

Resources & contacts

This section provides listings and details of useful contacts in VET, as well as resources and websites which can assist implementation of training and assessment and support for LLN. Resources are listed in alphabetical order under three main groups: non-industry specific, construction industry, and property services industry.

Useful contacts

Below are contact details for the Construction and Property Services Industry Skills Council (CPSISC), the Commonwealth Department of Education, Employment and Workplace Relations (DEEWR) and the national office for the WELL Program, and a link to information about the AQTF 2007.

CPSISC

Has responsibility for recognised training in the construction and property services industries nationally. CPSISC can assist you with information relating to the implementation of Training Packages (and their components), and associated support materials.

PO Box 151
Belconnen ACT 2616

p: (02) 6253 0002
f: (02) 6253 0004
e: info@cpsisc.com.au
w: <http://www.cpsisc.com.au>



DEEWR

Has responsibility for VET in Australia and the WELL program. The WELL area of the Department (through the Reading & Writing Hotline) can help you to locate LLN specialist and resources.

GPO Box 9880 (location 736)
Canberra City ACT 2601

p: 1300 655 506 (hotline)
p: (02) 6240 8111 (switch)
f: (02) 6240 9202
w: <http://www.deewr.gov.au>



Australian Government

Department of Education, Employment and Workplace Relations

AQTF 2007

Contains a set of standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia's VET system. Visit the website: <http://www.training.com.au/aqtf2007>



Useful resources

This section contains a listing of resources which can assist you to implement training and assessment strategies for people who need to develop aspects of their core skills. The resources can also assist you with training package implementation generally. The listing is divided into:

- **Non-industry specific resources** (generic implementation and literacy support resources and websites)
- **Construction industry resources** (developed specifically for training and assessment within the construction industry)
- **Property services industry resources** (developed specifically for training and assessment within property services)

Non-industry specific resources

Resource	Description and availability
<p>Built in, not bolted on: an information kit for language, literacy and numeracy practitioners, training managers, industry trainers about language, literacy and numeracy issues in the delivery of training packages (Revised edition)</p>	<p>This WELL resource builds upon the initial work of the 1998 edition by linking the information about the way LLN has been incorporated into Training Packages with implementation, delivery and assessment issues. This edition takes the 'givens' from the first edition (the training reform agenda, the NQF, training packages), and explicitly illuminates the connections between teachers of language, literacy and numeracy (workplace communication skills trainers), and how Registered Training Organisations (RTOs) and enterprise RTOs can work together to provide inclusion of these skills with training package delivery.</p> <p>This is a must read for all LLN professionals moving into workplace practice as well as RTOs delivering Training Packages.</p> <p>Access through: DEEWR website: http://www.dest.gov.au/sectors/training_skills/publications_resources</p>
<p>Canadian National Adult Literacy Database</p>	<p>Canada's adult literacy resource network that contains generic resources on workplace reading and writing, including an online library.</p> <p>Access through: http://www.nald.ca/index.htm</p>
<p>Contextualising teaching and learning: A guide for VET teachers</p>	<p>The focus of this guide is on teaching rather than assessment. It helps practitioners develop training programs that achieve the outcomes of Training Packages and reflect the specific requirements of enterprises, small workplaces and community settings.</p> <p>This guide provides a handbook of practical, ready to use ways to contextualise learning in a range of 'classrooms', from an educational institution to a factory floor and online. Its focus is on teaching rather than assessment.</p> <p>The teaching and learning guides provide practical advice on, and case studies of, how to design teaching and learning strategies to deliver Training Packages. The booklets meet teacher and trainer demand for practical resources to help them tailor delivery and assessment.</p> <p>Access through: DEEWR website: http://www.dest.gov.au/sectors/training_skills/publications_resources</p>

