

A Short Guide to Literacy & Numeracy

Useful reading and maths tips

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What is literacy?

Literacy is all the reading, writing, speaking, and listening skills you need at work, for study, and in your personal life. You use literacy skills every day to:

- go shopping
- send a text
- post on your social media pages
- look up things on Google
- find information
- chat with family
- read the paper
- write notes
- write notes
- listen to instructions
- participate in meetings
- discuss things at work
- and much more.



How are your reading and writing skills?

Do the quick skills check below and see how you rate your skills right now.

Use a ✓ in the column you think matches your skills.

Can you...	Good at this	OK at this	Not so good at this
Fill in forms?			
Write a report?			
Fill in a health and safety hazards sheet?			
Read a table?			
Read a policy?			
Speak to customers?			
Deal with a customer complaint?			
Use 'active listening' with clients or customers?			

If you have rated yourself 'not so good' at some things, the full Literacy and Numeracy Guide may be helpful.

See page 18 for how to order this.

Also, on page 19 there are links to useful websites.

Word lists

A word list is like a glossary of terms and gives word meanings.
There are two in this guide: a reading and a numeracy word list.

Reading word list

Choose the word below that you think best fits into each gap in the example column and write it in.

benefit from customers listening calculate meanings discuss
were estimate solution Policy participate dictionary

Words	Meaning	Example
Active listening	Using listening skills so the speaker knows you have understood.	By nodding and smiling, I was using active _____ skills to show the speaker I had understood them.
Benefit from	Get help from.	You should get some _____ this word activity.
Clients	Customers, people you do work for or assist.	Sometimes our _____ are our clients.
Calculate	Work out, estimate.	I was asked to _____ the cost of flying to Auckland.
Discuss	Talk, have a conversation.	If you _____ a problem with another person, you can often find the _____.
Glossary	Word meanings, a word list.	The Glossary had _____ for each word.
Estimate	Calculate, work out.	Can you _____ what your bus fares will cost for a whole month?
Instructions	Directions, advice.	The instructions helped us find where we _____.
Participate	Join in, be part of.	We wanted to _____ in the discussion.
Policy	Plan, rules.	Reading the Health and Safety _____ helped me understand about hazards at work.
Refer to	Consult, check, allude to.	I had to refer to the _____ to find the word I wanted.

Answers are on page 14

Reading and summarising

Fill in the form

1. Read what happened.
2. Use a highlighter pen to highlight the main points.
3. Write the main points into the form.
4. Fill in the rest of the form (name date etc).

What happened?

You were standing inside a shop near the door when suddenly a strong gust of wind slammed the door shut. You fell against the wall and a large glass vase fell off a shelf and hit and broke your arm. The vase then rolled along the floor and banged into a display stand which tipped over, spilling everything to the floor and causing a hazard for the other customers. The owner of the store quickly put the closed sign up and checked everyone for injuries. He then rang 111. This happened on Tuesday the 5th May at 10.00am.

INCIDENT FORM

Name:

Date:

Time:

Store:

City:

Brief summary of what happened:

Injuries:

Other people involved:

Hazards:

What did the store owner do to assist?

Answers are on page 15

What is numeracy?

Numeracy is the maths that you use in your work and your personal life.

You might use maths or number skills every day to work out:

- the amount of cash you need when shopping
- distances
- how much train or bus fares might cost you each month
- when lunch time finishes
- flight times and cheapest fares
- how to stack safely
- how long you spend travelling to work and back
- how much change to give the customer
- how to measure ingredients
- how to weigh what you need to cook with
- and much more.



How are your numeracy skills?

Do the quick skills check below and see how you rate your skills right now.

Use a ✓ in the column you think matches your skills.

Can you...	Good at this	OK at this	Not so good at this
Estimate in \$\$ amounts?			
Understand 'place-value'?			
Use a 24-hour clock?			
Round-up or round-down?			
Add and subtract numbers?			
Multiply and divide numbers?			
Understand and calculate percentages?			
Understand what fractions mean?			

If you have rated yourself 'not so good' at some things, the full Literacy and Numeracy Guide may be helpful. See page 18 for how to order this.

Also, on page 19 there are links to useful websites.

