

# **SURVIVAL SKILLS** in the Workplace



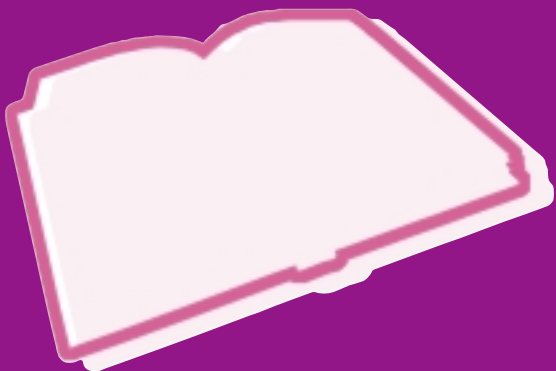
**CHILD CARE AND  
EDUCATION**

## Everyday tasks for child care employees

- Talking with children, their parents and other staff
- Answering the telephone and taking messages
- Sorting out disputes between children
- Planning and setting up play and learning activities
- Helping children with their feeding and toileting



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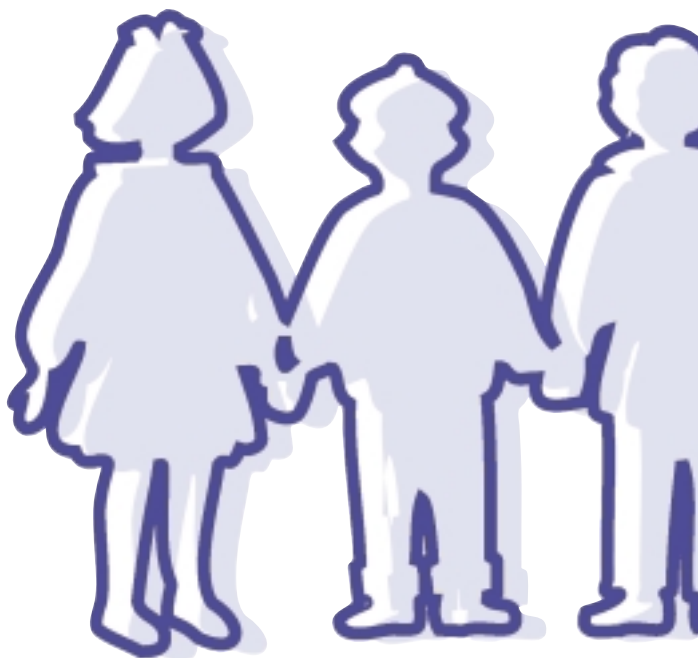
- Supporting the emotional and social development of children
- Making sure the physical surroundings are clean, safe and stimulating for children
- Completing records and passing on information to colleagues and other professionals



# WHAT SKILLS?

## Speaking and Listening

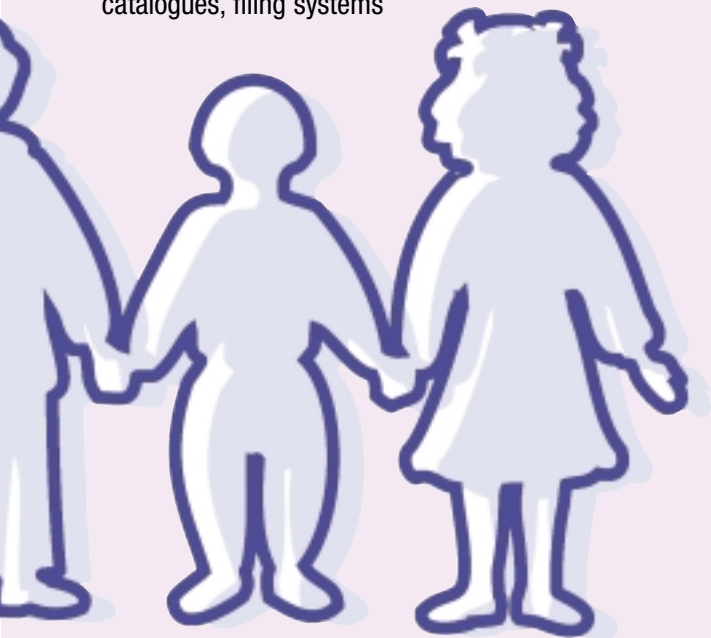
- Listen carefully to a range of people, e.g. parents passing on information about their child's needs, children talking about experiences, other professionals who are giving information or instructions
- Ask sensible questions to clarify situations, e.g. from parents handing over children, from children about their ideas and feelings
- Give clear explanations and instructions, e.g. to children about play and development activities, to parents about their child's behaviour or planned activities, to other professionals in a team work situation



- Speak with a clear and pleasant voice when reading or story telling to individual children or small groups
- Use a friendly and positive tone of voice and body language to establish and maintain good relationships, e.g. with children arriving at the centre, with parents collecting or leaving their children, with children during their activities, when managing behaviour

## Reading

- Obtain information from tables and charts, e.g. timetables, weight/height charts, laundry labels
- Follow written instructions, e.g. on food and drink packages, labels for medication, health and safety notices, toys and equipment
- Read straightforward information, e.g. in parents' notes, children's story books, manuals and reference books
- Follow alphabetical order to find information, e.g. in telephone directories, catalogues, filing systems



## Writing

- Complete straightforward forms accurately, e.g. children's files, accident book, stock lists and orders
- Write clearly, e.g. to label children's work, to label equipment and property, to make learning or play materials
- Compose brief simple messages and notes, e.g. to parents about forthcoming activities, as records of telephone conversations, for colleagues



## Number Skills

- Write numbers clearly, e.g. telephone numbers, numbers for children's learning activities, recording children's weight or height
- Count and share, e.g. checking stock, setting out materials for children's activities, supporting learning and play activities which involve numbers
- Measure weight, e.g. weighing young children, weighing out materials for cooking and craft activities
- Measure length, e.g. height of children, marking out materials for cutting, setting up play activities
- Using time, e.g. timing activities, using a stop watch, planning schedules of activities for feeding, toileting and resting





## Communication skills needed to work in child care

- Reading – understanding straightforward written and graphical information, e.g. notes and messages, packages and labels, children's stories, directories, manuals and instructions, health and safety notices
- Writing – completing records, writing notes and messages, labelling items, e.g. children's files, notes for parents, children's art work
- Speaking and Listening – talking face-to-face, one-to-one or in small groups with children, their parents and colleagues, talking on the telephone, telling and reading stories, giving instructions to small groups of children

## Numeracy skills needed to work in child care

- Numbers – recording numbers and understanding charts and tables, e.g. telephone numbers, weight charts, timetables
- Measurement – straightforward weighing and measurement of length, e.g. children's weight and height, materials for activities
- Time – timing and scheduling activities, e.g. daily routine, times of activities, calendar of events

To start work or undertake an NVQ in child care and education, the basic skills levels needed are:

- communication above Level 1;
- numeracy at or above Level 1.



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