

Literacy and numeracy profile:

Flooring installer

This profile identifies the literacy and numeracy tasks that are part of the role of a flooring installer. In this profile literacy includes reading, writing, speaking and listening.

Reading tasks

Read implies that a person reads and understands.

Read signs and short texts (including pictures, symbols, abbreviations and codes)

- Health and safety signs
- Dangerous goods and hazardous materials signs
- Whiteboard notes
- Task lists (hand written and computer generated)
- Hand written notes including shorthand and jargon
- SMS text notification of work instructions and directions
- Read alpha numeric codes e.g. A247
- Travel directions to worksites
- Road signs
- Quotes

Read charts, tables and graphs

- Road maps
- Schedules of quantities
- Product information
- Staff rosters

Read forms on the job

- Job sheets and job instructions
- Records of work

- Time sheets and leave forms
- Pay advice
- Supply order forms
- Packing slips from product suppliers
- Accident, incident, near miss, hazard forms
- Hazard register
- Job application form
- Performance measures (for jobs and individuals)

Read plans and diagrams

- Plans, drawings and specifications
- Diagrams
- Sketches
- Scales and keys

All the above may include abbreviations, symbols, technical terms, measurements.

Continued... →



Reading tasks *continued...*

Read memos and notices

- Health and safety
- Emergency responses
- Issues and problems
- Notes from customers
- General company information
- Policy and procedure changes

Read instructions and more detailed job information

- Product installation guides
- Manufacturer's specifications on products
- Warranties on products
- Job description and employment contract
- Code of Conduct

- Performance reviews
- Company rules, policies and procedures

Read excerpts from legislation, regulations or industry standards (mainly in training)

- Handling dangerous goods
- Hazardous materials
- AS/NZS Standards
- BRANZ Bulletins
- Safety data sheets (SDS), formerly known as MSDS
- Technical data sheets

Read training material

- NZ Flooring ITO training material
 - Record of Work
 - Resource Books
 - Assessment Tasks
- Health and safety
 - First Aid
 - Forklift
 - Site Safe

Read dials and gauges, electronic or LED displays

- Fuel
- Speed
- Mileage
- Pressure gauges on compressor
- Vehicle GPS
- Measuring tapes
- Electronic measuring equipment

Writing tasks

Fill in and sign-off on documents to confirm read and understood

- Induction
- Health and safety

Write brief notes

- Short notes to co-workers about job details or changes
- Task lists

- Directions to get to job
- Notes to contracts manager regarding jobs or materials needed
- Messages to clients about job progress

Write formal documents

- Write quotes, including costs
- Write a work related letter

Complete forms independently

- Job sheets (company and local body e.g. Council, Housing NZ)
- Product delivery dockets (record type and quantity of product delivered and where stored)
- Time sheets
- Leave forms
- Job application

Complete forms with the assistance of others

- Accident, incident or hazard report
- Performance appraisal

Create drawings or sketches

- To show how flooring will be laid e.g. start points, laying direction
- To show flooring areas and to estimate quantities

Write for training purposes

- To take notes in training sessions
- To complete workbooks
- For competency assessments



Speaking and listening tasks

Note: There is a heavy dependence on oral communications for business arrangements, customer interaction, work instructions and on job training.

Listen to oral instructions and explanations

- Supervisor or team manager
- Customer
- Co-workers
- Trainer, tutor and ITO staff
- Other contractors
- Worksite managers

Listen to presentations

- Product and material suppliers
- Work related training
- Health & safety meetings

Participate at staff meetings

- Listen to manager or presenter
- Provide spoken comment if required

Ask questions

- Clarify oral instructions
- Clarify written instructions
- Clarify training input and demands

Orally report to manager or supervisor

- Any health and safety hazards
- Completion and progress of work
- Equipment malfunction or damage
- Materials required
- Issues with product

Communicate

- Employer and co-workers about work situations
- Office staff to discuss daily tasks and stock orders
- Request assistance from supervisor or co-workers
- People whose first language is different from their own

- Give verbal quotes
- Customers about job progress
- Other trade contractors
- Product suppliers
- Trainers, trainees, supervisors, managers and ITO staff about training
- Using complex industry vocabulary and abbreviations

Give instructions to others

- Work assistants, colleagues or trainees
- Directions to job or site

Communicate using technology

- text messages
- faxes
- emails



Numeracy tasks

Make sense of number to solve problems

Count

- Supplies e.g. pails of adhesive, boxes of flooring products
- Rolls of carpet, underlay and vinyl
- Sheets of product e.g. MDF
- Carpet and vinyl tiles
- Lengths of carpet gripper e.g. smooth edge

Calculate

- Floor areas (sq metres)
- Running and fixed measurements
- Lengths from plans (using a scale rule)
- Quantities of flooring products for floor coverage
- Right angles (using Pythagoras theorem [3:4:5])
- Costs of job (nett and gross)
- Costs for quotations
- Weights when loading vehicles
- Best order to complete job

Measure and interpret space and shape

Understand measurement concepts

- Length – lineal metres
- Area – square metres
- Volume – cubic metres e.g. floor levelling compound
- Capacity – litres e.g. adhesives

Measure

- Dimensions of rooms (using a tape measure, lineal metres)
- Materials e.g. carpet, resilient flooring, adhesive
- Distance to a job or site
- Time needed to carry out the job
- Time using 12 and 24 hour clocks
- Angles in rooms
- Spacings and cut-outs (tile layout)

Estimate

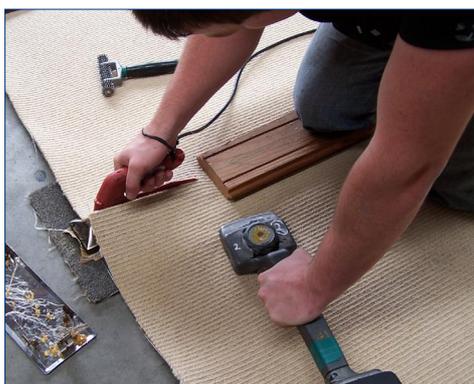
- Distance to a job
- Length (of wall, room, floor)
- Width (of wall, room, floor)
- Time to do a job
- Quickest route to the worksite
- Quantities (of adhesive, carpet-gripper, etc)
- Weights when loading vehicles and when lifting

Recording

- Numbers with decimal points listed in columns



Critical thinking tasks



- Decide best method of doing job
- Understand the principle that time is money and work quickly and logically through the day's tasks
- Select correct personal protective gear, equipment and tools to do the job effectively and safely

- Quickly and accurately identify problems (e.g. work not to standard or faults with machinery and vehicles) and develop potential solutions, including asking for assistance
- Plan how to move heavy items around in confined spaces

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