



# Workplace Literacy

Workplace literacy provides a means by which an individual develops the education and skills needed to secure, maintain, and advance one's career, while fully participating in the economy, at home, and in the community. Workplace literacy skills include English language proficiency, reading, writing, problem solving, math, and use of information technologies.

Literacy, education, English instruction, and vocational training allow workers who improve their skills to anticipate higher wages. This benefits workers' families and the economy through increased purchasing power, greater productivity for businesses, and higher tax revenues for local governments.

Two major approaches to adult literacy are designed to address a variety of needs. Basic literacy programs provide training to develop skills for managing personal and family needs, while workplace literacy programs aim to enhance workers' employability and productivity by strengthening reading, writing, communication, and math skills needed on the job.

## Basic Adult Literacy

### **Basic Skills (Reading, Writing, and Math)**

- The ability to read, write, compute, and problem-solve.
- Lessons focus on grammar, reading comprehension, and numeracy.

### **English Skills**

- The ability to read, write, and speak in English.
- Lessons focus on daily living and culture, comprehension, writing, and conversation.

### **Computer Literacy**

- The ability to use computers and technology to solve problems, research, and build data.
- Lessons focus on software programs, the internet, and e-mail.

### **Financial Literacy**

- The ability to understand the principles of earning, spending, saving, and investing.
- Lessons focus on budgeting, loan agreements, and other financial documents.

### **Health Literacy**

- The ability to obtain, process, and understand information and services needed to make appropriate health decisions
- Lessons focus on accessing care, completing medical forms, and communicating with professionals.

## Workplace Literacy

### **Basic Skills (Reading, Writing, and Math)**

- The ability to read, write, computer, and problem-solve on the job.
- Lessons focus on reading industry specific manuals, writing reports, and calculating or measuring data.

### **English Skills**

- The ability to read, write, and speak English.
- Lessons focus on communicating with customers or managers, reading instructions, and completing time sheets or other administrative forms.

### **Computer Literacy**

- The ability to use computers and technology to solve problems, research, and build data.
- Lessons focus on industry specific software, e-mail etiquette, and word processing.

### **Vocational Skills**

- The ability to read, write, and speak in the context of a specific employer, industry, or trade.
- Lessons focus on content directly relevant to employment and occupational goals.

### **Employability Skills**

- The ability to interact, survive, and thrive within the culture of a specific employer or industry.
- Lessons focus on punctuality, attendance, and peer and supervisor relations, as well as understanding wages, benefits, and worker protections.

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