

Find out if maths is an issue in your workplace. Start by thinking about the staff who concern you most (not your business as a whole). Answer the questions in the following table by ticking the boxes marked 1, 2, 3 or 4.

	1 N/A Don't know	2 Minor problem – but needs help	3 A problem – needs lots of help	4 Major problem – needs immediate action	
Can your employees calculate complex or multi-step operations (eg averages or percentages)?					
Can your employees make accurate estimations when values are unknown (eg the amount of time required to complete a task)?					
Can your employees plan or monitor schedules?					
Do your employees measure quantities (eg weight) or dimensions (eg area) accurately?					
Can your employees analyse or compare numerical data in graphs (eg to locate information or identify trends)?					
Total (add the number of ticks in each box. Ignore ticks in the N/A box).	X				
Weighting	X	2	3	4	Total
Multiply total number of ticks by weighting then add across to get final total.	X				

Tally your maths score by adding up your ticks, multiplying that number by the weighting factor. Put your answer here _____.

Finally, see how your people score on oral communication.

Find out if oral communication is an issue in your workplace. Start by thinking about the staff who concern you most (not your business as a whole). Answer the questions in the following table by ticking the boxes marked 1, 2, 3 or 4.

	1 N/A Don't know	2 Minor problem – but needs help	3 A problem – needs lots of help	4 Major problem – needs immediate action	
Can your employees communicate comfortably with a variety of audiences from customers to supervisors and managers?					
Can your employees communicate clearly in person and by telephone?					
Can your employees clearly and concisely pass on detailed messages or instructions?					
Do your employees understand information that is presented orally such as a required task or procedure?					
Do your employees ask for clarification or for more information when they don't understand something?					
Total (add the number of ticks in each box. Ignore ticks in the N/A box).	X				
Weighting	X	2	3	4	Total
Multiply total number of ticks by weighting then add across to get final total.	X				

Tally your oral communication score by adding up your ticks, multiplying that number by the weighting factor. Put your answer here _____.

Write all your scores in the table below.

If you have a score of 12 or more, go to www.skillshighway.govt.nz to find out how you can address poor workplace literacy.

Literacy area	Total score
Reading	
Writing	
Maths	
Oral communication	

Need your results presented in a different way? Go online and take the Skills Gap Indicator Test. Use it to assess the potential impact of poor workplace literacy on your business. Use it to identify what to do next. Go to www.skillshighway.govt.nz

Take the test

To boost your business and get the best from your people



DOL 11761 MAY 11



Assess

Poor workplace literacy is widespread in New Zealand, but don't let it hold your company back.

Do something about it today by taking this test.
Help your people be the best they can be.



"It's clear when employees have good reading, writing, maths and communication skills, they become more willing to give things a go, do things differently, think things through, think critically and understand the consequences of their actions."

"You can't get a so-called 'improvement culture' if people aren't thinking about what they are doing, understanding how it works or feeling confident enough to try something new."

~ Chris Meade, Downer Human Resources General Manager



Reading

Find out if reading is an issue in your workplace. Start by thinking about the staff who concern you most (not your business as a whole). Answer the questions in the following table by ticking the boxes marked 1, 2, 3 or 4.

	1 N/A Don't know	2 Minor problem – but needs help	3 A problem – needs lots of help	4 Major problem – needs immediate action	
Can your employees refer to manuals/ written materials when searching for information on how to complete work-related tasks?					
Can your employees understand simple text such as labels, notices, memos or emails?					
Are your employees able to find key pieces of information in formal written documents (eg instruction manuals)?					
Do your employees understand written instructions (eg work orders or safety check lists)?					
Can your employees skim long documents to find the overall objective (eg filling out relevant sections of required paperwork)?					
Total (add the number of ticks in each box. Ignore ticks in the N/A box).	X				
Weighting	X	2	3	4	Total
Multiply total number of ticks by weighting then add across to get final total.	X				

Tally your reading score by adding up your ticks, multiplying that number by the weighting factor. Put your answer here _____.

Next, see if writing, maths or oral communication is a challenge.

Writing

Find out if writing is an issue in your workplace. Start by thinking about the staff who concern you most (not your business as a whole). Answer the questions in the following table by ticking the boxes marked 1, 2, 3 or 4.

	1 N/A Don't know	2 Minor problem – but needs help	3 A problem – needs lots of help	4 Major problem – needs immediate action	
Can your employees write formal documents using a structured format such as letters, notes or memos to customers or suppliers?					
Do your employees write text using acceptable grammar and spelling?					
Are your employees able to clearly describe what is required (eg information requests or informing others about a key detail)?					
Can your employees write accurate, brief text that is less than a paragraph in length such as notes, memos or process descriptions?					
Can your employees fill out company forms accurately (eg incident reports or leave forms)?					
Total (add the number of ticks in each box. Ignore ticks in the N/A box).	X				
Weighting	X	2	3	4	Total
Multiply total number of ticks by weighting then add across to get final total.	X				

Tally your writing score by adding up your ticks, multiplying that number by the weighting factor. Put your answer here _____.

Next, see if maths or oral communication is a challenge.