Resource	Description and availability
CPSISC Online Resource Centre	<p>Web based resource centre for trainers and assessors, employers and learners. Learners can access advice on careers, and a wide range of tools, templates, resources and relevant links by industry sector. Follow the links on the home page.</p> <p>Access through: p: 02 6253 0002 w: http://www.cpsisc.com.au</p>
Keys to Work	<p>WELL resource comprising a practical, easy to use resource kit that supports adult English as a Second Language (ESL) and Culturally and Linguistically Diverse (CALD) literacy educators in incorporating employability skills such as teamwork, problem solving, self management and communication skills into their learner programs. It contains a range of practical ideas and engaging and flexible activities which aim to enhance learners' prospects of successful employment in the Australian workplace.</p> <p>Workplace trainers may also find elements of the resource can be used to introduce employability skills to workers in the workplace and the VET training sector. Resource comprises a teacher book of photocopiable student worksheets and a DVD.</p> <p>Access through: Adult Multicultural Education Services (AMES) GPO Box 4728 Melbourne VIC 3001 f: 03 9926 4690 e: publications@ames.net.au w: http://www.ames.net.au</p>
Keys to Work: A teaching kit for developing the employability skills of CALD learners (2008)	<p>WELL resource comprising a practical kit for teachers to help their learners to understand and develop their employability skills. The activities specifically target new migrants and refugees who are learning English in Australia, and who need to develop an awareness of the employability skills required to effectively participate in the Australian workplace and wider society.</p> <p>It may also be used by trainers and assessors in a workplace environment to introduce employability skills concepts to workers or trainees. The kit comprises a DVD and a teacher book of student worksheets that are able to be photocopied.</p> <p>Access through: AMES Resourcing, Learning and Innovation 255 William Street Melbourne VIC 3000 p: 03 9926 4694 e: publications@ames.net.au w: http://www.ames.net.au</p>
Literacy Face to Face	<p>A resource produced by TAFE NSW to assist volunteer adult literacy tutors and others who want to help someone improve their literacy. It could support adult literacy tutor training programs and also support new teachers of adult basic education. The full document can be downloaded, or the sections that best meet your learner's needs.</p> <p>Access through: TAFE NSW Access and General Education Curriculum Centre http://www.lg.tafensw.edu.au/facetoface/default.htm</p>

Resource	Description and availability
Make it Real: Workplace assessment strategies	<p>This WELL resource consists of a booklet and video. It has been developed to help assessors identify and address the LLN levels and needs of candidates through the assessment process. The video features interviews and real life case studies. The accompanying handbook explores strategies an assessor can use in designing and conducting assessments, using material from the video.</p> <p>Produced by the National Assessors and Workplace Trainers (NAWT) division of Business Services Training Australia.</p> <p>Access through: Innovation and Business Skills Australia (IBSA) p: 03 9815 7000 f: 03 9815 7001 w: http://www.ibsa.org.au/pubdetails.jsp?publication=6022</p>
Read Write Now!	<p>This website aims to improve adult literacy in the Western Australian community. It provides a generic literacy resources site based in Western Australia which provides a link to workbooks and trainer materials in the area of disability and literacy.</p> <p>Access through: p: 1800 018 802 w: http://www.read-write-now.org/</p>
Reading the Signs: how to assess if your client needs literacy/numeracy programs	<p>WELL resource providing indicators and resource to assist in detecting clients whose chances of employment would be improved by literacy and numeracy training.</p> <p>Access through: p: 03 9521 4000 w: http://taskforce.org.au/we_rts.htm</p>
Sharing Innovative Best Practice	<p>DVD showcasing adult literacy and numeracy teaching practices. It can be used for professional development purposes, teacher training and advocacy for adult literacy and numeracy services. The resource has been developed by the University of Technology.</p> <p>Access through: p: 02 9514 3030</p>
Taking the Lead	<p>Website providing information, advice and practical tips on developing core LLN skills in the service industries.</p> <p>Access through: Service Skills Australia w: http://www.takingthelead.com.au</p>

