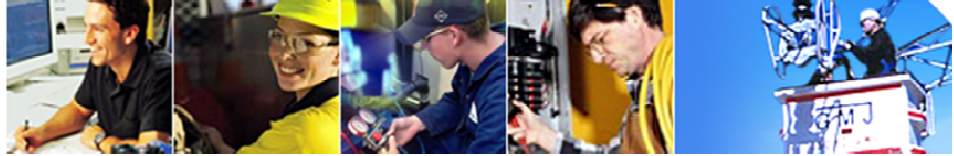


Case Study One



Employer: large utility organisation

Background: Has utilised WELL funding annually since 2000. The WELL programme is now seen as an integral part of the company agenda.

Benefits:

- Improved skills for completing documentation
- Training materials that are more accessible

Workshops have been run on barriers to learning and considerations for writing training materials, the next step is to deliver workshops on Plain English principles. Some of the trainers are now accessing the WELL teacher to get advice on training materials that have been developed.

- Improved computer skills

There has been a marked improvement on the use of the internal electronic mail system, with one learner in particular becoming a techno-addict and extending the use of the computer to all aspects of work.

Many of the trainers who were not previously using the computer as a tool are now prepared to use them and have gone on to do further training in specific applications.

There are two trainers who are still very nervous about using the computer as a work tool, however they now have confidence to identify that they need support in order to be able to complete work tasks effectively.

- Improved literacy and numeracy skills

Through individual programmes, the participants have received tailored support with their literacy and numeracy needs, this has covered: letter writing, e-mails, maths skills for work, spelling and grammar, writing for a presentation, writing skills for work and using workplace documentation.

- Improved confidence to complete literacy and numeracy tasks needed in the workplace

Through workshops on literacy awareness and literacy indicators, the trainers have tested ways of identifying literacy issues that arise in the course of delivery. This has meant that the trainers are now more confident that the support they are offering is appropriate and that there are processes in place for referral and/or support.

- Increased access to further training

This has certainly been the case with computer training. Some of the learners have used the support available to help them successfully complete aspects of the Certificate IV in Assessment and Workplace Training.

- Efficient and effective completion of written and spoken texts within work tasks.

There has been a great deal of evidence to support this, with imported skills related to running meetings, managing staff, dealing with customers and using technology. Agendas and minutes are becoming more consistent and exist in areas that previously they did not.