WELL SKILLS CHECK

Workplace and Administrator's

User Guide

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Overview

Welcome to the 'WELL Skills Check'. This kit has been designed for use by a wide range of workplaces, with particular relevance to the Community Services and Health Industry. It is a tool to help workplaces quickly and easily assess the levels of their employees' core skills against the Australian Core Skills Framework (ACSF).

The Commonwealth Government has implemented a plan to reform skills training in Australia. "Skills for All Australians", 2012, states that 4.1 million Australians in the labour force do not hold the qualifications needed for entry to the growth sectors of our economy.
www.deewr.gov.au/Skills/Documents/SkillsforAustraliasFuture.pdf

With this in mind the WELL Skills Check is a starting point for employers to identify workers with extra needs in any of the five core skills and then to provide support in the identified areas through suitable training options.

The WELL Skills Check is not a comprehensive diagnostic tool and is not intended to take the place of more in depth assessment by a professional training practitioner but can provide workplaces with a snapshot of their employees' skills gaps.

The results of the Skills Check can be recorded as a spiky profile of an individual's performance or a group profile if more than one candidate is being assessed. These results can be displayed using different graphical models so the workplace can design or access a training program based on the needs of its worker/s.

For further information, to provide feedback or to request a booklet and CD hard copy version of this kit, please contact Jeanne Smith at North Coast TAFE (TAFE NSW) 02 66 230286
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The Australian Core Skills Framework

The ACSF is a recognised framework for describing and measuring the five core skills of

- Learning
- Reading
- Writing
- Oral Communication
- Numeracy

It provides benchmarks for performance needed in a particular context, such as the workplace. More detailed information about the ACSF can be found here - http://www.deewr.gov.au/Skills/Programs/LitandNum/ACSF/Documents/ACSF_Document.pdf

Several of the Industry Skills Councils, through The Australian Core Skills Framework Project, are currently mapping nominated units of competency from recognised training packages to the ACSF with the aim of making embedded LLN skills more explicit and to provide additional support to trainers in identifying and addressing the LLN skills development needs of their workers.
The Australian Core Skills Framework Project
www.deewr.gov.au/Skills/Programs/LitandNum/ACSF

Although the ASCF measures performance at 5 levels, this WELL Skills Check only measures a candidate's performance up to Level 3 of the ACSF as this is the upper level for access to WELL training and for identifying workers who need intervention in core skills development for most industries.

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The WELL program

The Workplace English Language and Literacy (WELL) Program was introduced in 1991, in response to the increasing recognition that English language, literacy and numeracy (LLN) training is needed in Australian workplaces. The main aim of the WELL Program is to assist organisations to train workers in English language, literacy and numeracy skills. Through the WELL program, funding is available on a competitive grants basis to organisations for English language and literacy training linked to job-related workplace training and is designed to help workers meet their current and future employment and training needs. To be eligible for WELL funding participants must have English language, literacy and numeracy proficiency at or below Level 3 of the ACSF.

Information about WELL participation guidelines -
www.deewr.gov.au/Skills/Programs/LitandNum/WorkplaceEnglishLanguageandLiteracy

About the WELL skills check

This kit contains:

- This User Guide
- 3x Skills Checks (Reading, Writing & Numeracy) in interactive PDF format with audio
- 3x Instructions and Answers sheets (Reading, Writing & Numeracy)
- 1x combined Learning and Oral Communication Skills Check to be conducted as an interview
- 1x Spiky Profiler tool in EXCEL format

The entire Skills Check is designed to take approximately one hour to complete. That is 15 minutes for each of the four skills checks. Extra time can be given at the administrator's discretion. Workplaces can decide to administer each skills check separately as needed. A candidate may be assessed in all five skills, a single skill or a combination of individual skills, depending on workplace needs.