Resource	Description and availability
<p>The crux of the matter: vocational language, literacy and numeracy and the Australian Quality Training Framework 2007</p>	<p>This Queensland government web resource has been adapted from 'Understanding and applying vocational language, literacy and numeracy within the Australian Quality Training Framework' published by the Queensland Department of Employment and Training in 2002.</p> <p>It is designed specifically for VET practitioners, teachers, LLN specialists, policy makers etc to illustrate the importance of LLN in the development of both technical and employability skills and as a key set of tools for learning.</p> <p>The resource contains 14 downloadable tip sheets which will be specific to your needs (as well as a series of appendices). Each tip sheet focuses on an aspect of dealing with LLN within the quality assurance process, ie:</p> <ul style="list-style-type: none"> Tip 1: Communicating with clients Tip 2: Addressing access and equity issues Tip 3: Gathering Information Tip 4: Teacher, trainer and assessor qualifications Tip 5: Developing and monitoring professional development on LLN Tip 6: Applying LLN skills in the workplace Tip 7: Locating LLN in the training specification Tip 8: The NRS and LLN levels Tip 9: Identifying LLN skills of the learner Tip 10: Inclusive assessment Tip 11: Assessment as a pathway to a qualification Tip 12: Promoting effective training content and delivery Tip 13: Support services Tip 14: LLN within the Skilling Queenslanders for Work initiative <p>Access through: Queensland Department of Education and Training http://training.qld.gov.au/partners/training_delivery/advice_tools_resources/train_assess_tools/crux_of_matter.html</p>
<p>The Numeracy Handbook</p>	<p>A practical guide for teachers of numeracy and literacy. It considers issues in defining and teaching numeracy in the workplace, how to design a course and a unit of work, plus numeracy skills and strands. It includes suggestions for activities at three different levels of difficulty, professional development activities for teachers of numeracy and literacy and a detailed section on resources.</p> <p>Access through: NSW AMES p: 02 9289 9222 w: http://www.ames.edu.au</p>
<p>US National Centre for the study of Adult Learning and Literacy</p>	<p>US-based research and development centre focused on adult learning.</p> <p>Access through: http://www.ncsall.net/?id=1</p>
<p>Venture Beach literacy tool (IP388): for NRS levels 1, 2 and 3 for reading and writing</p>	<p>A web enabled multimedia teaching and learning resource which is designed to support the blended delivery of literacy. The Venture Beach environment introduces the user to nine different characters who apply their reading and writing skills in every-day situations.</p> <p>Access through: Queensland Department of Employment and Training Centre for Training Materials p: 07 3248 4675 e: ctm@det.qld.gov.au w: http://www.det.qld.gov.au</p>

Resource	Description and availability
Writing successful tenders	<p>Written for people who have to tender for work, by producing written tenders or quotes. The resource looks at the steps involved including: setting yourself up to write a tender, deciding whether to tender, reading the tender documents, completing calculations and budgeting.</p> <p>Within each of these sections there are small business case studies (including one in cleaning services), checklists for starting a small business and calculating running costs, information regarding legal status, licensing requirements and legislative compliance, tender types and what they mean, knowing the differences between being a contractor and an employee, and how to find and use business resources to help. This could be an invaluable tool for small business classes, workers wanting to take advantage of tendering and contacting processes, and individuals wanting to reflect on, or update their tender writing skills.</p> <p>Access through: Communication in Education & Training (CommET) Level 1, 339 William Street, West Melbourne VIC 3003 p: 03 9326 8369 e: commet@labyrinth.net.au w: http://www.labyrinth.net.au/~commet/</p>

