

**DOCUMENTATION OF EUROPEAN  
LITERACY DEMANDS ON THE JOB**

**FOR CRAFTS AND SERVICE PROFESSIONS**

**Literacy and vocation**

**lit.voc**  
Literacy and vocation



Education and Culture DG

Lifelong Learning Programme

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## Preface

### **Clearly identifying the literacy skills needed in different working places, branches and companies.**

Numerous literacy skills used at work in everyday tasks are not identified by employers as crucial work skills. Traditionally literacy skills have not been explicitly identified as work skills because it was assumed that everybody brought these skills into the workplace.

All over Europe we start to have a better understanding of the importance of literacy competences required for the workplace and in many countries we know that literacy gaps exist among employees. Every branch, workplace and job requires a specific set of literacy skills and these needs to be identified and documented.

Within the project **Literacy and Vocation** the following job profiles have been documented identifying the literacy needs on a concrete job. To improve the comparability of the results of literacy needs between the professions we documented the professions in two groups:

#### **Crafts professions**

- Welder (BG)
- Woodworker (BG)
- Construction Helper (DE)
- Gardening (DK)
- Electrician Helper (ES)

#### **Service professions**

- Kitchen Helper (AT)
- Warehouse Worker (AT)
- Domestic Worker (DK)
- House Keeping (ES)
- House Keeping- Hotel (UK)
- UK Care Worker (UK)

The following Lit.Voc compilation makes visible that the standards from different vocational fields often require quite **similar** underpinning **literacy skills (reading, writing, speaking, listening, critical thinking, media skills)**.

The **numeracy skills** needed **varies more** between different vocational fields. The differences come from variations in the product, the type of process and machinery being used and also differences in the way companies organise their quality systems.

The following Lit.Voc compilation can also be seen as a first step towards an exemplary European profile of literacy and numeracy needs for helper or assistant tasks in crafts and service professions necessary in the actual labour market in most of European countries.

Starting from these basic literacy and numeracy requirements on the job the project **Lit.Voc** develops a European and National **Literacy and Numeracy Profiles\*** (Core Curricula) describing the needed competences to participate in training and professional development successfully.

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\* Training itself often requires a higher level of reading and writing than is needed on the job because new information is usually presented in writing.

People need more reading and writing when they are doing training than they use on the job.

This is often the case with theory and health and safety related information. Reading workbooks or self-study material can be particularly difficult for people who are not confident readers or who have not been in formal training for a long time.

Some training material is written in quite formal language, different from the sorts of reading people may do on the job, such as informal shift notes or very short bullet points on a form.

The training material might include diagrams and charts that may not be used on the job and these are not always carefully explained. Some training material is harder to read than it needs to be because it is not clearly laid out.

[It is easier to compensate for a lack of literacy at low levels. If trainees want to progress to higher levels, the lack of reading, writing, numeracy and problem solving skills makes progress much harder.]

# **PART I**

## **Literacy DEMANDS on the job CRAFTS PROFESSIONS**

**Welder (Bulgaria)**

**Woodworker (Bulgaria)**

**Construction Helper (Germany)**

**Gardening (Denmark)**

**Electrician Helper (Spain)**

## Literacy on the job: READING

Summary from: Welder, Woodworker, Construction Helper, Gardening, Electrician Helper

