

SKILLS HIGHWAY

Take your business places

Building better businesses

Increased productivity and profitability

- increased employee productivity
- reduced error rates and less time per task
- reduced wastage
- improved quality of work
- better staff retention
- reduced absenteeism

"We've seen positive business outcomes such as reduced absenteeism, increased efficiency, more accurate written communication, increased compliance with health and safety requirements and increased reporting of near misses and accidents."

www.skillshighway.govt.nz/success-stories

Building better businesses

Enhanced compliance and reputation

- fewer workplace accidents
- more accurate near-miss and incident reporting
- a greater understanding of the company's 'big picture'
- greater participation and engagement with health and safety processes

"Reporting of near-misses is critical on a construction site as it indicates a hazard that could stick around and cause something more serious. The training was a big part of empowering our guys to solve this real problem."

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SKILLS HIGHWAY IS YOUR ROAD TO BETTER BUSINESS PERFORMANCE

Get business benefits from improving literacy, numeracy and communication skills in your workplace



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Building better businesses

Increased customer satisfaction

- increased customer satisfaction rates
- fewer customer complaints and less re-work
- increased customer loyalty
- greater breadth of service quality

"We've seen improvements in many areas of the organisation, including improved observation and reporting of clients' situations, better report writing, more motivation amongst staff who want to continue training and gaining qualifications, and increases in client satisfaction."

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Building better businesses

A higher performing workforce

- better team performance
- greater participation in team, tool-box and other work meetings
- improved capacity to cope with change
- increased take-up and achievement in vocational training

"People who have done the training have more confidence to speak up and negotiate when they need to. They are also much better at resolving conflict and communicating to each other and their managers – we've seen a real reduction in internal conflict between people."

www.skillshighway.govt.nz/success-stories

What is workplace literacy?

Workplace literacy is the literacy, language and numeracy skills employees need to effectively carry out their roles in the workplace. There are direct bottom line benefits from improving literacy, numeracy and communication skills in your workplace.

How big is the issue?

The 2014 Survey of Adult Skills (PIAAC) shows New Zealand compares favourably to other countries, particularly in literacy and problem-solving. However there is still a significant proportion of the population who have less than optimal skills (approximately 43 percent in literacy and 51 percent in numeracy).

This means New Zealand is likely to have over a million people in the working age population of 15-65 year olds who do not have the skills to participate as fully as they might in learning, life and work.

How can you tell if employees in your organisation have poor literacy and numeracy skills?

Literacy and numeracy issues are often hard to identify, but when you know what to look for the skills gaps will become obvious.

Signs that your employees may have poor literacy or numeracy skills:

- mistakes and rework
- poor paperwork
- excessive wastage
- limited feedback from employees
- customer complaints
- accidents and near miss
- resistance to new initiatives
- staff turnover and absenteeism

For more information about the signs, visit www.skillshighway.govt.nz

What help is available?

Workplace Literacy and Numeracy Fund

The Workplace Literacy and Numeracy Fund supports literacy and numeracy training programmes that are delivered within the workplace context, so the programmes are tailored to meet the needs of employers and their employees.

Training provider programmes

Training provider-led programmes develop the literacy and numeracy skills of employees. They are delivered in a workplace context in order to increase the productivity of companies.

Employer-led programmes

Employer-led funding is provided to employers to set up a sustainable literacy and numeracy programme to increase the literacy and numeracy skills of employees that reflect the needs and priorities of their workplace.



Other funding for literacy and numeracy and ESOL

Intensive Literacy and Numeracy (ILN) - provides fees-free intensive literacy and numeracy learning opportunities to learners with low literacy and numeracy skills.

Intensive Literacy and Numeracy – English for Speakers of Other Languages (ILN – ESOL) - provides fees-free intensive ESOL learning opportunities, particularly for migrants, to help adult learners gain the literacy and numeracy skills needed to progress to further study or the workplace.

Refugee English Fund - supports refugees to reach a level of English that allows them to undertake further education, enter the workplace, and feel comfortable using English.

Pre-purchased English Language Tuition (PELT) - This Immigration New Zealand fund enables migrants to New Zealand to pre-purchase English language tuition to help them settle into New Zealand communities, the workplace, or progress into further education.

Adult and Community Education (ACE) fund - provides community-based education, foundation skills, and pathways into other learning opportunities that meet community learning needs.