Construction industry resources

Resource	Description and availability
<p>A safe site: health and safety in domestic construction</p>	<p>Training resource made up of a DVD and a training guide aimed at improving safety in domestic construction. It provides a look at a range of trade activities and contains case studies demonstrating the potential hazards and the safety measures used to control the risks. The program can be used in formal training sessions or for independent learning to assist in language and literacy programs.</p> <p>Access through: Master Builders Association of Victoria 332 Albert Street, East Melbourne VIC 3002 e: mgates@mbav.com.au w: http://www.mbav.com.au</p>
<p>Assessment at work: a practical approach for building and construction</p>	<p>MBA resource on CD ROM which is valuable for use by managers, supervisors and construction workers. It offers a good introduction which covers:</p> <ul style="list-style-type: none"> • competency based assessment and the AQF • the role of the workplace assessor • principles of assessment • language, literacy and numeracy strategies • gathering evidence • the assessment process • website addresses with further information <p>The most effective part of the resource is the case study which uses video clips to demonstrate an effective on the job assessment, with accompanying questions for the learner, which check understanding of the key points made. The CD-ROM comes with clear instructions on how to use the resource, important glossary and words are highlighted, material that can be printed out, video clips and click and drag exercises to aid understanding of assessment. An assessor tool kit can be downloaded which can be customised for use. The resource can be used in the Building and Construction Industry but could also be applied to other sectors.</p> <p>Access through: Master Builders Association of Victoria 332 Albert Street, East Melbourne VIC 3002 e: mgates@mbav.com.au w: http://www.mbav.com.au</p>

Resource	Description and availability
<p>Building literacy and numeracy for remote-area Aboriginal communities</p>	<p>WELL resources designed to assist construction and literacy trainers address the language and literacy issues which confront many Indigenous people undertaking training in the construction sector.</p> <p>Book One provides background information on the topics of: language, mathematics, learning a new language, training delivery, learning at work, including introductions to theories on: second language acquisition, constructivism, learning strategies, coaching and mentoring as well as an extensive list of references. It also includes a guide to finding and addressing workplace literacy and numeracy needs using the NRS.</p> <p>Book Two provides sample lessons and activities at levels one, two and three of the NRS. Resource lists for both numeracy and literacy materials are included as are general principles for delivering lessons. The sample lessons use games, puzzles, and case studies with real-life situations. It includes: Literacy topics, matching tasks with OHS as a theme for identifying construction tools, and close exercises on house design. Numeracy topics include metrics and measurement, adapting traditional stories to calculate time, and using costs of goods to work out addition and subtraction.</p> <p>Book Three deals with building literacy and numeracy in remote-area communities, and provides sample lessons and activities at various levels of the NRS. Topics covered include: requests and instructions, making suggestions and giving advice, reading a procedural text, meetings and giving opinions. Numeracy activities include: fractions, percentages, decimal points, area and volume. Each lesson plan includes step by step instructions for the presenter, activity sheets, and language focus sections which highlight points of grammar.</p> <p>Book Four deals with building literacy and numeracy in remote-area communities. It provides: sample lessons and activities, resource lists for both numeracy and literacy materials, and a set of general principles for delivering lessons. The sample lessons use games, puzzles, and case studies while the numeracy lessons use real-life contexts such as working out ratios when cooking or building, measuring people's height or finding out circle circumference. Literacy topics include, reading effectively, understanding quotes and writing a report.</p> <p>Access through: <i>For borrowing:</i> Batchelor library: Batchelor Institute p: 1800 677 095 <i>For sale (individually or as a set):</i> SPARK, Batchelor Institute p: 08 89397352 w: http://www.batchelor.edu.au</p>
<p>Construction Management Induction Program</p>	<p>WELL resources developed by CPSISC to support the delivery of qualifications from Certificate IV through to Advanced Diploma in the Construction Training Package CPC08. These support materials focus on processes that will assist employees working at the AQF 3 level to gain the necessary skills and confidence to enable them to participate in training aligned to the new higher level construction qualifications. The resources consist of three learning modules and two supporting resources.</p> <p>Access through: CPSISC p: 02 6253 0002 e: info@cpsisc.com.au w: http://www.cpsisc.com.au</p>

