

# Tui Tuia

Newsletter of Literacy Aotearoa

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Issue No 9 – Hakihea (December) 2014

*Ngā mihi mahana kia koutou katoa... Greetings to you all...*

2014 is drawing to a close and we hope that it has been a good year for you all. We thank all the people of Literacy Aotearoa for their efforts throughout the year, to the learners, tutors, managers, coordinators, governing committees, sponsors and supporters. Manaakitia a koe me tō whānau, ō hoa hoki. Kia ora. We wish you all a restful and enjoyable break and look forward to sharing more of your stories in the New Year.

Throughout 2014, Tui Tuia has focussed on stories expressing Mahi Tahī – Partnership and Collaboration. In this final issue of 2014, the positive outcomes of a workplace learning programme are shared. Employees from the programme, their managers and other colleagues have reported noticeable improvements in participants' skills and communication in the workplace. Participants also reported gaining skills that enabled them to help their whānau with their learning.

We close with a summary of the many activities of Literacy Aotearoa in 2014. If you would like to enjoy some summer reading and reflect on the past year, go to the [Publications tab](#) on our website to view the '[Adult Learners' Week - He Tangata Mātauranga Report](#)', the '[NPH Student Writing Booklet](#)' or past issues of [Tui Tuia](#).



## LLN at The Warehouse: Understanding Words and Numbers

Between June and September of this year Literacy Aotearoa delivered the 'Understanding Words and Numbers' programme to 96 employees of The Warehouse Ltd (TWL) at 21 stores throughout New Zealand. The programme built on the success of the 2013 'Learning for Life' pilot programme and incorporated learning opportunities to achieve both personal and workplace goals. The programme had such a positive impact on participants' work and personal lives that TWL nominated Literacy Aotearoa for an award at the annual 'The Warehouse Group Suppliers Awards and Charity Dinner', a formal evening where TWL recognises businesses who have supported the TWL business strategy over the last year and delivered overall value, as well as the work and commitment by TWL service providers and non-trade suppliers.

Shari French (TWL Community Support Manager) said, *"I would like to thank you and your team for the wonderful partnership we have developed and the value that is being realised for team members participating in the 'Understanding Words and Numbers' programme."*

At each TWL site the programme was tailored to the participants' goals and based around the LLN areas they had identified as important to enhance both their personal and workplace lives.

The session content was in the context of the individual's goals such as: opening up opportunities at TWL, helping children with their homework, organising time better, reducing stress, setting a budget, confidence in speaking to groups, computer literacy and obtaining NZQA credits.

*...continued next page*



*Eastgate Store, Christchurch*



## TWL: Words & Numbers, cont.

A third of the learners chose a goal which explicitly included numeracy and they worked on addition, subtraction, multiplication and division. They made links between the retail environment and their everyday uses of numeracy, e.g. budgeting, speaking to the bank, managing debt, measurement in the home and helping their kids with their homework.

### My Workplace Goal is:

*"To enable me to work out percentages quickly without the aid of a checkout supervisor."*

*"To measure carpets and curtains correctly."*

*"My main workplace goal is to help me to be confident in working numbers in my head when shoes are advertised, e.g. 30% or 50% off a pair. Also I want to try working in checkouts and I need to be good in maths."*



Lincoln Rd Store, Auckland

### My Personal Goal is:

*"To learn to read and write and spell to help my girl with her school work."*

*"To get credits that I can put towards my Level One."*

*"To talk to the bank and the teacher."*

## Outcomes and Feedback

### ... from Employees

**71%** met their personal goals.

**71%** met their workplace goals.

**74%** completed NZQA Unit Standards.

**97%** gained confidence in their work life.

**93%** gained confidence in their personal life.

Employees reported increased confidence in engaging with customers, team members and management, including when speaking up in team meetings, clarifying instructions and interactions with customers.

### Employees' Feedback

*"I feel more confident in day-to-day tasks and can measure my own windows correctly for new nets."*

*"I am confident in reading, writing and speaking after the course. I am also starting to train as a checkout operator."*

### ... from Store Managers

#### Store Managers' Feedback

**79%** saw improved understanding of instructions by participants.

**90%** witnessed greater engagement by participants.

**84%** noticed increased participation in meetings by participants.

**100%** reported increased confidence in one or more participants.

The Store Managers reported increased interpersonal skills, noting significant improvements in participants' understanding of instructions and increased engagement, participation in meetings and overall self-confidence.

