

WORKPLACE LITERACY FIND OUT SOME BASIC LEARNING TERMS



There are many elements to literacy and learning in the workplace. Here are some of the most important terms we think you'll need to know when researching or applying literacy training in your workplace.

LLN: An abbreviation for language, literacy and numeracy. Many literacy resources use LLN to refer to the terms literacy and numeracy.

Literacy: The written and oral language you use in your everyday life and work. This includes reading, writing, speaking and listening. These skills are essential for good communication, critical thinking and problem-solving for your employees. Literacy includes building the skills to communicate (at work) for speakers of other languages.

Numeracy: The bridge between mathematics and real life. This includes the knowledge and skills needed to apply mathematics to everyday family and financial matters, work and community tasks.

Numeracy is now considered a distinct learning area rather than a subset of literacy.

Other common learning terms with relevance to workplace literacy:

Adult-learning principles: A philosophy that guides adult education. Includes learner-centric teaching, negotiated curriculum, respect, building on prior knowledge and using relevant adult resources.

Coaching model: A model of instruction where the trainer is a guide and collaborator in the employee's learning, rather than the sole director of the learning.

Competency-based learning: A learning programme where the intended outcome is for the employee to show they can perform specific tasks according to predetermined standards.

Contextualised approach/Customisation: Teaching and learning in an authentic, real-life context with meaning for the employee. Training material in effective workplace learning programmes is typically customised, or adapted to reflect the context in which it is to be used – forming greater relevance for the employee.

Embedded literacy training: Literacy activities are embedded within an existing training programme, for example, health and safety training that has an element of health and safety related reading or writing skills.

ESOL: An acronym that stands for English for speakers of other languages or English as a second or other language.



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