Numeracy word list

Word	Meaning	Example
add, adding, addition	Combining two or more numbers. Sum or total of two or more numbers. The symbol for addition is '+'	$20 + 30 = 50$
divide, dividing, division	The process of splitting a number into equal parts. Symbol for dividing is '÷' or '/'	$20 \div 5$ or $20/5$ What is the size of each part if 20 is split into 5 equal parts? Also how many 5s in 20?
estimate estimating estimation	A guess based on things you know.	If I am buying items for \$2.50, \$5.00 and \$6.99, I estimate \$20 will be enough.
multiply, multiplying, multiplication	The process of doing repeated addition .	$6 \times 4 = 4 + 4 + 4 + 4 + 4 + 4$
rounding-up rounding-down	'Rounding' is taking a number up or down to the nearest useful number. Rounding rules differ, depending on the situation.	\$2.85 could be rounded up to \$3.00 \$6.30 could be rounded down to \$6.00.
Subtract, Subtracting, Subtraction	The process of taking one number away from another. The symbol for subtracting is the minus sign –	50 subtracted from 100 leaves 50 100 minus 50 is 50 $100 - 50 = 50$

Addition table

This is a table used to find out what numbers add up to. Use your fingers to go down from the 3 and across from the 4 to find the answer to $3 + 4$ or 3 plus 4

$$3 + 4 = 7 \text{ or } 4 + 3 = 7$$



+	1	2	3	4	5	6	7	8	9	10
1	2									
2	3	4								
3	4	5	6							
→ 4	5	6	7	8						
5	6	7	8	9	10					
6	7	8	9	10	11	12				
7	8	9	10	11	12	13	14			
8	9	10	11	12	13	14	15	16		
9	10	11	12	13	14	15	16	17	18	
10	11	12	13	14	15	16	17	18	19	20

Addition: Write the answers into the boxes below.

$6 + 8 =$	$5 + 9 =$	$2 + 10 =$	$9 + 1 =$	$7 + 8 =$	$6 + 6 =$	$9 + 10 =$	$3 + 8 =$

Answers are on page 16

Multiplication table

This table works the same as the addition table but is for multiplying numbers. Use your fingers to go down from the 3 and across from the 4 to find the answer to 3×4 or 3 times 4

$3 \times 4 = 12$ and $4 \times 3 = 12$



X	1	2	3	4	5	6	7	8	9	10
1	1									
2	2	4								
3	3	6	9							
→ 4	4	8	12	16						
5	5	10	15	20	25					
6	6	12	18	24	30	36				
7	7	14	21	28	40	42	49			
8	8	16	24	32	36	48	56	64		
9	9	18	27	36	45	54	63	72	81	
10	10	20	30	40	50	60	70	80	90	100

Multiplication: Write the answers into the boxes below:

$3 \times 4 =$	$5 \times 6 =$	$7 \times 9 =$	$2 \times 9 =$	$5 \times 10 =$	$10 \times 10 =$	$1 \times 9 =$	$9 \times 9 =$

Answers are on page 16

Estimating and rounding

Estimating skills are useful when you are shopping and have a set amount to spend.

1. You have \$100 for clothes shopping. You find items you need at the following prices:
 - A shirt for \$45
 - A bag for \$20
 - A pair of shoes for \$40
 - a) Can you buy all three items above?
YES NO
 - b) If you needed all the items for work, what would you do?

Rounding-up prices makes it easier to add them up in your head even though it means adding a little more to the total.

2. You are food shopping and have \$80 in your account.
 - a) Estimate if you can afford the things on the list by rounding them up to the nearest or next dollar.
For example: to round-up \$3.60 to the next dollar, it is \$4. Two are done for you.

Ingredients	Real cost is	Rounded up cost is
Packet of icing	\$4.65	\$5.00
Bag of flour	\$7.79	
Chocolate	\$5.00	\$5.00
Dozen free range eggs	\$6.55	
Cup cake trays	\$9.55	
Butter	\$4.80	
Oil	\$10.90	
Matches (10 packs)	\$11.49	
Packet of nuts	\$4.80	
Rounded-up total is		\$

- b) Do you have enough money?
YES NO

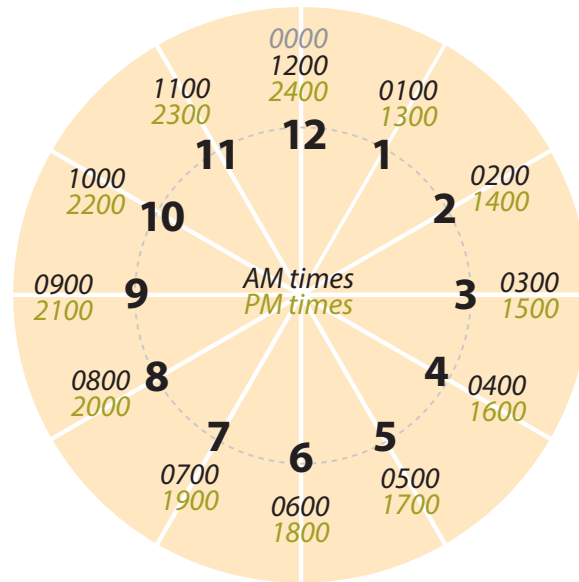
Answers are on page 16

12 and 24 hour clocks

We use both 12 and 24 hour clocks. Using the 24 hour clock can avoid confusion. For example if you say 8 o'clock; do you mean in the morning or in the evening?

