare environment. Included in the Facilitators' Guide are instructions for using the DVD; questions, discussion points and suggested activities. The resource has been developed by Aspire Learning Resources.

Further information can be obtained by contacting:

Stephen White

Aspire Learning Resources

Ph: 03 9820 1300

Cost: 45.95 (GST Inc)

Their Feet in Your Hands. Basic Foot Care and Use of Ankle Foot Orthoses for People with Disabilities

This resource supports a number of competencies in the Community Services, Health and Disability Training Packages, and is designed to train support workers in community services and aged care to assist clients with basic foot care and the correct fitting of ankle foot orthoses. It consists of a facilitator's guide and assessment tasks; detailed lessons; workbook support materials; and an interactive CD ROM that can be used as a stand alone resource or in conjunction with the workbook to promote flexible learning. The resource has been developed by Disability Enterprises. Further information can be obtained by contacting:

Debra Brown

Disability Enterprises

Ph: 02 4784 1118

Email: info@disabilityenterprises.com.au

Cost: $50.00 GST Inc

Document Writing Skills for Disability Support Workers

This resource provides learning materials to assist disability support workers complete workplace documentation. The learning resource contextualises the material by using a case study of a client. It provides information on the documentation requirements of the disability sector; learning activities to assist the development of effective writing skills; and the opportunity to practice documentation skills on disabilities forms and documents. The resource has been developed by The Learning Workshop. Further information can be obtained by contacting:

Cathrena McRae

The Learning Workshop

Ph: 07 4041 0299

Email: cathrena@thelearningworkshop.com.au

Cost: $55 (GST Inc) or free to download from Literacynet.

Construction

Mapping for Paving Competency Standards and Learning Resources; Core Calculating Skills Reference Guide; Core Communication Skills Reference Guide

A set of three reference guides to assist Registered Training Organisations with the delivery of training towards the new qualification CPC31608—Certificate III in Paving. The resource is targeted at existing workers who have not necessarily undertaken structured training and may encounter difficulties with the language, literacy and numeracy skills underpinning many occupational tasks.

The resource has been developed by the Construction and Property Services Industry Skills Council and is available for free download from Literacynet.

WELL Resources

Doggers - Doing the Job

This resource is designed to support the CPC08 Construction, Plumbing and Services Training Package. Specific competencies addressed include: CPCCDO2001A: Handle and use dogging tools and equipment; and CPCCDO3001A: Perform dogging. The resource consists of a 19 minute DVD and a CD ROM containing customisable worksheets and a trainer's resource to support the DVD. The DVD is organised into seven chapters and focuses on the development of the verbal and non-verbal communication skills that workers need to perform dogging operations. The resource can also be used as support material for people working towards their National Licence for High Risk Work.

The resource was developed by Ideas That Work and Fran Haarsma Productions. Further information can be obtained by contacting:

Maree McEvoy

Ideas That Work

Ph: 03 9525 1407

Email: ideas@ideasthatwork.com.au

Cost: $135.00 GST Inc

Stay on Top of It: Safe Work Practices for Roof Tilers

This resource pack consists of a DVD ROM, training manual and trainer's notes demonstrating best practice in occupational health and safety for roof tilers working in the residential construction industry. The resource supports the Certificate III in Roof Tiling from the Construction, Plumbing and Integrated Framework Training Package (CPC08), specifically targeting the units of competency CPCPCM2015A: Work safely on roofs; and CPCCRT2001A: Handle roof tiling materials. Items may be purchased separately or as a set. The resource was developed by Swinburne University of Technology TAFE. Further information can be obtained by contacting:

Merrilyn Bull

Ph: 03 9210 1963

Email: mbull@swin.edu.au

Cost (GST inc):

Basic pack (1 x DVD, manual and trainers notes) $80.00

DVD only: $33.00

Manual only: $33.00 or free to download from Literacynet

Transport and Logistics

Transcom: A Training Resource for the Transport Industry (website)

This resource addresses the literacy and communication needs of level four supervisors in the transport industry workplace. A web-based communications resource has been designed to enable training practitioners in the industry to discuss and share resources. The Transcom Resource Framework supports resources in the field of occupational health and safety and the underpinning literacy and communication skills embedded throughout. The website is designed to support the TDT40202 Certificate IV in Transport and Distribution (Road Transport). The website has been developed by Centacare Employment and Training.

Availability:http://transcom.ktstudio.org

On the Track: Using Numbers Successfully

An interactive CD ROM that supports the language and numeracy needs of workplace learners studying TLIE507C: Carry out basic workplace calculations, from the Transport and Logistics Training Package (TLI07). The materials are customised for railroad employees, but are not limited to this segment of the industry. The content is introduced systematically through a variety of interactive learning activities and is designed to assist those in positions where the accurate and confident application of numeracy skills are an integral part of safe, routine work. The resource has been developed by Evolve Curriculum Development and Training. Further information can be obtained by contacting:

Linda Thorburn

Evolve Curriculum Development and Training

Ph: 08 9243 4976

Email: Linda@evolvecdt.com

Cost: $11.00 GST Inc.

