

# Basic Skills and Communication for the Cleaning Sector



## Executive Summary

Guidelines  
and  
Training Materials

Basic Skills for Work

Combined Basic Skills and Communication Training for Low-Skilled Workers in Five  
Different European Work Sectors



Education and Culture

**Leonardo da Vinci**

# BASIC SKILLS FOR WORK

In the past years, the issue of “Basic Skills” has gained particular attention in most European countries. Of particular concern are what is generally called ‘functional literacy’ and ‘functional numeracy’ defined as “*the ability to read, write and speak in the respective language and to use mathematics at a level necessary to function at work and in society in general*”.

This Curriculum has mainly been designed for adult education providers, trainers and teachers. It consists of different modules, the main chapters dealing with information on the target group, literacy, numeracy and social skills, that allow for flexible utilisation according to various specific requirements.

The main objective is to empower employees with improved basic skills in both numeracy and literacy (numbers, measures, calculations, reading comprehension, short writing tasks). The Curriculum also focuses, on important social and communication skills particularly required in this profession.

## LITERACY: DIDACTIC BACKGROUND

### Learning contents and purpose

- Reemploying vocabulary prior to a work placement to gain self-confidence before a work placement by revision of all technical vocabulary
- Acquiring oral/written technical vocabulary to practise the technical vocabulary previously learned with specialised tutors and to identify this vocabulary in a written document
- Make structured sentences to describe a typical cleaning action. The aim of this exercise is to use technical vocabulary in a sentence and to enrich vocabulary with appropriate verbs of action. Further more it is an exercise to describe routine situation
- Identifying key words for describing identity to identify the personal details on a written form
- Telling events in chronological order to explain the different stages of a cleaning process
- Summarize professional words
- Developing spatial skills by finding the way in a building and locating objects/places
- Enriching vocabulary by expressing instructions clearly
- Learning about cleaning products
- Acquiring professional vocabulary
- Learning cleaning techniques
- Learning about the maintenance trolley

# NUMERACY

## Didactic background

Focus on relation to workplace surroundings and relevance for everyday work!

In order to empower employees with improved basic skills in numeracy, methods and tools in a course for construction workers shall primarily be related to tasks and duties included in actual jobs in this work area. One of the aims of such trainings shall be to increase the learners' awareness and knowledge of how to use mathematical information and language and how to identify suitable calculations to achieve an appropriate outcome.

Consider the following:

- Provide for an overall brush-up of basic mathematics (explanation and demonstration) and make sure each individual student understands contents (adding, subtracting, multiplying, dividing etc.)
- No pressure, provide enough time for students to do respective exercises
- Practical relevance and closeness to actual experience of all learning materials used and all examples given
- To make learning contents relevant for students and demonstrate their actual employability: focus on workplace related contents
- Use authentic materials, i.e., for example, forms that learners will actually come across in their everyday job life (forms used at certain companies etc.) to demonstrate relevance of learning contents
- Ask and motivate your learners to bring their own sample forms
- Exercises can always be made use of as a basis for joint exchange of experience, constructive reflection on learners' skills, strengths and weaknesses, discussion on past success and failure, future perspectives etc.
- Hence these basic numeracy exercises can be a starting point for communicative training units (combination with social skills training) in which learners practice how to effectively pass on information to each other.
- Exercises can be written preparation work for various role plays acted out in class i.e. intensive practical social skills training
- The exercises are to be done individually as a comprehension check. Compare the results in class.

The exercises attached are dealing with the following aspects:

- Basic numeracy skills, using mathematical information
- Using the basic arithmetical operations
- Organizing one's time by using the four operations
- Knowing hours, days, months
- Using an agenda

# **COMMUNICATION SKILLS**

## **Learning contents and purpose**

- Introducing yourself
- Putting a speech into chronological order

# **HEALTH AND SAFETY**

## **Learning contents and purposes**

- Pictograms
- Safety
- Washing your hands
- The maintenance trolley



## Leonardo da Vinci

© 2006 BEST Institut für berufsbezogene Weiterbildung und Personaltraining, Vienna, Austria  
Print: Plankopie Eder, Vienna, Austria

This publication was developed in the course of the LEONARDO DA VINCI pilot project  
“Basic Skills for Work - Combined Basic Skills and Communication Training for Low-Skilled Workers  
in Five Different European Work Sectors”

This project has been funded with support from by the LEONARDO DA VINCI programme of the  
European Commission. This publication reflects the views only of the authors, and the Commission  
cannot be held responsible for any use which may be made of the information contained herein.

Project number: A/04/B/F/PP-158.132

For non-commercial purposes, a download version of this publication is available at least until  
30 September 2009 at the project homepage:

<http://www.basic-skills-for-work.org>