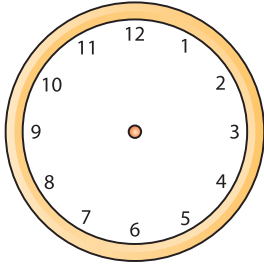
AM means before noon (midday) or between midnight and midday.

PM means after noon (midday) or between midday and midnight.

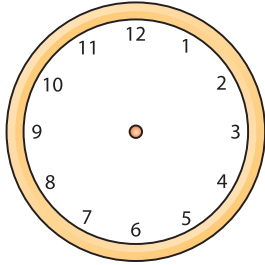


Reading the time

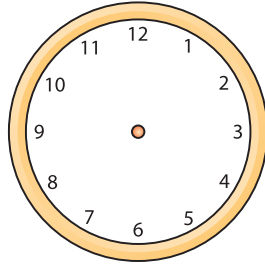
Draw the arms on the clocks to show the correct times.



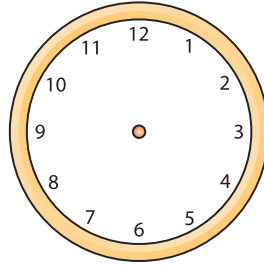
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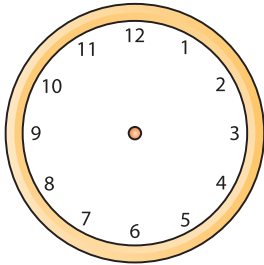
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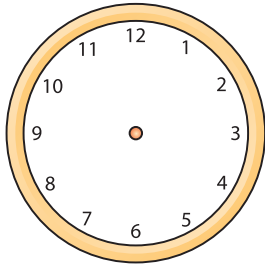
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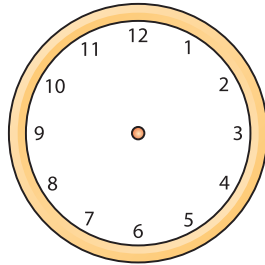
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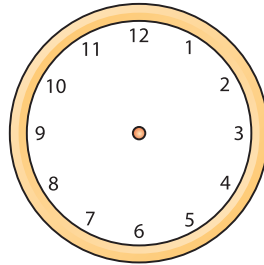
22:10



15:55



15:00



23:44

Answers are on page 17

Timetables

You need both reading and number skills for working out bus and train timetables. Timetables often use abbreviations. In the train timetable below MEL is used for the Melling line trains and HVL for the Hutt Valley line trains. The bus timetable uses only the bus numbers (81, 83 & 84). Look at the train and bus timetables, then circle the correct answers.

- When does the 7.00 HVL train reach Waterloo?
7.05 7.22 7.38
- When does the 81 bus, leaving Courtenay Place at 8.15, reach Point Howard?
9.05 8.45 8.48
- How many buses go through Gracefield Rd?
1 2 3 4
- When does the first bus leave Courtenay Place?
7.45 6.00 6.40 5.45
- Which train stops at Ngauranga?
MEL HVL none

TRAINS	HVL	HVL	MEL	HVL	HVL	MEL	HVL	HVL	MEL
Upper Hutt	6.40	-	-	7.00	-	-	7.04	7.18	-
Trentham	6.45	-	-	7.05	-	-	7.10	7.23	-
Silverstream	6.50	-	-	7.10	-	-	7.16	7.28	-
Waterloo	7.02	7.08		7.22	7.28	-	7.36	7.40	-
Melling	-	-	7.16	-		7.33	-	-	7.54
Western Hutt	-	-	7.19	-		7.36	-	-	7.57
Petone	-	7.16	7.22	-	7.36	7.39	-	-	8.00
Ngauranga	-	-	7.27	-		7.45	-	-	8.05
Kaiwharawhara	-	-	7.30	-		7.48	-	-	8.08
Wellington	7.18	7.26	7.34	7.38	7.46	7.52	7.54	7.56	8.12

