



### Overview

#### **This unit is appropriate for you if your role involves:**

- introducing individual learning programmes for basic skills in the workplace
- ensure basic skills are delivered effectively in the workplace
- reviewing and revising how basic skills are delivered

#### **The activities you are likely to be involved in:**

- responding to requests from employers and employees for help in developing basic skills
- developing basic skills programmes for individuals at the workplace
- developing relationships with organisations that provide training in basic skills
- ensuring learners and other people are supported in the workplace
- evaluating and expanding how basic skills are delivered in the workplace

#### **What the unit covers:**

- 1 introducing programmes for delivering basic skills in the workplace
- 2 introducing learning support for people being trained in basic skills



### Element L22.1: Introduce programmes for delivering basic skills in the workplace

#### Performance criteria

You must be able to do the following:

- a Deliver basic skills programmes which relate to the organisation's needs and circumstances, including work patterns and personal choices.
- b Influence conditions in the workplace to create a positive learning environment.
- c Identify the people in the workplace who can support learners.
- d Identify which people outside the organisation can deliver basic skills and support, and get them involved in the programme.
- e Put learners in touch with the people who can support them to make sure they can learn effectively.
- f Help to develop learning materials which are relevant to people's work roles and which motivate learners.
- g Help to develop individual learning programmes that are based on identified needs and agreed goals.
- h Involve other people and agencies from outside the workplace if appropriate.
- i Agree procedures with learners and their supporters to monitor and review basic skills programmes.

### Element L22.2: Introduce learning support for people being trained in basic skills

#### Performance criteria

You must be able to do the following:

- a Encourage an open and safe learning environment in the workplace that is based on a positive approach to basic skills and access for anyone who wants to take part.
- b Encourage people to talk about any problems they have with basic skills in a way that does not threaten or harm other people and is based on trust.
- c Identify coping strategies that people who need to learn basic skills use, and how other people in the workplace can respond to them.
- d Set up appropriate support arrangements for people learning basic skills and any requirements for confidentiality.
- e Ensure that other people in the workplace understand basic skills so they can support learners effectively.
- f Ensure that other people in the workplace understand external support arrangements so they can support learners effectively.
- g Establish and make clear the roles of people from inside and outside the organisation to ensure learners are supported and responsibilities are shared.
- h Ensure you can evaluate the outcomes of the support process effectively against the organisation's plans and learners' goals.



### Knowledge requirements

You need the following knowledge to perform this Unit of Competence. You will show this through the outcome of your work activities and through evaluations of your systems and processes.

You need to be able to show that you have general knowledge and understanding of the following:

#### The nature and role of delivering basic skills in the workplace

- 1 how basic skills are defined
- 2 how to relate delivery to the organisation's aims
- 3 how to relate delivery to the organisation's priorities
- 4 how to relate delivery to the organisation's and the individual's work
- 5 how to identify the learning needs of people in the workplace and sources of appropriate support
- 6 how to recognise the possibilities and limits of the workplace for learning basic skills
- 7 how to use activities and documents in the workplace to develop effective learning materials which support developments in basic skills
- 8 how to create effective learning environments in the workplace

#### Principles and concepts

- 9 how to relate delivering basic skills to systems of working
- 10 how to identify the things that prevent people from taking part in basic skills programmes and how to overcome them
- 11 how to identify the things that influence learners' commitment and motivation towards basic skills programmes
- 12 how to link delivering basic skills to the organisation's learning and development activities
- 13 how to identify ethical factors that influence how basic skills are delivered
- 14 how to link assessing basic skills needs to delivering them in the workplace
- 15 how to measure and recognise when learners have achieved basic skills
- 16 how to encourage learners to recognise their achievements in basic skills
- 17 how to identify different learning styles and their effect on how people learn basic skills
- 18 how to check learners' understanding and progress
- 19 how to identify and use different learning opportunities for people who are learning basic skills
- 20 how to identify and meet the different needs for support that learners have
- 21 how to evaluate outcomes and build commitment from learners

#### External factors influencing the learning environment

- 22 how to monitor the nature and structure of national and local policies and programmes on basic skills in the workplace
- 23 how legislation requirements for diversity and fairness at work may affect delivering basic skills in the workplace
- 24 how to identify and assess appropriate ways of delivering training outside the organisation and how to use these
- 25 how to identify and assess appropriate ways of supporting learners and how to use these
- 26 how to encourage people to take part in basic skills training