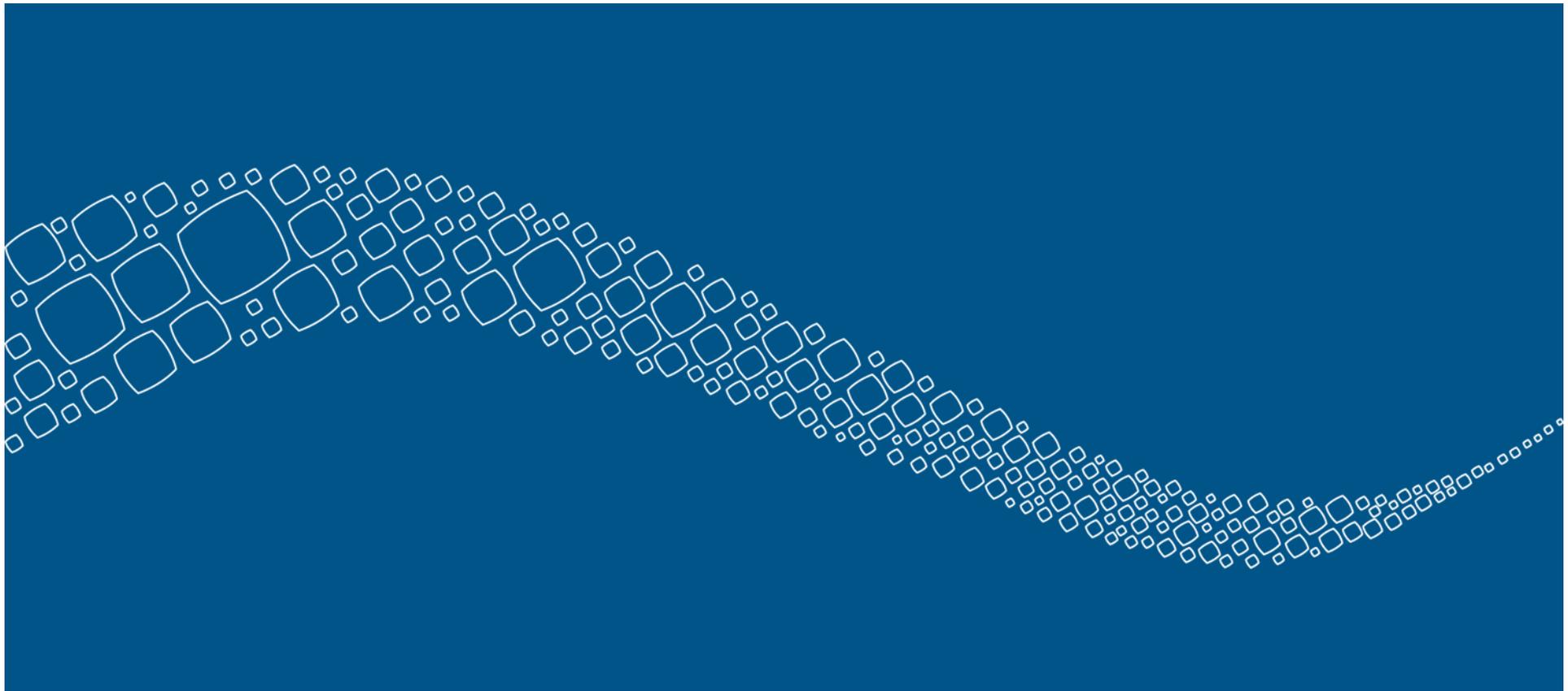


Literacy, It's Everybody's business



Sue-Ellen Evans
Community Services and Health Industry
Skills Council



Community Services & Health
Industry Skills Council

COAG Targets

- Between 2009 – 2020.....
- ■ Halve the proportion of Australians aged 20 -64 without Cert III and above qualifications
- ■ Double the number of higher qualification completions (Diploma and Advanced Diplomas)

ALLS Survey 2006

- ALLS results reported across level 1 to level 5
- Level 3 regarded as minimum functional level
- Results for working age Australians (aged 15- 64)
- 46% (approximately 7 million) have difficulty with reading skills
- 53% (approximately 8 million) have difficulty with numeracy skills

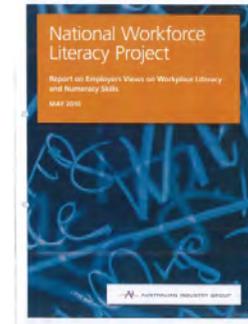
Australian Workforce Futures A National Workforce Development Strategy Skills Australia 2010



- ◆ Ageing population & labour shortages are a reality of the future
- ◆ There is a need to significantly increase our current rate of employment participation.
- ◆ It is vital that we improve core LLN skills if we are to achieve higher participation rates
- ◆ There will be a need for an additional 2.4 million people in the workforce with qualifications at Certificate III and higher by 2015, increasing to 5.2 million by 2025, to meet projected industry demand
- ◆ There is a disconnect between many individuals' perceptions of their LLN skills and their actual ability, with two-thirds of people with writing skills below the standard required in the workplace but who rate their ability as 'good' or 'excellent'.