BUSES	84	84	84	83	84	83	81	83	81
Courtenay Place	6.40	7.00	7.20	7.25	7.45	7.55	8.15	8.25	8.45
Wellington Station	6.48	7.08	7.28	7.33	7.56	8.06	8.26	8.36	8.56
Petone	7.02	7.22	7.42	7.49	8.07	8.19	8.37	8.49	9.07
Lower Hutt	-	-	-	8.00	-	8.30	-	9.00	-
Hutt Park	7.05	7.25	7.45	8.10	8.10	8.40	8.45	9.10	9.15
Gracefield Road	7.07	7.27	7.47	-	8.12	-	-	-	-
Point Howard	7.09	7.29	7.49	8.13	8.14	8.43	8.48	9.13	9.18
Eastbourne	7.21	7.41	8.01	8.30	8.26	9.00	9.05	9.25	9.30

Answers are on page 17

Answers

Reading word list

Words	Meaning	Example
Active listening	Using listening skills so the speaker knows you have understood.	By nodding and smiling, I was using active listening skills to show the speaker I had understood them.
Benefit from	Get help from.	You should get some benefit from this word activity.
Clients	Customers, people you do work for or assist.	Sometimes our customers are our clients.
Calculate	Work out, estimate.	I was asked to calculate (or estimate) the cost of flying to Auckland.
Discuss	Talk, have a conversation.	If you discuss a problem with another person, you can often find the solution .
Glossary	Word meanings, a word list.	The Glossary had meanings for each word.
Estimate	Calculate, work out.	Can you estimate (or calculate) what your bus fares will cost for a whole month?
Instructions	Directions, advice.	The instructions helped us find where we were .
Participate	Join in, be part of.	We wanted to participate in the discussion.
Policy	Plan, rules.	Reading the Health and Safety Policy helped me understand about hazards at work.
Refer to	Consult, check, allude to.	I had to refer to the dictionary to find the word I wanted.

Reading and summarising

What happened?

You were standing inside a shop near the door when suddenly a strong gust of wind slammed the door shut. You fell against the wall and a large glass vase fell off a shelf and hit and broke your arm. The vase then rolled along the floor and banged into a display stand which tipped over, spilling everything to the floor and causing a hazard for the other customers. The owner of the store quickly put the closed sign up and checked everyone for injuries. He then rang 111. This happened on Tuesday the 5th May at 10.00am.

INCIDENT FORM

Name: **Own name**

Date: **Tuesday 5 May**

Time: **10.00am**

Store: **Any store**

City: **Own city**

Brief summary of what happened: **I was inside a store. The wind slammed the door shut. I fell against the wall. A vase fell off the shelf above me and hit my arm. A display fell over and things tipped all over the floor.**

Injuries: **Broken arm. Other customers also may have injuries.**

Other people involved: **Other customers. Store owner.**

Hazards: **Items from shelf and display fell all over the floor and may cause people to slip and fall.**

What did the store owner do to assist? **Shut the shop, checked for injuries, rang 111**

Addition table

$6 + 8 =$	$5 + 9 =$	$2 + 10 =$	$9 + 1 =$	$7 + 8 =$	$6 + 6 =$	$9 + 10 =$	$3 + 8 =$
14	14	12	10	15	12	19	11

Multiplication table

$3 \times 4 =$	$5 \times 6 =$	$7 \times 9 =$	$2 \times 9 =$	$5 \times 10 =$	$10 \times 10 =$	$1 \times 9 =$	$9 \times 9 =$
12	30	63	18	50	100	9	81

Estimating and rounding

1. a) Can you buy all three items above?

YES **NO**

- b) If you needed all the items for work, what would you do?

Look for some cheaper items. I am \$5 short so a bag for \$35 would be good.

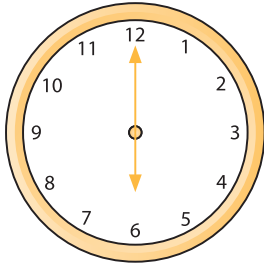
2. a)

Ingredients	Real cost is	Rounded up cost is
Packet of icing	\$4.65	\$5.00
Bag of flour	\$7.79	\$8.00
Chocolate	\$5.00	\$5.00
Dozen free range eggs	\$6.55	\$7.00
Cup cake trays	\$9.55	\$10.00
Butter	\$4.80	\$5.00
Oil	\$10.90	\$11.00
Matches (10 packs)	\$11.49	\$12.00
Packet of nuts	\$4.80	\$5.00
Rounded-up total is		\$68.00

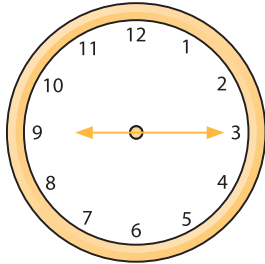
- b) Do you have enough money?