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How to use the **WELL** skills check

- The WELL Skills Check is designed to be administered by an LLN assessor, workplace supervisor or other appropriate personnel.
- The candidate is given a quiet working space with the administrator at hand to give instructions and support the candidate as necessary. More detailed instructions regarding the level of assistance that can be provided is contained in the Instructions and Answers sheets. As a general rule, help can be given to read and understand the questions and what they are being asked to do.
- The Skills Checks for Reading, Writing and Numeracy can be administered in two different ways. The same PDF files can be printed and filled out using a pen, or as an interactive version using a computer. An internet connection is not necessary to complete these checks.
- If using the interactive version on a computer, the candidate can choose to have the Numeracy and Writing questions read aloud by clicking on the audio icon next to each question.
- The Reading and Numeracy Skills Checks are multiple choice questions where the candidate reads (or listens to) the question and chooses the correct answer. If a candidate is using the interactive version on a computer, by entering their name in the required field and clicking the save, print or send button at the end of the check, a computer generated level will be displayed. A candidate will achieve the highest level where all questions are answered correctly. where all questions are answered correctly, as long as there is no more than one incorrect answer in a lower level. Alternatively the level can be calculated manually by the administrator using the Instructions and Answers sheets.
- The Writing Skills Check requires the candidate to fill in some personal details and complete an incident report. An administrator will need to manually calculate the candidate's level using the checklist in the Writing Instructions and Answers sheet. The Writing Skills Check can be completed as a printed worksheet or as an interactive version on a computer.
- The Learning and Oral Communication skills are assessed together as a combined Skills Check by a 15 minute interview. A script and checklist are provided in the Skills Check.
- It is not necessary for a candidate to attempt to answer all questions, in fact for lower levels it is expected that they will most likely not.
- Reasonable adjustment should be made to meet the needs of participants with extra requirements. For example, the provision of special equipment for someone with a disability.

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Equipment

If using a printed version of the Skills Checks, the candidate will require a pen. A calculator can be used for the Numeracy Skills Check but this is not essential.

A computer will be required to complete the checks as an interactive version, but no internet connection is necessary.

If using the interactive version the file can be saved to the computer, printed and/or emailed to a predetermined recipient e.g. line manager or supervisor. If the candidate is required to email their completed check they will need to be provided with the email address to send it to and access to an email client (e.g. Office Outlook).

Results

There are clear marking guidelines in the form of checklists to accompany each core skill. From these results the candidate will be assessed as being at levels 1, 2 or 3. An additional assessment level, Pre Level 1 has been included for those candidates who do not achieve at Level 1. This is to align with the revisions made to ACSF 2012.

If the candidate does not achieve at Level 1 in any of the Core Skills Checks, then they will be assessed as being at Pre Level 1. This indicates a high level of support will be required in the training program. If the candidate achieves confidently at level 3 in all core skills, then intervention required will be minimal.

In the interactive version the results for the Reading and Numeracy Skills Check are automatically generated and displayed at the end of the test. For the Writing, Learning and Oral Communication Skills Check, the results will need to be manually calculated using the answer grids in the Instruction and Answer documents provided for each section.

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The Spiky Profile

Candidate's results from the five core skills can be entered into the table and/or graph to give a visual representation or 'Spiky Profile'. It demonstrates clearly that a person's performance level can vary between core skills. This provides valuable information about an individual's areas of strength and specifically identifies any areas where further training could be beneficial.

The Spiky Profile template provided on the final page of this user guide can be printed for each candidate and results entered manually or the EXCEL Spiky Profiler tool can be used. Clear instructions for using the Spiky Profiler are provided within the EXCEL file itself. By entering results once into a single table, a variety of graphs are updated to display a group profile, individual profiles, an aggregated profile, and core skill profiles. These graphs can be copied and pasted to a document if required for ease of reporting. The Spiky Profiler accepts up to a maximum of 10 candidates; however the file can simply be copied for additional groups of 10.

