

# LITERACY AT WORK

WORKPLACE LITERACY  
BASISBILDUNG IM BERUF  
LES COMPÉTENCES CLÉS AU TRAVAIL

## HOW CAN KEY COMPETENCES BE DEVELOPED AT WORK?

EUROPEAN MEETING

LYON

SEPTEMBER 10TH 2015

(translation into English & German provided)



Lifelong Learning Programme

*In partnership with :*



## This meeting is one of the highlights of the 2<sup>nd</sup> National Action Days against illiteracy between September 8th and September 13<sup>th</sup> 2015.

It is organized by the French, German and Austrian stakeholders participating in the Literacy@work project, in partnership with ANLCI, Garf, ANDRH, AEH, ANACT and ERASMUS +.

See : [www.literacyatwork.eu](http://www.literacyatwork.eu) (launched on July 1<sup>st</sup> 2015)

At the same time,  
the majority of these adults  
are employed.

**20%** of European adults do not possess the core skills necessary to feel completely at ease and autonomous in a modern society.

In France, for example, a survey carried out by the INSEE (National Institute for Statistical and Economic Studies) in partnership with ANLCI (National Agency for the Fight against Illiteracy) indicated that **51% of those facing functional illiteracy are, indeed, employed.**

Businesses from all professional sectors have discovered this phenomenon very recently due to the impact of the economic crisis.

There are certain major changes to be noted (increased need of quality warranties), the increase in quality assurance processes, the unavoidable reality of using digital tools, etc.), which have repercussions on employee-practices and subsequently on the core skills they are required to demonstrate.

### Businesses in all sectors have noted:

- an **increase in the need** for professional writing ,
- an **increase in employers' requirement for self-sufficiency** with regards to calculation and verification of figures, the use of digital tools (software, GPS, machine commands etc.) and mobility,
- an **increased demand in oral fluency** (e.g. in order to answer to a customer, or during audits).

With these issues in mind, the **Literacy@Work project** plans to develop relevant training programmes that meet both the needs of employees with low-levels of qualifications, and the expectations of employers.

In the long term, good core-skills training for employees will improve the performance of businesses as well as strategic workforce planning.

This final seminar on September 10th 2015, marks the end of the **Literacy@Work project**, and has the goal of highlighting solutions that have proven a success in France, Germany and Austria.

*Literacy@Work made its debut in September 2013. It merges three training organisations that possess, on the one hand, expertise in the implementation of core-skills training in a professional setting and, on the other, a consultancy office specialised in the management of European projects. As a result of our extensive intervention practice and experience in the business sector, our partners have formalised an approach to training that focuses on workers facing functional illiteracy.*

*In concrete terms, in the context of this project, an Internet site consisting of a methodological guide for training organizations as well as a tool kit to remedy concerns linked to functional illiteracy issues for businesses have been published. Furthermore, each organization involved in the collaboration has developed a test for the intervention approach within one or several of the businesses involved. More than fifty trainers have been trained in the proposed approach.*

Website of the project : [www.literacyatwork.eu](http://www.literacyatwork.eu) (July 1<sup>st</sup> 2015)

# PROGRAMME

**9 - 9:30 am**

Welcome session

**9:30-10:30 am**

Plenary session – Introduction and presentation of the Literacy@Work project

**10:30-12:30am**

## THREE WORKSHOPS

**Workshop 1**

Mobilizing to set up a literacy program at the workplace.

**Workshop 2**

Conducting a custom build literacy training.

**Workshop 3**

Reinvesting the acquired skills in the workplace and assess the effects of the program.

*Presentations and discussions with regards to projects and experiences carried out in Germany, Switzerland, Austria and France.*

**12:30 -2 pm**

Lunch break

**2 - 3:30 pm**

## PRESENTATION

Professional training for employees in Europe: what differences are there between countries? Jean-François Mignot, Research manager for CEREQ (Training and certification Department).

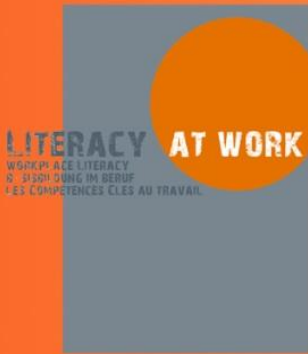
Presentation on the systems for workplace literacy training of employees in Europe. David Mallows, Director of research, NRDC (London).

**4 - 5 :30 pm**

## ROUND TABLE

Developing the core skills of functionally illiterate employees - an individual or collective responsibility?

Discussion between Unions representatives, business managers and Human resources managers. With Karine Passot-Janin, Director in charge of HR development, Eiffage Energie, and Hervé Lanouzière, ANACT General Manager.



# PARTNERS

## Partners of the project Literacy@Work :



*France.* The **ALPES (Association Lyonnaise de Promotion et d'Éducation Sociale)** is a training and consultancy organisation from the Rhône-Alpes region, with associative status, which has accrued 38 years of experience in continuous learning, advice and support in the acquisition and development of core skills for people with first-level qualifications. ALPES is renowned for its ability to custom build core-skills training pathways for numerous participants: businesses of varying sizes and from different professional sectors, and OPCAs (Recognized Collecting Fund Body). It also provides training modules for trainers and other professionals (managers, professional advisors, social partners, etc.) on the business intervention methodology for issues surrounding functional illiteracy.

[www.alpes-formation.fr](http://www.alpes-formation.fr)



*Austria.* **BFI OÖ** is a vocational education institute which is oriented along the labour market requirements of the 21st century. BFI OÖ is distinguished by its position as market leader in all forms of returning to work, second chance education as well as healthcare and social services qualifications. More than 5.600 courses for private customers at 30 locations in Upper Austria, training courses for jobless people, in company trainings and countless innovative national and international projects are conducted every year.

[www.bfi-ooe.at](http://www.bfi-ooe.at)



Zukunftsbau GmbH

*Allemagne.* **Zukunftsbau GmbH** is a Berlin-based non-profit educational provider and accredited training company with 80 employees. Founded in 1986, Zukunftsbau GmbH is committed to the support and training of disadvantaged young people and the long-term unemployed with the aim of integration into the job market. Zukunftsbau GmbH offers counselling services, vocational training in the 'dual system', vocational guidance and modular qualification programmes with integrated social welfare support.

[www.zukunftsbau.de](http://www.zukunftsbau.de)



**Conseil Développement Innovation (CDI)** is a cooperative consultancy company specialising in project engineering and economics founded in 1981 by a group of independent engineers and economists. The CDI is located in Bastia, Marseille and in the French overseas territories. Loyal to the cooperative spirit that embodies the SCOP (Société coopérative et participative), the CDI commits to transposing the values of individual and collective responsibility, as well as those of fairness and transparency, in its approach. Its areas of expertise can be categorised under engineering, guidance and evaluation of community projects, development support for organisations and areas, and the evaluation of public policies. The CDI consultants operate on multiple plains: transnational cooperation, local development and employment, economic integration, development strategies, etc

[www.cdinnov.eu](http://www.cdinnov.eu)

## Partners of the meeting – September 10th 2015 :



## European meeting

Thursday September 10th 2015 in Lyon (France).

Location : **Université Catholique de Lyon (site Carnot)**

23 Place Carnot 69002 Lyon. Registering fee (lunch included) : 50 euros

**Acting together against illiteracy**  
This meeting is organized with the support of the National Agency to Fight Illiteracy  
[www.anlci.gouv.fr](http://www.anlci.gouv.fr)

## Registration form :

<http://www.mytravelangel.fr/literacyatwork/MainForm.php>