Signs and warning signs at the workplace	Very frequently
Signs for health and safety; images, symbols, abbreviations and codes of electrical safety and work at heights or underground	Very frequently
Schemes, Schemes for model cutting	Very frequently
Specification of the welding procedure	Very frequently
Instructions of the manufacturer for use welding equipment, appliances, auxiliary welding, materials, paints, dyes etc.	Very frequently
Material sheet (specification), Technologies cards	
Construction drawings (foundation plan, outline, floor plans, vertical cut, details), Garden and planting plans, Measuring schemes	Very frequently
Construction site time schedule and the weekly work plan, working schedules	Very frequently
Lists of tools and equipment required for tasks	Very frequently
Road maps	Very frequently
Technical specifications in different materials related to their work: engineering plans, written job instructions on job sheets, short notes and instructions written to supplement plans and job sheets, dials and gauges on equipment	Very frequently
Drawings	frequently
Concrete recipes	frequently
Health and safety information sheets, personal hygiene rules (clothing, shoes, bodycare, availability and use of skin protective agents), legal requirements for OSH	frequently
Technical information (plans, drawings, reports, descriptions, manufacturers' installation instructions)	frequently
Safety rules and regulations in regard to handling electrical implements (equipment, mains cables)	frequently
Labels on plants, directions for fertilizers and pesticides	frequently
Texts that contain more detailed instructions or information that can be complex to read e.g. duty description sheets, specific safety rules, equipment operating manuals	frequently
Security directions for machines and chemicals	frequently
Training materials when going through training (on new methods, first aid, health and safety, regulations and standards); general accident prevention rules and regulations (rights and duties of the employer and the employee)	frequently
Texts that contain more detailed instructions or information: Material Safety Data Sheets, component charts, evacuation instructions, quality system procedures or instructions. Some of these materials can be quite complex to read.	frequently

## Literacy on the job: READING

Summary from: Welder, Woodworker, Construction Helper, Gardening, Electrician Helper

Employment related information e.g. leave forms, employment agreement	from time to time
Contract job description, important clauses of the employment contract, payment slip	from time to time
Working regime of the company: e.g. working hours, place of work, job function, holidays, sickness-/accident reporting	from time to time
General rules of environmental protection	from time to time
Specification by the architect or client; storage regulations for construction materials and excavated earth	from time to time
Instructions about maintaining green areas, parks and cemeteries, international directions for naming plants; Encyclopaedias on plants and their characteristics	from time to time
Books on garden style	from time to time

## Literacy on the job: SPEAKING AND LISTENING

Summary from: Welder, Woodworker, Construction Helper, Gardening, Electrician Helper

Listen and respond to verbal instructions and explanations from the supervisor	Very frequently
Talk with colleagues to coordinate tasks with them, request assistance from others	Very frequently
Ask clarifying questions to check the information given	Very frequently
Communicate on work issues to co-workers	Very frequently
Listen to verbal explanations from people giving training or updates, listening technical information (reports, descriptions using plans and drawings), listening to servicing and maintenance rules	Very frequently
Participate in team meetings, ask clarifying questions to check the information given	frequently
Communicate and co-ordinate with other trades people working on the same site.	frequently
Make an oral report on the work done, report the progress made on the work, report to manager about anything affecting the job process, reporting and correcting inconsistencies and defects	frequently
Order supplies or equipment from suppliers (face-to-face and over the phone)	frequently
Use hand signals and gestures to communicate in a noisy environment	frequently
Communicate with citizens in the work area	frequently
Discuss issues with the supervisor, if there are problems with the job	frequently
Order supplies or equipment from suppliers (face-to-face and over the phone)	from time to time
Discuss problems with a working plan with supervisor or other co-workers, discuss issues with supervisor if there are problems with the job	from time to time
Answer verbal questions during training assessments	from time to time
Listen to presentations by trainers or product suppliers	from time to time
Take in deliveries	from time to time
Safety precautions: mention the rules and inform others	from time to time
Communicate with representatives of other professions regarding the coordination of work execution	from time to time



## Literacy on the job: WRITING

Summary from: Welder, Woodworker, Construction Helper, Gardening, Electrician Helper

Record size, position and number, record quantities of materials, names of materials, parts and products	Very frequently
Writing of material list, detailed lists of all the equipment and tools they will be needed to complete a job	Very frequently
Documentation of the results of the work (diary work completed)	Very frequently
Writing notes for foreman to explain what have been done, leave constructions	Very frequently
Fill out forms on daily working tasks, fill out time sheets and leave forms, write very brief notes on job sheets, check off, sign name	Very frequently
Produce a sketch with explanations for the constructions site installation	Very frequently
Auxiliary sketches to implement the task	Very frequently
Inspection of construction site installations on the basis of the check list and compilation of construction site information	frequently
Compile and update stock lists and inventories	frequently
Describe a maintaining program for green areas, parks and cemeteries	frequently
Write a brief factual statement	frequently
Brief notes on training and work instructions	from time to time
Short report eg. Incident. Record registering, reporting and assessment of injuries	from time to time
Write answers to formal assessment questions	from time to time
Documentation of the results of work as reference for follow-on work (location of pipes, base of roadways etc.)	from time to time
Log recipes for produced concrete mixtures	from time to time
Employment related information e.g. forms, employment agreement	from time to time
Write down the work plan	from time to time