Resource	Description and availability
Construction OHS Induction	<p>Suite of WELL resources to support the unit of competency <i>CPCCOHS1001A Work safely in the construction</i> including learner's Pocket Book, Assessment Guide, Trainer/Assessor Guide, Recognition Application and Trainers PowerPoint Presentation.</p> <p>Access through: CPSISC p: 02 6253 0002 w: http://www.cpsisc.com.au</p>
Doggers – Doing the Job (DVD)	<p>19 minute DVD and 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.</p> <p>The resource is designed to support the CPC08 Training Package. Specific competencies addressed include:</p> <p style="padding-left: 40px;">CPCDDO2001A Handle and use dogging tools and equipment CPCDDO3001A Perform Dogging</p> <p>The resource can also be used as support material for people working towards their National Licence for High Risk Work: CPCCLDG3001A Licence to perform Dogging.</p> <p>Access through: Ideas That Work p: 03 9525 1407 e: ideas@ideasthatwork.com.au w: http://www.ideasthatwork.com.au</p>
e-Construction: planning for e-business	<p>An easy to use CD-ROM with clear instructions on how to use, voice-overs accompanying onscreen text and graphics to illustrate points. The CD begins with an introduction to e-business and its benefits to the building and construction industries for purchasing, marketing, quality assurance and administration and document management. This CD is about incorporating e-business in a business plan ie how is IT being used in a business, who uses IT in the business, how can it be integrated, what is the effect of IT in business and how is the use of IT reviewed?</p> <p>Three case studies of businesses show how they begin with IT, develop it in the business and using it strategically. A step by step guide explains the process and decisions to be made when introducing IT to a company. The guide can be completed by using the click and drag method. The CD comes with a tool kit for business which can be downloaded and kept as word files. The toolkit includes worksheets, a matrix, a flowchart and a glossary. The Further Information section has website addresses of relevant building organisations.</p> <p>Access through: Master Builders Association of Victoria 332 Albert Street, East Melbourne VIC 3002 e: mgates@mbav.com.au w: http://www.mbav.com.au</p>

Resource	Description and availability
<p>e-Construction: writing for e-business</p>	<p>An easy to use CD-ROM with clear instructions on how to use, voice-overs accompanying onscreen text and graphics to illustrate points. The CD begins with an introduction to e-business and its benefits to the building and construction industries for purchasing, marketing, quality assurance and administration and document management. The CD stresses the importance of plain English in workplace communication and is just as important in electronic communication as written communication.</p> <p>Activities to demonstrate the use of plain English include click and drag exercises and true or false options. Health and safety documents show how necessary it is to have plain English content. This is shown with a case study in animated format and an accompanying job safety analysis worksheet to be completed by the click and drag technique. The CD is completed by a summary of the key rules for writing in plain English and reiterating the importance of its use in business. The Further Information section includes website addresses of relevant building organisations and a glossary of terms associated with the Internet, and electronic communication and information.</p> <p>Access through: Master Builders Association of Victoria 332 Albert Street, East Melbourne VIC 3002 e: mgates@mbav.com.au w: http://www.mbav.com.au</p>
<p>Estimating and costing carpentry jobs</p>	<p>This online game explores the process of measuring a deck in order to work out the cost of the timber needed to replace the decking boards for the customer. It explains concepts such as reading a tape measure, converting millimetres to metres and other mathematics calculations needed to work out the costs involved in replacing a deck.</p> <p>It covers the units of competency BCGVE1004B Undertake basic estimation and costing, and BCPCM4002A Estimate and cost work at the Certificate III level.</p> <p>Access through: LORN gateway to online training resources Australian Flexible Learning Framework w: http://lorn.flexiblelearning.net.au/resultDetail?identifier=toolbox_474eb198-2f89-8b13-c6c7-0798e5c99457</p>
<p>Hazardous substances: exposing the dangers in building and construction</p>	<p>WELL funded resource developed by the Master Builders Association of Victoria. It is designed for contractors, employees, OHS representatives and trainers in the building industry. It focuses on developing safe work practices for dealing with hazardous substances encountered in the building industry. The resource uses sophisticated graphics and interactive activities to provide information on:</p> <ul style="list-style-type: none"> • hazardous substances • Material Safety Data Sheets (MSDS) • practical approaches to conducting risk assessment • facts about Personal Protective Equipment (PPE). <p>The resource is designed to be used for self paced learning and includes a voice over option, a glossary of terms and supporting visual information including diagrams, charts and graphs.</p> <p>Access through: Master Builders Association of Victoria 332 Albert Street, East Melbourne VIC 3002 e: mgates@mbav.com.au w: http://www.mbav.com.au</p>