YES NO

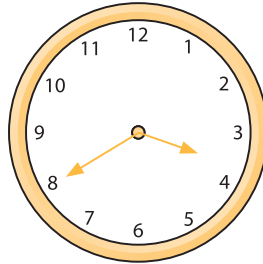
Reading the time



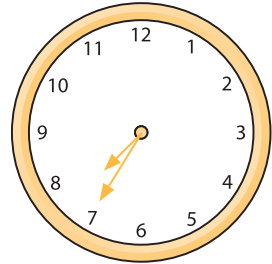
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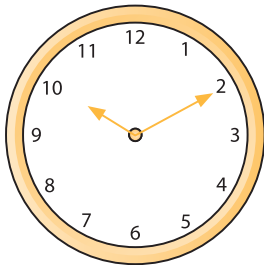
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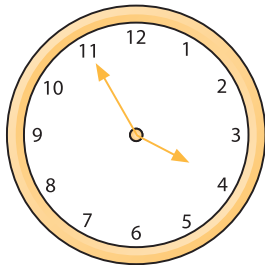
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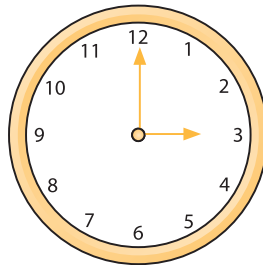
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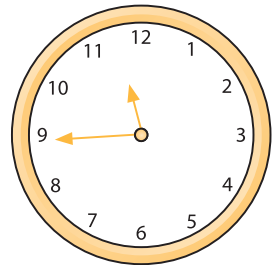
22:10



15:55



15:00



23:44

Timetables

- When does the 7.00 HVL train reach Waterloo?
7.05 **7.22** 7.38
- When does the 81 bus, leaving Courtenay Place at 8.15, reach Point Howard?
9.05 8.45 **8.48**
- How many buses go through Gracefield Rd?
1 2 3 **4**
- When does the first bus leave Courtenay Place?
7.45 6.00 **6.40** 5.45
- Which train stops at Ngauranga?
MEL HVL none

Next steps

If you have found this short guide helpful, go for the biggie! There's more information in the full Literacy and Numeracy Guide where you can practice activities for the literacy and numeracy skills listed below:

Section 1: Literacy

- Reading:** Different ways of reading, reading tables, reading comprehension
- Listening:** Listening and understanding
- Writing:** Planning, reports, forms
- Communication:** First impressions, health and safety issues, handling complaints, observation skills.

Section 2: Numeracy

- Maths part one:** Digits, place-value, adding, subtracting, multiplying and dividing
- Maths part two:** Rounding, estimating, fractions, percentages, measurements, ratios, conversions, time.

Section 3: Appendix

- Glossary:** Words from the book with their meanings
- Activity Answers:** All the answers to all the activities.

Order the full Literacy and Numeracy Guide by emailing intel@ServiceIQ.org.nz or phone 0800 863 693. Please supply your name and postal address.

Useful websites

Websites for more literacy and numeracy support

These organisations aim to help anyone who requests extra support.

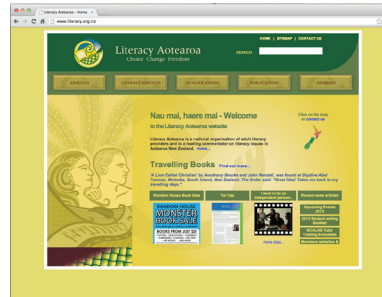


ENGLISH LANGUAGE PARTNERS

64 4 471 2382

www.englishlanguage.org.nz

email: natoffice@englishlanguage.org.nz

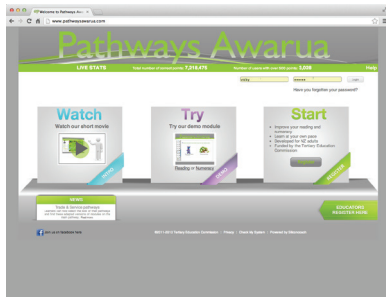


LITERACY AOTEAROA

0800 678 910

www.literacy.org.nz

email: admin@literacy.org.nz



PATHWAYS AWARUA

This is an online learning programme with modules in reading and numeracy.

You can be joined up to this now, and it is free.

www.pathwaysawarua.com



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