## Literacy on the job: NUMERACY

Summary from: Welder, Woodworker, Construction Helper, Gardening, Electrician Helper

Make accurate measurement	Very frequently
Measure areas, rooms	Very frequently
Measure and check length, catheters, and convexity, concavity (of welding seam)	Very frequently
Measuring and cutting covers and protective sheets according to measurements indicated	Very frequently
Measurement and dimensional inspection of processed parts and assemblies	Very frequently
Switch from meter, centimetre, millimetres	Very frequently
Decipher basic electrical quantities –current, voltage, frequency, power, resistance	
Calculate heights and weights, wall length, heights and joint widths, sections of cable necessary and tensions to the job, the amount of material for each job or task	Very frequently
Material calculations for walls (number of brisquets)	Very frequently
Estimate how much material they will need to complete a job	Very frequently
Circumference calculations for triangular or rectangular construction sites, fence etc.	Very frequently
Surface area calculations of tarpaulins, collections points, roofing etc.	Very frequently
Work with 2D and 3D pictures of objects	Very frequently
Count supplies and products, note quantities	Very frequently
Set the machine to size to process the detail	Very frequently
Use the calculator	Very frequently
Record how much time was spent on a specific job	Very frequently
Adjust the main parameters (welding) to accomplish a specific procedure (welding)	Very frequently
Cut material in the most economical way / that produces as little waste as possible	Very frequently
Check the humidity of the material (wood), check the temperatures	Very frequently
Estimate the time needed to carry out a job, alculacion of working hours, hourly wage, overtime	frequently
Calculate the costs of products	frequently
Have an idea of calculating quantities of basic and auxiliary materials (welding)	frequently
Have an idea and distinguish between direct (DC) and alternating (AC) current, polarity types, open circuit voltage.	frequently
Have an idea and understanding of volume and size	frequently
Measure spacing and cut outs	frequently
Read Drawings and schemes	frequently
Percentage calculation, mixing ratios	frequently
Conversion of full-scale dimensions into actual values	frequently

## Literacy on the job: NUMERACY

Summary from: Welder, Woodworker, Construction Helper, Gardening, Electrician Helper

Work plans	from time to time
Fill in inventory lists	from time to time
Fill in quantities on lists , compare quantities with lists and note correct quantities	from time to time
Understand plans	from time to time
Measure spacing and cut outs, measure angles in rooms; draw sketch with dimensions	from time to time
Calculate quantities of products needed for the task	from time to time
Record how much time was spent on specific jobs	from time to time
Calculate size and volume (e.g of excavations, collection pits, trenches, basements etc.)	from time to time
Calculate weights when loading a vehicle	from time to time
Wage calculations procedures	from time to time

## Literacy on the job: CRITICAL THINKING

Summary from: Welder, Woodworker, Construction Helper, Gardening, Electrician Helper

Organize rationally the workplace to implement an effective and safe work	Very frequently
Choose the best and most efficient order to complete a work	Very frequently
Select the correct method and tools to use to complete a task	Very frequently
Determine if you can do a job by yourself or need help from other	Very frequently
Inspect the results of work, track and log job sheets	Very frequently
Check if work meets with the standards	Very frequently
Calculate how cut cables to create minimal waste	Very frequently
Using surveying instruments	frequently
Use electric hygrometer, use computer as aid to storekeeping	frequently
Identify problems and develop solutions	frequently
Deal with contingencies e.g. problems with tools or equipment, injury or accident.	frequently
Deal with changes to work plans, discuss and agree on changes to the plan, identify if changes need to be referred to co-workers and supervisors, respond appropriately to changes in the work plan	frequently
Determine errors and record inspection results	frequently
Inspect and evaluate results of work, compile daily work report (for self-assessment)	frequently
Decide on the safest way to un-/upload goods on vehicles	frequently
Consider work sequences and illustrate improvements	frequently
Final calculation of material quantities and dimensions	frequently
Record time spent on particular jobs	frequently
Respond appropriately to unexpected and emergency situations, respond appropriately to unexpected problems with the equipment and tools	from time to time
Identify problems and develop solutions	from time to time
Surveying instruments: , knowing function of the equipment; surveying instruments: surveying methods, scaling and conversion of scaled down dimensions	from time to time
Use electronic measurement devices	from time to time
Using Internet as a source of information, use the internet to look up sources e.g. manufacturer or supplier information, road maps	from time to time
Use GPS based tracking and navigation technology in the vans, use mobile phones	from time to time
Fill data in data bases, operate in-house-IT-programs, Read computer generated engineering drawings	from time to time

