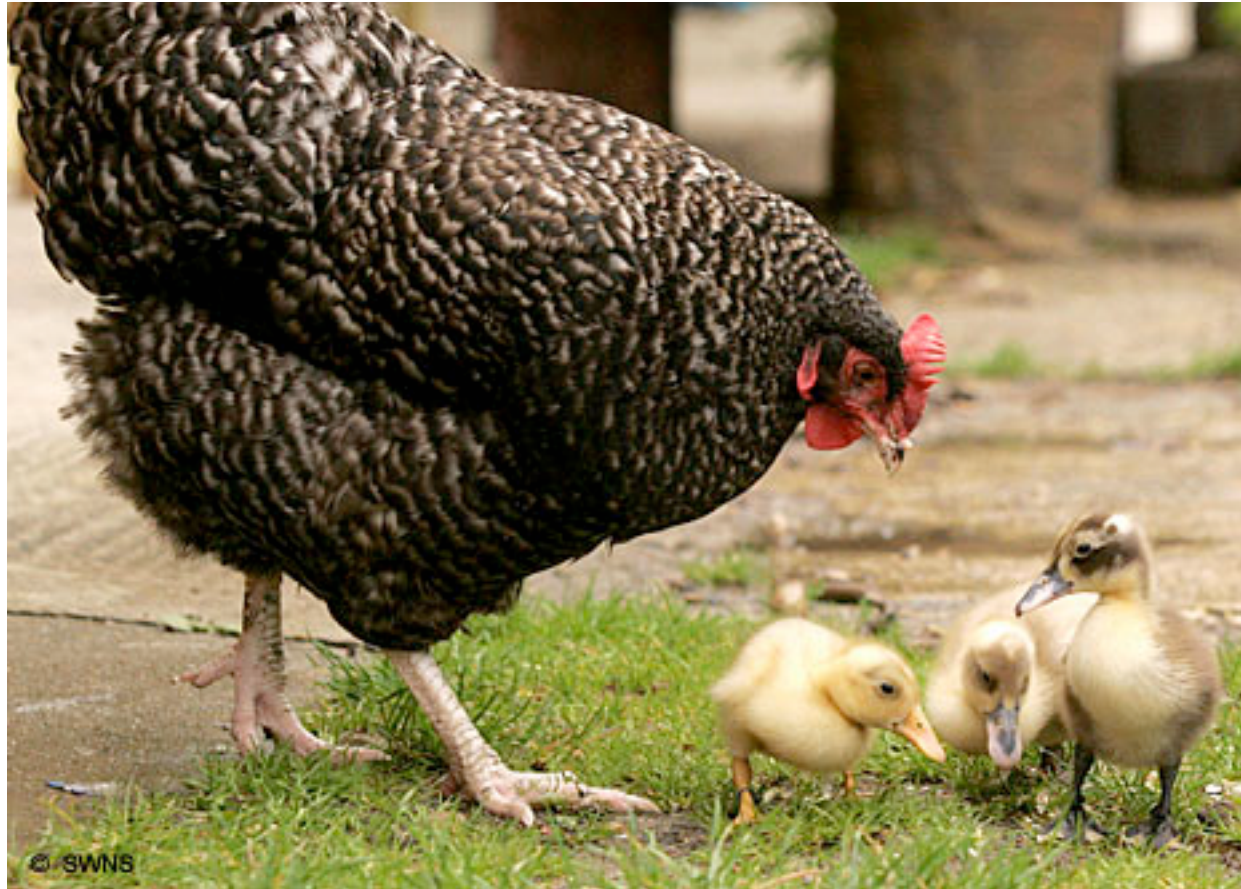




Training cleaners: language and cultural matters



outline



Responding to CALD Learners (RCL) Project

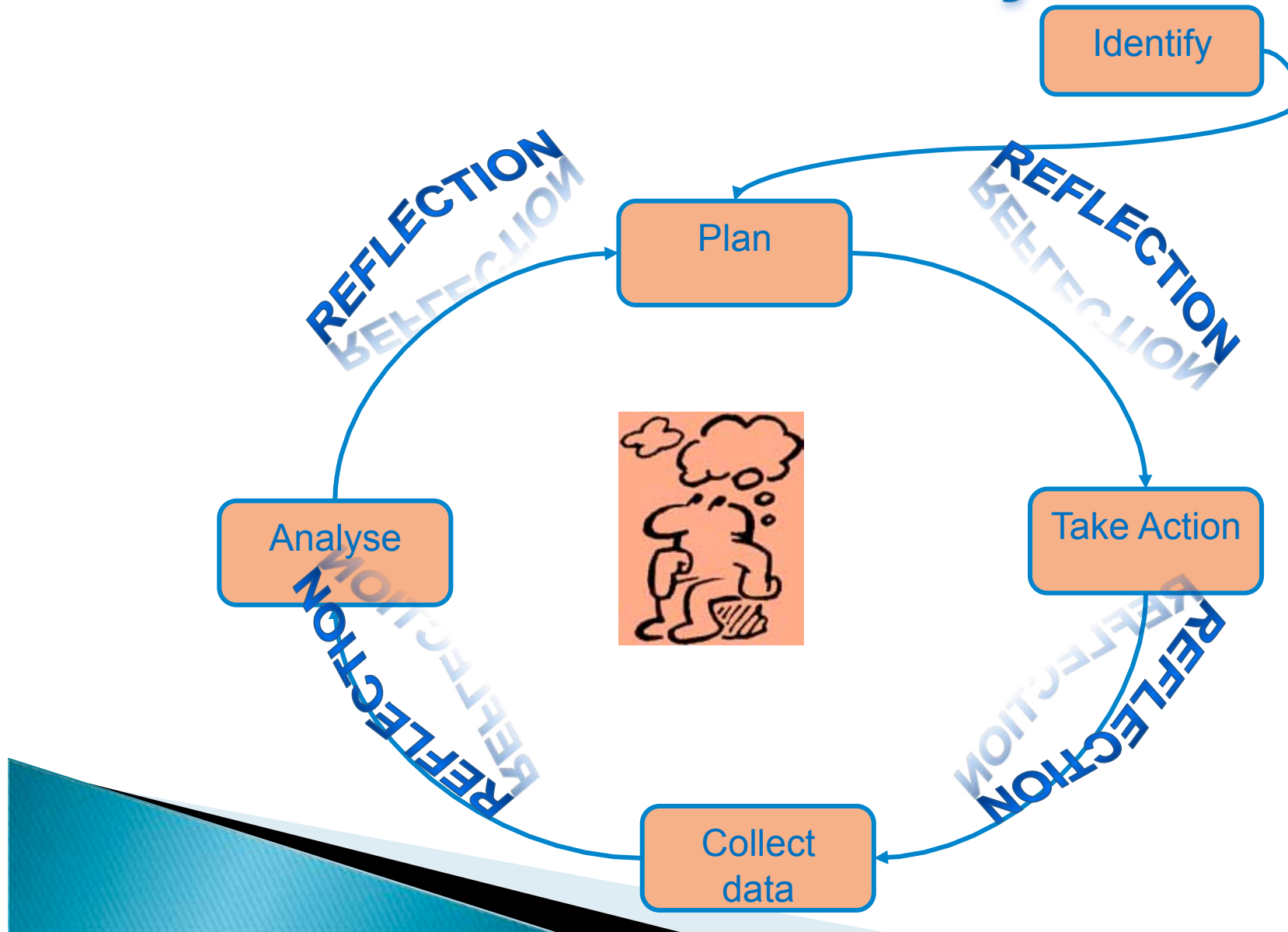
AIM:

To build capacity of ACE to engage with
and deliver services to learners from
culturally and linguistically diverse
(CALD) backgrounds.

8 action research projects in 2011.