Agriculture, Horticulture and Natural Resource Management

Skills Development Resources for Certificates II & III in Agriculture

A series of nine learning guides, workbooks and assessment tools designed to support the Certificates II and III in Agriculture from the Rural Production and Conservation and Land Management Training Packages. These resources provide accurate and up-to-date industry content, written by people with industry and workplace training experience. The resources are designed to enable Registered Training Organisations to provide off-campus flexible delivery to workers in remote areas. The resources are available from the TAFE SA online catalogue at: https://products.tafesa.edu.au.

Please check the catalogue for descriptions and pricing of individual items.

WELL Resources

From the Ground Up: Addressing core skills in entry level AgriFood qualifications

A guide and accompanying CD ROM for teachers, trainers and assessors interested in delivering entry level qualifications in the Agri-food industry. The resource supports the Certificate I in Agrifood Pathways and Certificate I in Rural Operations. Specific units of competency addressed include AGFPCI101A: Adapt to work requirements in industry; AGFPCI102A: Apply effective work practices; AFFPCI103A: Demonstrate and apply safe work practices at work; and RUV1103A: Support animal care cleaning activities. The resource has been developed by Agrifood Skills Australia. Further information can be obtained by contacting:

Jane Brownbill

Agrifood Skills Australia

Ph: 02 6163 7200

Email: jane.brownbill@agrifoodskills.net.au

Cost: The resource is available from the developer free of charge.

Forestry

Chainsaw Basics

An interactive CD ROM for chainsaw operators, aligned with the Forest and Forest Products Industry Training Package (FP105). The resource covers safety, basic maintenance and crosscutting techniques. Presentation features photos, movie clips, animated graphics, onscreen text and a voice-over narration. Learning exercises and assessment tools are also included. Trainers can customise all elements of the presentation, including inserting their own site-specific photos and movie clips, and recording their own voice-over.

The resource has been developed by McElvenny Ware. Further information can be obtained by contacting:

David McElvenny
McElvenny Ware Pty Ltd
Ph: 02 4573 6969
Email: david@workspacetraining.com.au

Cost (GST Inc):
$22.00 for a pack of 5 interactive CDs
$5.50 each for the customisable version of the CD
$11.00 each for the Trainer and Assessor Guide

Multiple Industries

You're Not on Your Own: Supporting Apprentices Core Skills

A resource kit for the professional development of field officers and trainers who work with apprentices. The CD ROM provides facilitator guides, multi-media resources, participant materials and further information for a two day professional development experience. The workshops provide Group Training Organisation staff with key understandings, strategies and confidence to address language, literacy and numeracy issues in the recruitment, selection and training of apprentices; and with host employers and training providers.

The resource has been developed by Group Training Association Victoria. Further information can be obtained by contacting:

Pam Jonas
Group Training Association Victoria
Ph: 03 96393955
Email: pam@gtavic@asn.au

Cost: $55.00 GST Inc

The Grammar Disc (DVD ROM)

This unique interactive product has been developed for Deaf people to improve their workplace reading and writing skills in English. The material depends entirely on visual representations with instructions provided in Australian Sign Language with optional captions and voice-over to allow access to other learners and trainers. The material focuses on the basics of English grammar and shows how key grammar rules operate in various work related applications. Each lesson provides exercises to practice the rules and skills taught. The resource also provides other learning tools including a glossary of grammar terms and signs, as well as a tense reference.

The resource is available online from WestOne Services at: www.westone.wa.gov.au.

Cost: $55.00 GST Inc

Adult Literacy National Project - Innovative Projects

Professional Development

Claremont College Literacy Support Program

This Adult Literacy National Project Innovative Project by Claremont College is a report on a program that was designed for disengaged and disadvantaged young adults in the New Norfolk community in Tasmania. The desired outcomes of the program were to increase participants' learning outcomes with particular emphasis on literacy, numeracy and information technology skills; increase participants' employment and further education opportunities; develop and extend the skills of staff working with the target group; and develop a sustainable delivery and training model for use by other communities. The Final Report details the keys to a successful project; stages of the project's development; strategies and resources used throughout the project to teach and assess language, literacy and numeracy; and student work samples. It is available to download from Literacynet.

Further information about this project can be obtained by contacting:

Lynne Hanlon
Claremont College
Ph: 03 6249 6868
Email: lynne.hanlon@education.tas.gov.au

Playford Literacies

This report is on a project undertaken by the University of South Australia in the City of Playford, a Local Government area in Northern Adelaide. The aim of the project was for a range of government, education and human service organisations to work collaboratively to build language, literacy and numeracy (LLN) capacity in the region. Collaboration occurred in the context of different definitions and understandings of LLN provision. The report details key learning from the project, which was driven by a Local Government derived 'community engagement framework' serving as a touchstone for meeting residents' LLN needs. The Final Report is available to download from LiteracyNet. Further information about this project can be obtained by contacting:

Dr Sue Shore
University of South Australia, Magill Campus
Ph: 08 8302 4061
Email: sue.shore@unisa.edu.au

About the WELL Program and Innovative Projects

WELL Program

The WELL Program is funded by the Australian Government and is available for: training, resource development and strategic projects.