# **PART II**

## **Literacy DEMANDS on the job SERVICE PROFESSIONS**

**Kitchen Helper (Austria)**

**Warehouse Worker (Austria)**

**Domestic Worker (Denmark)**

**House Keeping (Spain)**

**House Keeping- Hotel (United Kingdom)**

**UK Care Worker (United Kingdom)**

## Literacy on the job: READING

Summary from: Kitchen Helper, Warehouse Worker, Domestic Worker, House Keeping, Care Worker

Recognise and interpret pictures, symbols, abbreviations and codes, health and safety signage, warning signs in operational areas	Very frequently
Communication from guests, colleagues / wider team correspondence	Very frequently
Hotel time schedule and the weekly work plan, hotel guest schedule, weekly work plans / Rotas	Very frequently
Medical / Patient care plans	Very frequently
Patient lists and updates (inc. addresses for community carers)	Very frequently
Lists of equipment required for tasks	Very frequently
Short notes and instructions e.g. written to supplement Technical specifications in different chemicals and machinery used in the house.	Very frequently
Choosing the proper cleaning products.	Very frequently
Understand the risks of different chemicals and machinery used in the house	Very frequently
Supplier delivery documents	
Reading labels of cleaning agents, cleaning plans, work plans, time plans, working schedules, cleaning instructions	frequently
Health and Safety information, personal hygiene rules (clothing, shoes, body care, availability and disease prevention), hand washing instructions	frequently
Safety rules and regulations in regard to electrical equipment (operational guidelines, mains cables), equipment operating manuals	frequently
Storage rules of chemicals	frequently
Awareness of COSHH regulations	frequently
Disposable regulations of waste materials	frequently
Hotel policies and procedures, reading meeting minutes and communications	frequently
Room inventory	frequently
Duty description sheets	frequently
Food safety rules, meal ingredient sheet	frequently
Dress, hygiene and special catering requirements for patients, recipes	frequently
Reading patient messages, household bills, emails, SMS and letters	frequently
Room plans, table plans	from time to time
Inventory lists	from time to time

## Literacy on the job: READING

Summary from: Kitchen Helper, Warehouse Worker, Domestic Worker, House Keeping, Care Worker

Supplier delivery documents	from time to time
Accident reports	from time to time
Safety and health, regulations and standards, awareness of COSHH regulations, Infection control regulations	from time to time
General rules relating to patient care and confidentiality	from time to time
Storage regulations for medicines	from time to time
Disposal regulations for waste materials, waste and recycling guidelines	from time to time
General rules of environmental protection	from time to time
Working terms and conditions of the company: e.g. working hours, place of work, job function, holidays, sickness-/accident reporting and pensions	from time to time
Important clauses of the employment contract	from time to time
Excerpts from legislation and regulations	from time to time
General accident prevention rules and regulations (rights and duties of the employer and the employee)	from time to time
Working policy changes and professional updates	from time to time
Professional development and training	from time to time
Training materials when going through training (e.g. training materials when they attend courses on first aid, health and safety, regulations and standards)	from time to time

## Literacy on the job: WRITING

Summary from: Kitchen Helper, Warehouse Worker, Domestic Worker, House Keeping, Care Worker