Resource	Description and availability
Harvesting the Rain - Games for the Trades - Plumbing	<p>This online game is intended for apprentice roof plumbers to gain the knowledge and skills to install a rainwater tank to a house. The aim of the game is to gather enough rain water to service a household. The apprentice will learn how to collect information about Australian rainfall patterns and make calculations using the pitch and angle of the roof to determine how much water needs to be collected.</p> <p>It covers the unit of competency BCPRF2003A Collect and store roof water at the Certificate II level.</p> <p>Access through: LORN gateway to online training resources Australian Flexible Learning Framework w: http://lorn.flexiblelearning.net.au/resultDetail?identifier=toolbox_474eb198-2f89-8b13-c6c7-0798e5c99457</p>
It's not a board game: safe work practices for plasterers	<p>Resource kit which creates a visually accessible framework for the technical information, concepts and vocabulary involved in safe plastering. Resource has been developed for plasterers working in the residential sector, including those who need assistance with English language and literacy skills. The kit can be used as an induction program, a refresher course or as part of a larger training course.</p> <p>Access through: Workplace Skills Access, Swinburne University of Technology TAFE 369 Stud Road, Wantirna South VIC 3152 p: 03 9210 8000 f: 03 9210 1966 e: tbandopadhayay@swin.edu.au</p>
Manual handling: recognising the risks in construction	<p>The guide offers explanations and strategies to enable employees with LLN needs to improve their understandings of the WorkCover system and to give step by step instructions to making a claim for workers compensation and returning to work. A key aspect is a flow chart which documents the process of rehabilitation and the return to work in 6 easy-to-follow steps:</p> <ul style="list-style-type: none"> • When you are injured as a result of work and cannot do your normal job • Claim for workers compensation • Rehabilitation • Plan your return to work • Return to work • More information <p>Colour coded sections enables employees to refer to each stage of the process they are in, and there are help pages at the end of each section. The document is consistently formatted to assist the employee to deal with each step of the process, covering what their and their employer's responsibilities are, who else can be involved, the role of the case manager and the names of the forms required for completion. The help section includes glossary details, practical exercises, key statements and questions and a reference list of relevant people that may be able to help the injured employee.</p> <p>Access through: Master Builders Association of Victoria 332 Albert Street, East Melbourne VIC 3002 e: mgates@mbav.com.au w: http://www.mbav.com.au</p>