National Workforce Literacy Project

Australian Industry Group, 2010



- RESULTS OF THE PROJECT
 - More than 75% of respondents reported that their business was affected by low levels of literacy and numeracy.
 - Apprentices experience difficulty with the numeracy requirements of both training and the workplace and display very little ability to problem solve.
 - Poor completion of workplace documents, time wasting through repeated work ... material wastage through incorrect calculations.
- ■ Issues with new reporting methods or processes
- Safety and compliance could be compromised

- *National Workforce Literacy Project: Final Project Report
Australian Industry Group, November 2011*

Links between literacy and numeracy skills and labour market outcomes

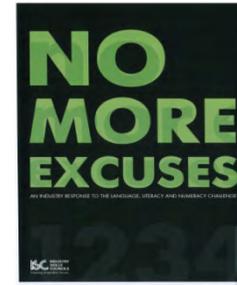
Productivity Commission, 2010



- 🌸 Improving literacy and numeracy skills has a positive, statistically significant effect on labour market outcomes.
- 🌸 Increases in literacy and numeracy could increase total labour productivity by 1.2%.
- 🌸 (taking into account a range of variables) It was estimated an improvement in literacy and numeracy skills from level 1 to level 3 would:-
 - ✓ Increase the likelihood of labour force participation by about 15 percentage points for women and about 5 percentage points for men
 - ✓ Increase hourly wage rates by about 25 and 30 per cent for women and men(respectively)
-

No More Excuses: An Industry Response to Language, Literacy and Numeracy

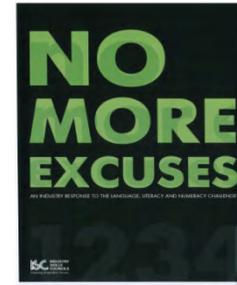
Industry Skills Councils, 2011



- Industry Skills Councils (ISCs) agree that now is the time for action. The current public and policy interest in foundation skills presents an opportunity for coordinated and strategic action to make real inroads into the national LLN challenge. There can be no more excuses: it's time to act.
- ISCs understand that the LLN challenge is complex and has many contributing factors. These factors include workforce and VET system realities as well as commonly held attitudes to LLN.

No More Excuses: An Industry Response to Language, Literacy and Numeracy

Industry Skills Councils, 2011



- Better identification of the LLN skills of learners before training
-
- Increase LLN capacity in the VET system and all practitioners
- Better-targeted solutions for building the LLN skills of learners/workers
- Greater national awareness of LLN issues
- Clear advice on LLN skill requirements to users of Training Packages

What is on offer?

- The WELL Program
- State Funded Training programs
- LLNP
- AMEP

Common outcomes from current programs

- Great outcomes while they are currently operating
- Shortfall 1-2 years after program finishes
- Bolt on approach
- No development of skills in organisation
- Constant need for some sort of action to

A Possible solution?

LLN Skills in Action



Induction Process

- New staff need to be assessed at the time of induction
- This will be a diagnostic assessment contextualised to suit the needs of the organisation
- This assessment will inform the mentors so that appropriate support can be provided at the workplace

Skillset

Target Group	Individuals who supervise others within a workplace.	
Units	BSBFLM301A	Demonstrate understanding of LLN and its application in the workplace
	BSBFML302A	Mentor others to support workplace literacy
Pathway	<p>These units are elective units within the Business Services Training Package. They may be utilise to provide credit towards Certificate IV in Front Line Management.</p> <p>Alternatively they may be used within the flexibility provisions of a range of qualifications.</p>	
Suggested form of words for Statement of Attainment	These units meet industry requirements for team leaders and supervisors providing Language, Literacy and Numeracy support to colleagues.	

Skillset

<u>CHCCS427B - Facilitate adult learning and development</u>	Facilitate adult learning and development
<u>CHCLLN401A - Support adult language and literacy learning and development</u>	Support adult language and literacy learning and development
<u>CHCLLN402A - Support adult numeracy learning and development</u>	Support adult numeracy learning and development

Human Resources Personnel? Learning and Development Coordinators?

- TAELLN701A
- Analyse and Apply Literacy Teaching Practice

Management

- It is vital to have the support of management in any approach to industry
- The Learning and Development or Human Resources coordinator will keep management informed