Our action research cycle



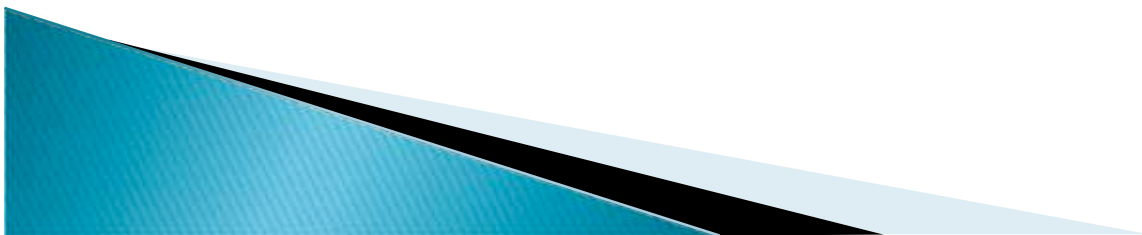


Connecting
the Community
with Opportunity

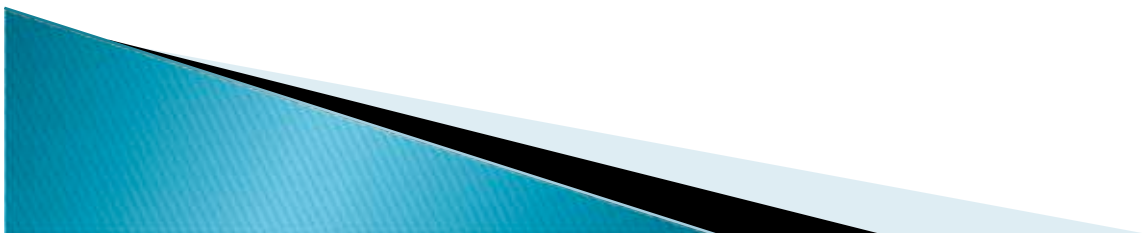




‘How can we support CALD learners to participate and succeed in Certificate II in Asset Maintenance (Cleaning Operations)?’