Resource	Description and availability
<p>Mapping for Paving Competency Standards and Learning Resources; Core Calculating Skills Reference Guide; Core Communication Skills Reference Guide</p>	<p>A set of three reference guides to assist RTOs with delivering 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.</p> <p>Access through: CPSISC p: 02 6253 0002 e: info@cpsisc.com.au Free to download from Literacynet: w: http://www.deewr.gov.au/Skills/LiteracyNet</p>
<p>Stay on Top of It: Safe Work Practices for Roof Tilers</p>	<p>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 CPC08, specifically targeting the units of competency CPCPCM2015A Work safely on roofs; and CPCCRT2001A Handle roof tiling materials. Items may be purchased individually, or as a set.</p> <p>Access through: Swinburne University of Technology TAFE p: 03 9210 1963 w: http://www.tafe.swinburne.edu.au/social-sciences/WSA/WSA_index.html</p>
<p>Take out a contract</p>	<p>This publication can be used as a model for developing clear and viable contracts by individuals to develop skills in preparing and implementing housing contracts, by trainers seeking a plain English resource and guide to support the delivery of contracts and legal obligations training, by clients and builders to gain an understanding of their responsibilities and obligations when entering a housing contract, for flexible delivery of training and for accredited training purposes. Topics include: what the law says; guide to contract clauses; dealing with disputes; frequently asked questions (FAQs); case study with plans and specifications; plain English glossary; trainers' sample responses; and New Homes Contract.</p> <p>Access through: Master Builders Association of Victoria 332 Albert Street, East Melbourne VIC 3002 e: mgates@mbav.com.au w: http://www.mbav.com.au</p>
<p>Trade Maths Dictionary</p>	<p>A DVD-based learning resource that uses audio and visual media inside an html format. The resource covers the mathematics applied in a broad range of competencies that individuals will encounter during a trade apprenticeship or traineeship.</p> <p>Trades people and trades trainees can refer to the resource if they are presented with a mathematical challenge. It presents considerations and 'worked' solutions (in context) for maths problems in eight trades, these being plumbing, carpentry, electrical, bricklaying, fitter machinist, boilermaker, motor mechanic, and landscape construction. The resource allows learners to progress through problems at their own pace and also has an audio option which supports the learner.</p> <p>Access through: Wodonga TAFE e: manufacdesign@wodongatafe.edu.au</p>

Resource	Description and availability
Trade talk	<p>An interactive learning tool to complement training delivery of the former General Construction Training Package. The resource uses visuals, graphics, video clips and narratives to support learners with lower level LLN skills. The use of authentic materials/scenarios in the activities provides students with the opportunity to learn whilst being supported by learning activities that address their LLN needs.</p> <p>Access through: Gordon Institute of TAFE p: 0 5225 0837</p>
Website: Negotiating Workplace Training	<p>This DEEWR website has a section on training in the construction industry. It has downloadable worksheets to use in training and case studies from the General Construction Sector.</p> <p>Access through: DEEWR website: http://www.dest.gov.au/nwt/index.html</p>
'Working it out': an e-learning resource for workplace communication	<p>WELL resource. This CD ROM is suitable for use by workers employed in manufacturing, transport, mining and general construction industries and who may not be able to be released for off-site training or who work in geographically isolated areas.</p> <p>It is aimed at those who want to improve their language and literacy skills and to develop their computer skills as well, and begins with an introductory session to each section showing computer basics such as using a mouse, dragging and saving a file. It includes a scenario depicting a workplace situation where there has been a breakdown in written communication, with suggestions for improvement. Finally, there are a series of exercises involving click and drag techniques, followed by questions involving understanding and solving problems.</p> <p>Contact: Adult Multicultural Education Services (AMES) GPO Box 4728 Melbourne VIC 3001 f: 03 9926 4690 e: publications@ames.net.au w: http://www.ames.net.au</p>

