



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.

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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

Agriculture, Horticulture and Natural Resource Management

How Do you Know? An Interactive Approach to Food Industry Communication and Safety

How do you know? provides an interactive approach to Food Industry communication and safety for workers and learners requiring language and literacy development and support. The resource kit uses a simple 12 process step format to guide a new worker, or learner, through a Food Industry workplace task. Communication skills support is available on the CD-ROM. It covers; spoken language; body language; signs; forms; instructions; checklists and grids; and SOPs (Standard Operating Procedures).

Further information can be obtained by contacting:

Gordon Institute of TAFE

Ph: 03 5225 0500

Cost : \$8

Retail

The Retail Experience

The Retail Experience is a learning resource developed by Service Skills Australia, which provides support to enhance workers communication skills. It demonstrates, through practical and relevant workplace examples, the reading, reporting and recording skills a worker requires to perform their job in the retail sector.

Further information can be obtained by contacting:

Karee Gurtman

Service Industry Skills Council

Ph: 02 8243 1200

Cost :

\$20.00 for a hard copy

Free download from LiteracyNet

WELL Resources

Community Services and Health

Caring for Children: Effective Communication for CALD Workers in Child Care

This resource was developed to address the workplace communication needs and cross cultural issues faced by CALD workers in the child care industry. It follows a CALD worker in the early days of her employment in a child care centre and shows a range of interactions with staff and children. These interactions highlight models of good practice in the workplace and demonstrate a range of employability skills. The resource includes a DVD, CD and Trainer Guide.

Further information can be obtained by contacting:

Maggie Power

Adult Multicultural Education Services

Ph: 13 26 37

Cost: \$45

Health and Wellbeing Resource Kit

The resource is a collection of books with information for trainers and learners delivering health and wellbeing services to Indigenous clients. The resources address the underpinning language literacy and workplace communication in the following national units of competency; HLTAHW402A Assess and support client's social and emotional well-being; HLTCS306C Respond effectively to difficult and challenging behaviour; CHCCS501A Assess and respond to individuals at risk of self harm or suicide; HLTAHW421A Provide information about mental health; CHCMH4B Provide non clinical services to people with mental health issues; and CHCTC3A Provide counselling in crisis situations.

Further information can be obtained by contacting:

Human Services Training Advisory Council

Ph: 08 8981 2550

Cost : \$250

ElectroComms and EnergyUtilities

Breakthrough!

The Breakthrough! Better Communication in the Workplace suite of resources includes four documents:

A guide to assist workplace trainers and assessors identify communication/language/literacy & numeracy issues

Breakthrough! Mentors Guide

Breakthrough! Mentee Guide

Breakthrough! Using plain language in workplace communication

Further information can be obtained by contacting:

EE-Oz Training Standards

Ph: 02 6241 2155

Cost : Free download from the EE-Oz website

www.ee-oz.com.au

WELL Resources

Drilling

Guide to the National Drillers' Licence Examinations (2009 edition)

The Guide to the National Drillers' Licence Examinations 2009 helps applicants for waterwell drilling licences to understand, practice and complete the mandatory examination component of the licence application.

It is Commonwealth copyright, and has been developed with full input from all Australian driller licensing authorised bodies. The Guide will suit both current licence examinations and proposed revised units of competency from DRT03, which reflect one another. The resource is a spiral-bound A4 booklet suitable for dispatch with licence application materials by state licensing bodies and distributor of national licence examinations.

Further information can be obtained by contacting:

Australian Drilling Industry Training Committee

Ph: 02 9428 3444

Cost : \$45 for a hard copy

Free to applicants for waterwell drilling licences

Free download from LiteracyNet

Adult Literacy National Project - Innovative Projects

Professional Development

On the Same Page: Towards Partnerships for Adult Literacy in the ACT

This Adult Literacy National Project Innovative project is a report on a study that explored options for strengthening adult literacy education in the ACT through community partnerships. The aim of the project was to identify strategies for developing partnerships between adult literacy providers and community organisations as a way of bringing about a greater take-up of literacy learning by community organisations' service users.

The report identifies barriers to participation, the needs of particular groups, adult literacy strategies for disadvantaged groups, the role of partnerships, and ideas for the way forward.

Further information can be obtained by contacting:

ACT Council of Social Services

Ph: 02 6202 7200

Cost :

Free download from the ACTCOSS website

www.actcoss.org.au

Working from our Strengths: Recognising and Building Indigenous Learners' Literacies Through the Training and Assessment Training Package

This Adult Literacy National Project Innovative project is a report on a study that sought to understand ways to identify the relevant literacies required for engagement in high level qualifications that have acted as a barrier to Indigenous people's aspirations.

The project team worked with Indigenous enterprise owners and learners who were undertaking or ready to undertake the Certificate IV in Training and Assessment in the Northern Territory. Together they examined the literacy issues that underpinned the recognition of a range of knowledge and skills and their relationship to undertaking the Cert IV TAA.

Further information can be obtained by contacting:

Ruth Wallace

Charles Darwin University

Ph: 08 8964 6390

Cost :

Free download from LiteracyNet

About the WELL Program

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.