



# Workplace English Language and Literacy (WELL)

## What is WELL?

The Workplace English Language and Literacy (WELL) program is a Commonwealth funded program.

Training is delivered on site at your workplace by specialist Language Literacy and Numeracy (LLN) TAFE NSW trainers. The Commonwealth Government covers 75% of training costs.

## WELL is designed to assist organisations and their employees with:

- workplace reading, writing and maths skills
- workplace communication and documentation
- computer skills
- improving customer service skills

WELL programs allow employees to better meet the demands of their employment and become more confident to complete tasks.

## What are the features of the WELL training?

- Training is at the workplace and linked to current training packages
- Training will be tailored to the needs of your specific organisation
- Funding applications and reporting will be done for you by a TAFE NSW specialist in WELL funding
- WELL trainers are experienced, flexible and understanding of your training needs

## What are the benefits to my organisation?

- Improved communication
- Better understanding of Health and Safety procedures
- More effective use of technology
- Potentially lower incidents of accidents, mistakes and miscalculations
- Improved customer service

## In 2012, an external report of WELL found that:

**78%** of participating employers rated WELL as effective or highly effective in improving LLN and meeting business needs.

**79%** of employers cited benefits such as improved performance in the workplace, decreases in occupational health and safety incidents, reduced wastage and an increase in efficiency.

## For more information contact:

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