Property services industry resources

Resource	Description and availability
A question of literacy	<p>A recent and high quality tool that has been created specifically for the security sector, but can be related to any industry. The resource is a CD based audio-visual presentation with accompanying documents and facilitator's guide which aims to support trainers by assisting them to understand the concept of literacy more fully, recognise the key linguistic features of the Australian Core Skills Framework (ACSF), identify the implicit LLN requirements within units of competency in CPP07, and relate these to the ACSF, and develop training materials and assessment tasks which relate to the industry context at an appropriate target level.</p> <p>Access through: Financial, Administrative and Professional Services Training Council Suite 5, 1152 Hay Street, West Perth WA 6005 p: 08 9226 4717 f: 08 9481 5226 w: http://www.fpbsitc.com.au</p>
A Safe Start	<p>Based around a series of key discussion questions followed by information boxes and learning activities, this resource provides a broad range of information on Victoria's Emergency and Safety Services, what to do in emergencies and personal safety issues.</p> <p>Teachers can select from a range of topics and activities according to the learners' interests. The resource can be used effectively with small or large groups and provides lots of opportunities for language practice including discussion activities, reading comprehension and vocabulary tasks. The workbook is accompanied by an audio cassette.</p> <p>Access through: Adult Multicultural Education Services (AMES) GPO Box 4728, Melbourne VIC 3001 f: 03 9926 4690 e: publications@ames.net.au w: http://www.ames.net.au</p>
Clean talking: communication skills for cleaners	<p>CPSISC developed WELL resources designed to support delivery of training in communication skills in the cleaning industry and in particular competencies from the Asset Maintenance Training Package. The supplementary activities part of the resource is provided for use by trainers who want to offer trainees further practice or additional support in developing the underpinning LLN skills for successful completion of competencies from the training package. Each of the extension activities is linked to a section of the cleaner's workbook.</p> <p>Access through: CPSISC p: 02 6253 0002 e: info@cpsisc.com.au w: http://www.cpsisc.com.au</p>

Resource	Description and availability
<p>CPP20207 Certificate II in Security Operations</p> <p>CPP30407 Certificate III in Security Operations</p>	<p>Under the DEEWR WELL program, CPSISC has developed a number of recent, high quality resources for the Security Sector. These include resources originally developed for the PRS03 Asset Security Training Package, but recently updated to reflect changes within the CPP07 Property Services Training Package.</p> <p>Certificate II in Security Operations: Materials include assessment tools, candidate guides, trainer/assessor guides and skills recognition application covering 6 of the 7 core units of competency.</p> <p>Certificate III in Security Operations: Materials include assessment tools, candidate guides, trainer/assessor guides and skills recognition application covering core and elective units of competency.</p> <p>Access through: CPSISC p: 02 6253 0002 e: info@cpsisc.com.au w: http://www.cpsisc.com.au</p>
<p>Learning guide for Certificate III in Asset Maintenance Pest Management (Technical): conduct fumigation</p>	<p>Learning guide aims to provide fumigation trainees with the background knowledge to use fumigants responsibly, safely and effectively. It covers the commonly used fumigants that can be bought in Australia for use in general fumigation including Australian Quarantine and Inspection Services (AQIS) requirements, soil fumigation and grain fumigation. The kit contains a competency assessment book which contains:</p> <ul style="list-style-type: none"> • guidelines for accredited workplace assessors when assessing all elements and performance criteria • demonstration checklist • interview questions • personal details sheets for trainee, supervisor and assessor. <p>A competency record book is used to record all the elements of competence. It lists core and elective units, guidelines, recognition of prior learning (RPL), range of variables and the performance criteria. The student workbook has the eleven compulsory units of competency in detail and all of the elective units of competency.</p> <p>Access through: National Centre for Vocational Education Research PO Box 8288, Station Arcade, Adelaide SA 5000 p: 08 8230 8400 f: 08 8212 3436 e: voced@ncver.edu.au</p>
<p>Well trained: workplace training and you</p>	<p>This CD ROM contains four individual training resources, each relating to a different industry:</p> <ul style="list-style-type: none"> • aged care • food processing • asset maintenance (PRM04 training package) • manufacturing <p>Each resource works on both a generic and a specific level. The target audience is: experienced Workplace English Language and Literacy (WELL) program practitioners moving to a new industry; practitioners new to the WELL program; WELL practitioners and content experts jointly involved in program delivery; and workplace trainers delivering accredited training.</p> <p>Access through: Linda Wyse and Associates PO Box 4139 Richmond VIC 3121 p: 03 9429 7551 e: linda@lwa.au.com</p>