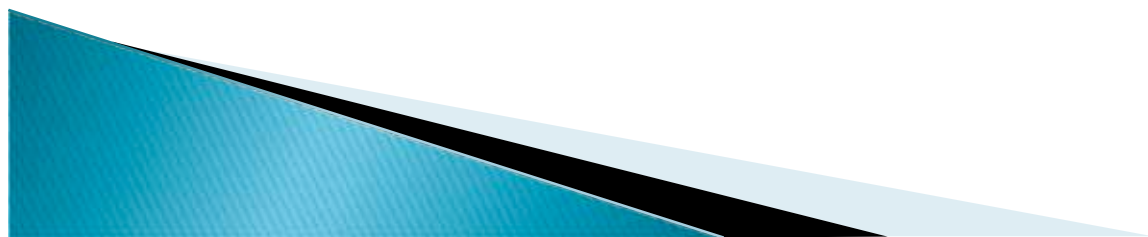


Our learners



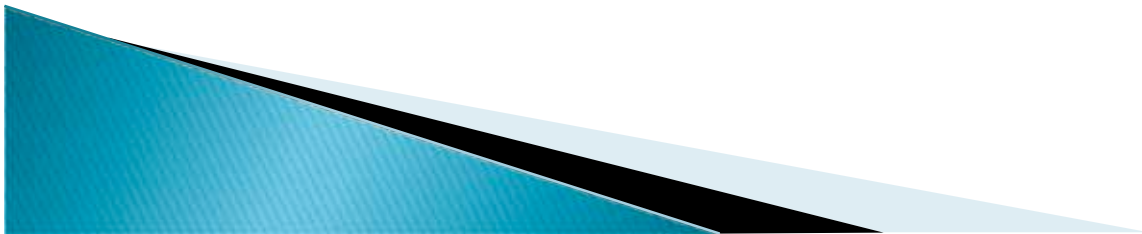
Our trainer

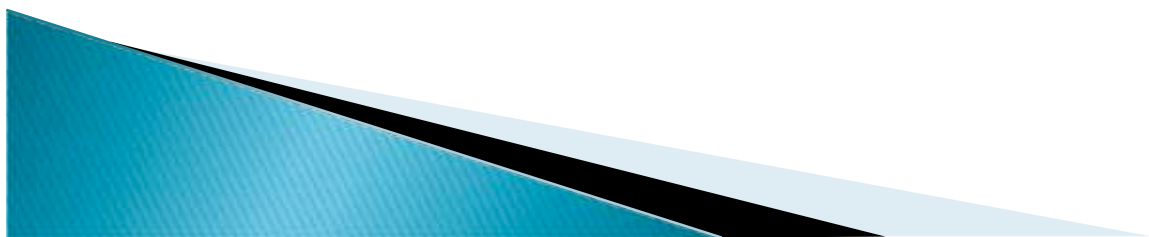
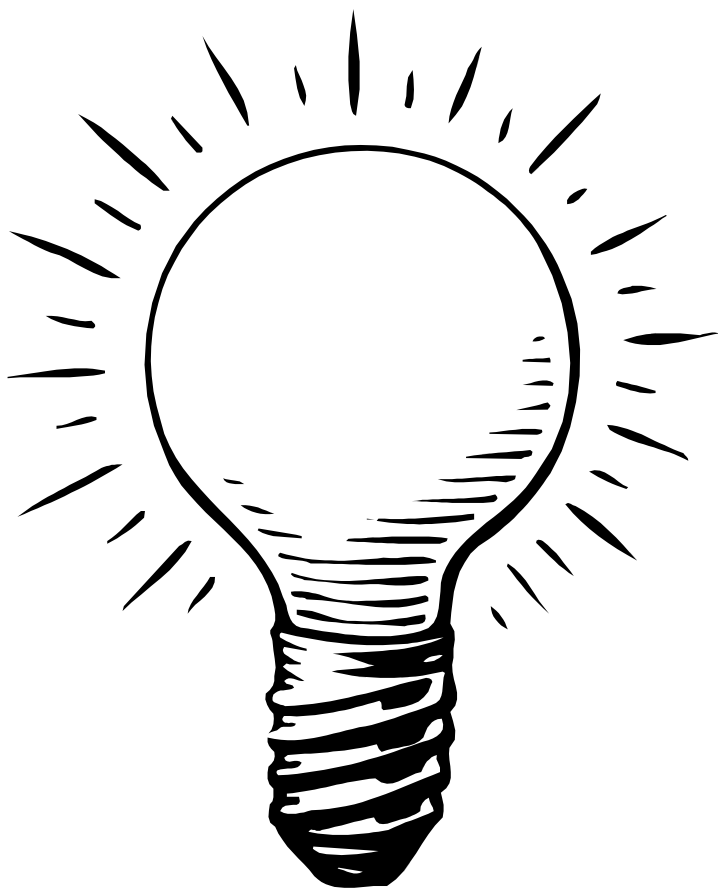




Glossary: mould, sluice trough,
volatile, bio infectious, saliva,
sweat, semen

fatal alkaline petrochemical
corrosive volatile sluice trough slop
sink bio infectious saliva sweat
semen 'turn key' work ethic morale





How you say it

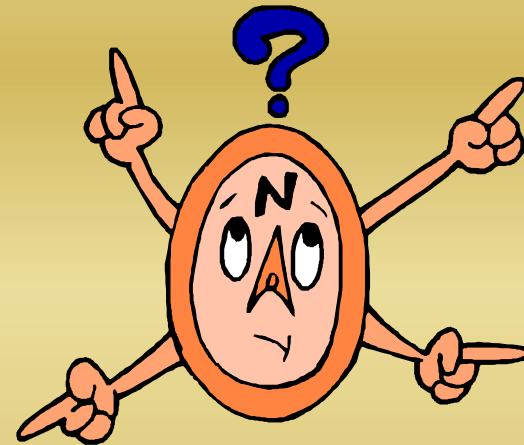
- *Give me cloth...*
- *Please pass me....*
- *Could you please....*
- *Would you mind....*
- *I just need.....*



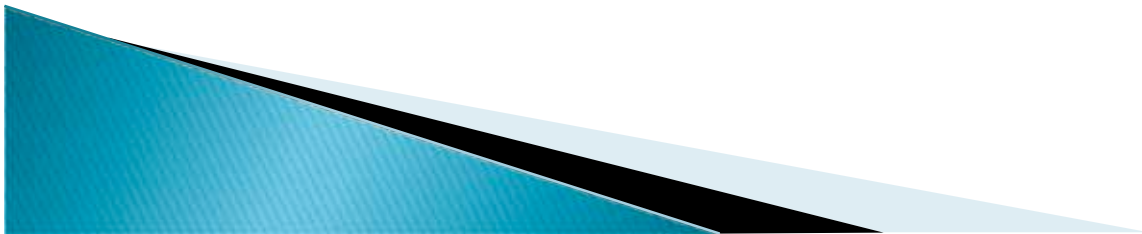
Secret Rules

Instructions from the boss...

