



Australian Government

Department of Industry, Innovation, Science, Research and Tertiary Education

THE WELL PROGRAM: FOUNDATION SKILLS TRAINING WORKING FOR BUSINESS

Foundation Skills Branch



Australian Government

Department of Industry, Innovation, Science, Research and Tertiary Education

innovation.gov.au

Industry Skills Councils

www.isc.org.au





Foundation Skills Network

- Strategic project that promotes cross industry sharing and collaboration on issues relating to foundation skills, especially LLN best practice in workplace training and assessment.



The Statistics

The 2006 *Adult Literacy and Life Skills Survey* (ALLS) showed that approximately 48.7% of adult Australians had inadequate LLN skills to cope with the demands of every day life.

This includes:

- 40% of existing workers
- 60% of job seekers
- 70% of those not in the labour force

Foundation Skills

- Language
- Literacy
- Numeracy
- Employability Skills



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WELL

*Workplace English Language and
Literacy Program (WELL)*



WELL assists employers to upskill the LLN levels of their workforce so that they can operate more effectively in their jobs. Workplace productivity, efficiency and quality benefits are:

- More effective team work and communication
- improved relationships between workers and management
- the business being better placed to respond to regulation/legislative requirements
- a more flexible workforce;
- Improved OHS compliance and lower accident rates
- IT familiarity
- Decreased staff turnover
- WELL Training projects are funded jointly by the Australian Government and the employer as 'seed' funding which is designed to support employers to cultivate a culture of language, literacy and numeracy (LLN) training in their workplaces



WELL training can assist staff:

- interact with customers
- write reports
- interpret operating procedures
- work out measurements, costings, timelines or material requirements
- follow WH&S guidelines
- Communicate effectively in a range of work related contexts
- Other workplace related communication needs.
- Training may assist workers to complete endorsed units or obtain licences (e.g. dogger, forklift, work cover i.e. OH&S), certificates or other mandatory qualifications.
- Address LLN needs of potentially redundant workers.



Who can apply for WELL Training Project funds?

- Enterprises (including State Government Business Enterprises with a revenue stream);
- Representative Bodies (Industry Training Advisory Bodies, Non-Govt bodies, employer organisations and trade unions);
- Local Governments;
- Registered Training Organisations (RTOs) on behalf of employers.
- Group Training Organisations.



- Sample WELL Programs:
- **Amazing Family Day Care - NWDF & WELL**
- Amazing Family Day Care is a recently established scheme providing training and career opportunities to refugee and migrant women on a subcontracting basis allowing them to enter the workforce and provide for their families, whilst working from home.
- WELL supports the development of LLN skills in the workplace and complements existing workplace training programs such as the National Workforce Development Fund. The funding offers employers the opportunity to improve the LLN skills of their workforce.
- Amazing Family Day Care provides a good example of how funding can be used to allow employees under the scheme to gain qualifications, whilst building their LLN capacity, providing access to training support, and giving them a better chance at finishing their qualifications and retaining employment.



ISCs support Foundations Skills development in their industry workforces in a number of ways:

- WELL broker activities and development of WELL resources
- Ensuring FS are made explicit in Training Package materials
- Developing FS resources to support workers and learners





- **ISCs are developing**
 - Videos
 - Facilitator guides
 - Professional development activities
 - Workshops
 - eLearning tools



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Example of a WELL Program in manufacturing

Manufacturing companies need to be competitive and streamline their production processes. This requires:

- Defining production processes
- Higher level numeracy skills to read and develop charts, graphs and statistics
- Problem solving skills
- New technologies, digital literacy, report writing skills.





WELL training in Laundry Operations

An example of LLN skill requirements:

- Oral, written and visual communication skills
- Numeracy skills for addition of chemicals
- Read, understand and follow:
 - the Australian Standards Care Labelling instructions
 - work, health and safety Standards and regulations.





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Industry Skills Councils WELL brokers

- Construction and Property Services
- Community Services & Health
- Forestworks
- ElectroComms and Energy Utilities
- Transport and Logistics
- Government Skills
- Manufacturing
- AgriSkills
- Service Skills



WELL Evaluation Report Top 10 Business Needs

- Improve communication
- Improve documentation
- Improve safety
- Increase computer literacy
- Improve literacy
- Support training
- OH&S requirements
- Staff promotion
- Complete certification
- Improve efficiency



WELL Review Productivity Findings

Employers' perspective:

- Increased responsibilities
- Reduced absenteeism
- Increased job performance
- Increased productivity
- Increased work quality
- Improved workplace technology skills
- Increased multi-skilling



Useful links

- **WELL Program:**

www.innovation.gov.au/skills/LiteracyAndNumeracy/WorkplaceEnglishLanguageAndLiteracy/Pages/default.aspx

- **Industry Skills Councils:**

www.isc.org.au

- **Skills Connect:**

www.skillsconnect.gov.au

- **WELL Evaluation Report:**

www.innovation.gov.au/skills/LiteracyAndNumeracy/WorkplaceEnglishLanguageAndLiteracy/Pages/WellDeliversForEmployers.aspx

- **National Foundation Skills Strategy for Adults**

www.scotese.natese.gov.au/National_Foundation_Skills_Strategy_for_Adults.pdf