

Some examples of language, literacy and numeracy use in *Manufacturing – assembly line operators*

Literacy/ESOL

Speaking and Listening	Reading	Writing
<ul style="list-style-type: none"> • Listening to and understanding workplace instructions • Asking questions to check understanding, e.g. of a new process • Reporting machine or product faults clearly and accurately by telephone or face-to-face • Reporting to others measurements made to check proper use of machinery • Becoming familiar with terms used in oral communication in the workplace, e.g. production process, assembly 	<ul style="list-style-type: none"> • Reading and understanding instructions with symbols for operating machinery and warnings about use • Reading and understanding a checklist of tasks which show sequence of operations • Using labelled diagrams to help follow a given procedure • Identifying key information, e.g. job responsibilities and hours of work in conditions of service documents • Reading and following health and safety and manual handling notices, symbols and images 	<ul style="list-style-type: none"> • Completing time sheets accurately • Making appropriate notes of the order of operations for unfamiliar or new processes • Completing a report form for a machinery fault • Writing shift handover notes for others

Numeracy

Number	Measures, shape and space	Handling data
<ul style="list-style-type: none"> • Following numbers to complete tasks in correct order • Recalling and recording employee number codes accurately • Copying and recording machine and product codes accurately • Recording accurately readings from measuring instruments • Using estimation and approximation to make quick checks when necessary 	<ul style="list-style-type: none"> • Recording machinery downtime, i.e. reading a clock (analogue) and writing time in different format • Calculating time periods for downtime, breaks and shifts • Converting hours and minutes into minutes (for accurate recording) • Accurate recording or setting of temperatures when heating food, metals or plastics • Using measuring instruments to check products meet minimum requirements • Recognising appropriate units of measurement for products and processes 	<ul style="list-style-type: none"> • Reading and completing checklists of duties • Reading and completing safety checklists • Understanding company information presented in organisation charts • Understanding and contributing to production data presented in bar graphs and pictograms • Keeping records about products and processes, e.g. tables of regular measurement checks