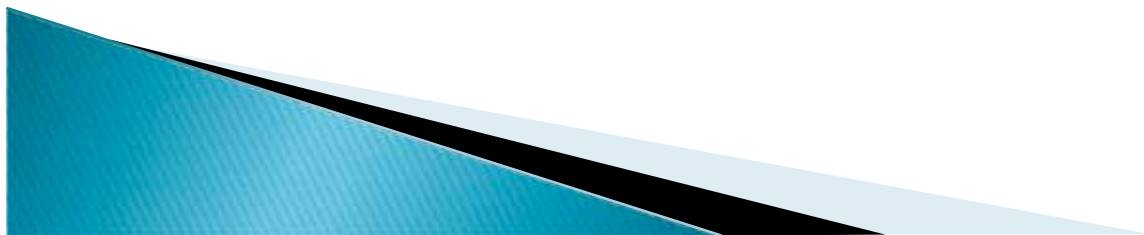
- *Would you mind...*
- *You might like to....*
- *It would be good if you could.....*



Humour



- ▶ Joseph: 'John, there is a cockroach in this dustpan. What do you want me to do?'
- ▶ John: 'Ah, I don't know Joseph, do you wanna take it home?'
- ▶ Joseph: 'No, I believe it is the property of Merrilands Community Centre.'



How best to train?

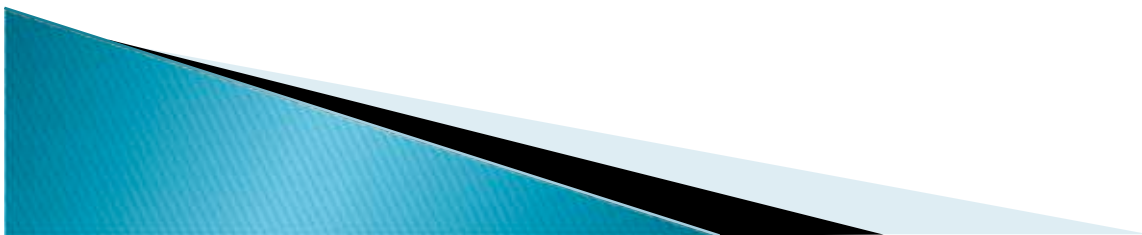


Language, literacy & the cleaning Industry

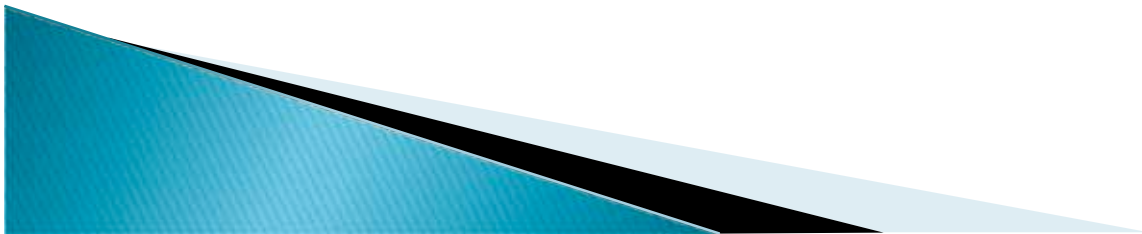
Communication Book
Chemicals



‘I estimate that about 50% of employees working in cleaning cannot read or write in English.’ John Brodie



Assessment



If your storage area is a room located at your worksite, what items or information would be displayed on the walls in your room? Tick the correct responses

<input type="checkbox"/>	Daily newspaper	<input type="checkbox"/>	Colour coded charts for chemicals used
<input type="checkbox"/>	A picture of your supervisor	<input type="checkbox"/>	A chemical register
<input type="checkbox"/>	Material Safety Data Sheets	<input type="checkbox"/>	Your Cert II in Asset Maintenance
<input type="checkbox"/>	A year calendar	<input type="checkbox"/>	Work Instruction (e.g. Work schedules)

Feedback from learners

Strengths

Teamwork

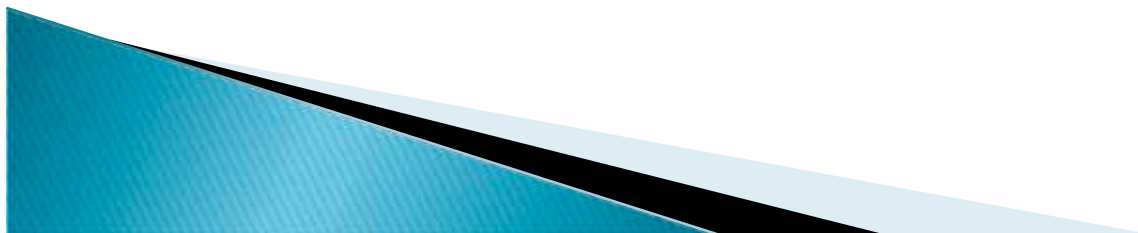
Humour

Fun

Hands on learning

Areas for improvement

Less written assessment – more practical assessments



In conclusion...😊