WELL training aims to assist organisations to train workers in English language, literacy and numeracy (LLN) skills. Projects should target workers who need to improve their LLN skills in order to remain or progress in employment (including avoiding displacement) and address participants' employment and training needs. It also targets IEP participants who show a demonstrated need for LLN training and may be either employed or unemployed.

Applications for WELL Training grants may be submitted at any time during the year. Further information can be found at www.deewr.gov.au/well.

Funding for WELL Resources is available for the development and trialling of:

- training materials designed to enhance LLN skills that are aligned with endorsed Training Packages;
- industry relevant LLN assessment and reporting methods; and
- professional development resources for industry trainers/assessors aligned with Training Packages.

WELL funding is also available for strategic activities that develop and trial nationally applicable models and strategies to integrate LLN in workplace training consistent with the AQTF, preferably with a cross-industry focus. These activities may include the development and trialling of industry relevant LLN assessment and reporting methods.

Applications for resource and strategic projects are considered for funding once a year (normally February/March). Refer to the WELL website (www.deewr.gov.au/well) for exact dates.

Adult Literacy National Project (ALNP) Innovative Projects

Innovative projects aimed to support and promote research, resources and projects in the field of adult literacy with the end goal of assisting individuals with low levels of LLN to develop the skills necessary to cope with the increasing and complex demands of modern life and work.

As a result of the new National Agreement for Skills and Workforce Development that was agreed to by the Council of Australian Governments (COAG) on 29 November 2008, funding previously allocated to Innovative Projects under the Adult Literacy National Project has been rolled into states and territories base funding. As a result of this decision there will be no national Innovative Project funding round for 2009. States and Territories are now responsible for deciding whether to continue funding for this activity.

Literacy News

The New Look Literacynet Website

DEEWR's Literacynet website contains key information about Australian adult literacy activities and links to a range of additional program, professional development, resource and research sites. Check out the new look Literacynet at: www.literacynet.deewr.gov.au.

2009 WELL Conference

The much anticipated National WELL Practitioners Conference is on again. This year's WELL conference, hosted by the Manufacturing and Engineering Skills Advisory Body (MESAB), will be held in Adelaide on Thursday 19 and Friday 20 November 2009. MESAB are currently seeking expressions of interest from presenters for the four concurrent sessions. These one hour sessions are intended for presentations, discussion groups and workshops targeted at WELL practitioners. For further information and to download the conference registration form please visit www.mesab.com.au.

Foundation Skills Taster Course (FSTC) Pilot Program

This exciting new program was announced as part of the recent Budget process. It will target job seekers and people currently outside the labour force who are not participating in education and training and whose poor LLN skills present a barrier to their re-engagement.

Each FSTC project is expected to run for approximately 6-8 weeks, with projects funded under the Program needing to be flexible and innovative in their delivery, and able to cater for up to 25 participants. The objective of the program is to offer participants a positive learning experience using short, life-relevant courses delivered in a relaxed, non-threatening community setting with a view to subsequent participation in LLNP or other work related education and training and/or sustainable employment.

The funding round is due to be advertised towards the end of August with applications for funding accepted from:

- existing LLNP Providers;
- suitably scoped Registered Training Organisations (RTO); and
- non-RTO, community based education and training (CET) providers.

The FSTC Pilot Program presents a wonderful opportunity for LLNP, RTO and CET providers to work collaboratively together, and with other community groups, to maximise the engagement of the target audience and the success of the program. We strongly encourage you to raise awareness about this new program through your networks.

'From Strength to Strength' 2009 ACAL Conference 1-3 October 2009

The 32nd annual conference of the Australian Council for Adult Literacy (ACAL) convenes at the Esplanade Hotel, Fremantle, Western Australia from 1-3 October 2009. A huge response to the call for presentations has resulted in an exciting program built around the theme **From Strength to Strength.** See the draft program on the conference website:

http://www.waalc.org.au/09conf/)

Whadya mean Close the Gap? is the theme of the pre-conference forum on Thursday 1st October. The forum will build a more sophisticated understanding of how Aboriginal language use is affecting educational outcomes. In particular, it will focus on the achievement of literacy for Aboriginal people and the impact of success or failure on wider social and community objectives. As the forum is hosted by ACAL, many participants will bring an adult education background to the process. However, these issues are too large for educators to tackle alone. Other delegates are invited to contribute from the wider community including employers, Indigenous Affairs, language centres, justice, health and other education sectors.

Early Bird registrations close 19 August. Get in early, save money and make sure you are booked in for the sessions you want! book online (link http://www.waalc.org.au/09conf/reg.htm) or call Conference Organiser Mike Hewitt on (08) 9295 1980.