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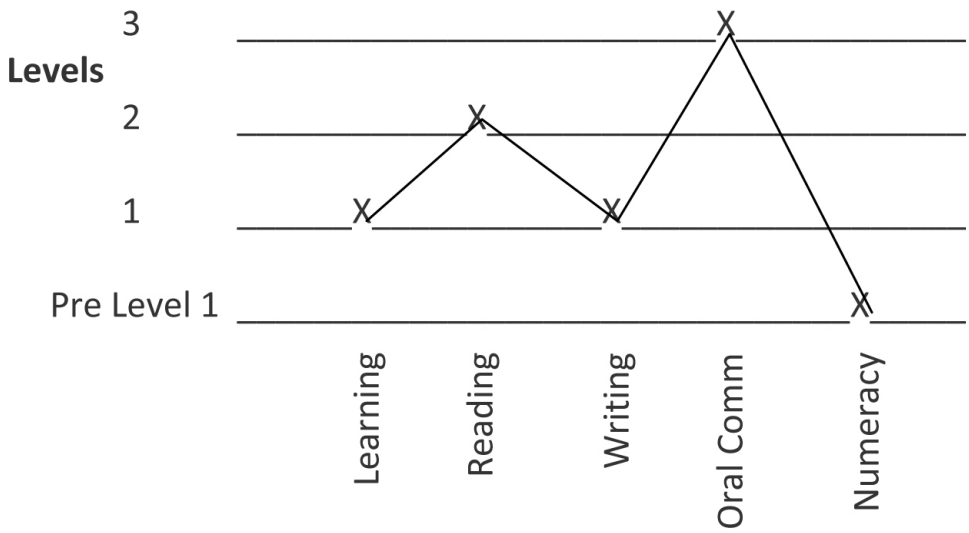
Examples below show results for an individual assessment in both table format and as a Spiky Profile.

Individual Spiky Profile Example

Candidate's Name: Dharinka Date of Assessment: 03/05/2012

Core Skill	Pre level 1	Level 1	Level 2	Level 3
Learning		√		
Reading			√	
Writing		√		
Oral Communication				√
Numeracy	√			

Candidate's Name: Dharinka Date of Assessment: 03/05/2012



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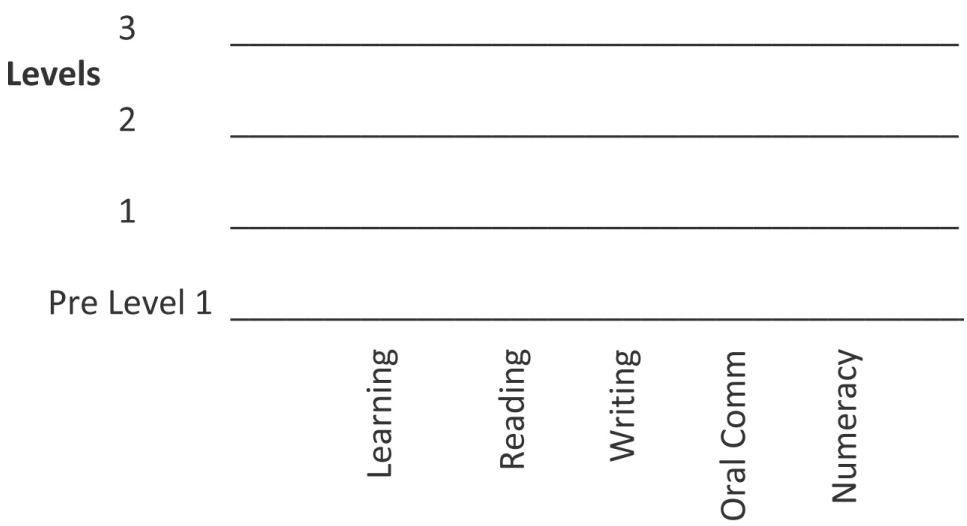
Individual Spiky Profile template

Candidate's Name: Date of Assessment:

Core Skill	Pre Level 1	Level 1	Level 2	Level 3
Learning				
Reading				
Writing				
Oral Communication				
Numeracy				

Candidate's Name: Date of Assessment:



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