#### Store Managers said:

*"The check-out supervisor engages better with her team."*

*"Able to complete tasks faster due to better understanding of written instructions."*

*"Asked more questions to gain greater understanding."*

### **Final Words from TWL Participants:**

*"I'm more aware of how to react to customers... how to read and use body language when it comes to dealing with customers and management."*

*"I can help my children with their homework without second guessing myself."*

*"When I am at the checkout I don't freeze when I have to do maths."*

Although this was only a 24-hour programme, evidence of LLN gains was also seen in TEC assessments. 75% of those who completed reading assessments showed gains as well as the majority of those who completed numeracy assessments.

Paul Walsh (Executive General Manager-Community and Environment TWL) reflects on the programme: *"At the Warehouse we care about and recognise individuals. The Understanding Words and Numbers programme has enabled our team to participate in a learning opportunity, the purpose of which is to support them with any work and personal goals they choose to focus on. We observe real growth in our team who have completed the programme and receive consistent feedback on how much more confident they feel and of the tangible ways their learnings have added value at work and in their home life for themselves, their families and within their community."*

Literacy Aotearoa received partnership funding from the Tindall Foundation for an initiative that aims to encourage corporate workplaces to support their employees to gain the LLN skills needed in their workplace and personal lives. The TWL 'Understanding Words and Numbers' programme was largely funded through this donation. New Zealand Post is the other corporate involved in this initiative and that programme will be completed in March 2015. Their story will feature in the New Year.

### **Key factors for success for a Workplace Learning Programme:**

- Building **strong working relationships and trust** with the employers we work with.
- Having the manager from Te Poupou (the Literacy Aotearoa provider) and one key person from the business **dedicated to the management** of the programme at each site.
- Having **clear and transparent processes developed in consultation** with the employer, e.g. communication, reporting.
- Holding **induction for Te Poupou personnel** (and the business if practicable).

**Ka nui ngā mihi ki a koutou  
Thank you everyone...**

*for the contribution you have made to developing, promoting and delivering accessible, quality literacy services during the year. We wish you all the best over the holiday season and we look forward to ongoing Mahi Tahi – Partnership and Collaboration in 2015.*



### National Office Staff PD 2014

- ACE Sector Conference NZ
- ACER Australian Council for Educational Research
- Ako Aotearoa Community Showcase
- Māori & Pasifika Adult and Community Prof. Development Hui Fono
- ALPA (Adult Literacy Practitioners Association) Conference
- Hui E! Community Aotearoa (ANGOA) Forum
- NCLANA/Unitec Symposium
- NCLANA Hui Fono
- University of New South Wales Conference
- Social Return on Investment Practitioner Training
- Te Pou Matakana Whānau Ora Commissioning Agency Roadshow



### Relationships, Partnerships & Sponsorship 2014

- ACE Aotearoa
- ALTRUSA
- AUT
- Department of Labour
- Eastbay Reap
- Gecko Press
- Huia Publishers
- Industry Training Organisations
- Literacy Alliance members
- Local Trusts and Charities
- Massey University
- Ministry of Social Development
- NZCER, Te Wāhanga
- New Zealand Post
- NZQA
- Open Polytechnic
- Random House Publishers
- Scholastic New Zealand
- Te Ataarangi
- Te Puni Kōkiri
- Tertiary Education Commission
- The Warehouse
- Tindall Foundation
- Workbase

### Representation 2014

- ACE Sector Strategic Alliance
- ACE Aotearoa External Evaluation Working Group
- Global Women
- Hui E! Community Aotearoa ANGOA
- Improving Māori & Pasifika Financial Literacy Steering Group
- Literacy Alliance
- Ministry of Social Development: Community Response Forum (Akl Central)
- NZCER ESOL Assessment Tool Reference Group/Working Group
- NZCER Maori Reference Group
- NZQA: Whakaruruhau Mātauranga me te Whakangungu
- NZQA: Whakaruruhau Matua
- NZQA: Teacher Education Governance Group

### Ngā Poupou P.D. 2014

- Ngā Hui Heke (3 Regional Hui) hosted by Literacy Taupō, Literacy Wairarapa and Literacy Marlborough
- Te Hui ā Tau/AGM & National Planning Hui and Student Writing Event, (22-24/07/14)
- Governance & Management Training for Literacy South Canterbury, Read Write Plus, Literacy Westland & Buller Adult Learning Services
- 2 Training Hui for New Coordinators / Managers
- Ngā Poupou Managers' Hui (18-19/02/14)



Literacy Aotearoa  
Choice Change Freedom



### 2015 Training for NCALNE\* Educator and Vocational Qualifications

Information about these qualifications and dates for training can be found on our website at:

<http://literacy.org.nz/ncalne-general.php>

*\*National Certificate in Adult Literacy and Numeracy Education*