Fill out delivery documents, take additional notes on delivery documents	Very frequently
Sign delivery documents, short notes about delivered goods (e.g. if broken, wrong)	Very frequently
Note existing deficiencies on delivery documents	Very frequently
Short notes to inform colleagues, writing notes to explain what has been done to leave instructions (e.g for line manager)	Very frequently
Documentation of the results of work (diary of work completed	Very frequently
Stocktaking and reporting condition of medical equipment	Very frequently
Handover notes for wider care teams, instructions and guidance	Very frequently
Contribute to Medical / Patient care plans	Very frequently
Writing detailed lists of all the equipment and tools they will be needed to complete a job	Very frequently
Complete simple documentation	Very frequently
Monitor working hours, fill out time sheets and forms	frequently
Fill in inventory lists, stock lists, compile and update stock lists and inventories	frequently
Recording of maintenance of equipment	frequently
Correct spelling of goods used regularly	frequently
Write a brief factual statement, write brief reports e.g. accident report	frequently
Writing patient status reports, patient messages, telephone messages	frequently
Formulate recipes (community carers)	frequently
Fill in forms e.g. hazard identification, incident report	frequently
In vocation training: write answers to formal assessment questions	frequently
Write down the work plan, changes in work plan, changes in recipes	from time to time
Short notes to inform suppliers and colleagues, nte orders for canteens and special occasions, sort notes about goods (i.e. faults)	from time to time
Document deliveries	from time to time
Employment related information e.g. leave forms, employment agreement	from time to time
Notes when going through further training	from time to time
Record registering, reporting and assessment of incidents and injuries	from time to time
Multi Agency reporting documents (Police, Ambulance)	from time to time
Costing and lists of home improvements	from time to time
Documentation of the results of work as reference for follow-on work (location of pipes, base of roadways etc.)	from time to time



## Literacy on the job: SPEAKING AND LISTENING

Summary from: Kitchen Helper, Warehouse Worker, Domestic Worker, House Keeping, Care Worker

Listen and respond to verbal instructions and explanations from the supervisor, listen in a symphatic manner	Very frequently
Talk to another colleagues to coordinate work, communicate on work issues to co-workers	Very frequently
Ask clarifying questions to check the information is given	Very frequently
Report the progress made on work, Report and Correct inconsistencies and defects	Very frequently
Communicate and co-ordinate with people, agencies, disciplines working in the field with other tasks	Very frequently
Consult with supervisors, clients	Very frequently
Communicate respectfully	Very frequently
Talk to the patient and or family	Very frequently
Discuss issues with supervisor, if there a problems with the job /with a working plan with other co-workers	frequently
Report to manager about anything affecting the job process	frequently
Request assistance from others	frequently
Give information to co- worker	frequently
Communicate with guest/patients/clients and other (hold not rude, but communicating with other friendly)	frequently
Participate in team meetings	frequently
Listening for technical information, for updates, for explanation	frequently
Listen to verbal explanation giving training, lsten to presentation by trainiers or suppliers	frequently
Discuss issues with supervisor, if there a problems with the job	frequently
Order supplies or equipment	frequently
Order supplies or equipment	from time to time
Take in deliveries	from time to time
Answer calls	from time to time
Inform others (precaution and mention the rules)	from time to time
Give clear record (to senior staff or other agencies)	from time to time
Be vigilant relating to sensitive care and patient	from time to time
<b>Training:</b> Answer verbal questions during training assessments	from time to time

## Literacy on the job: NUMERACY

Summary from: Kitchen Helper, Warehouse Worker, Domestic Worker, House Keeping, Care Worker

	Very frequently
Understand work plans, time plans and working schedules	Very frequently
Count supplies and products, count and monitor tablets and capsules	Very frequently
Measure and monitor liquid medicines	Very frequently
Compare quantities with lists and note correct quantities	Very frequently
Calculate weights and proportions, make accurate weights	Very frequently
Calculate quantities of products needed for the task	Very frequently
Follow rules to use and load vehicles , follow maximum loads of vehicles and storage devices, calculate weights to load vehicles and storage devices	Very frequently
Accurate calculation of chemical usage	Very frequently
Dosing cleaning agents correctly	Very frequently
Identify problems and develop solutions	Very frequently
Record how much time was spent on specific jobs	Very frequently
Understand % and dosages.	Very frequently
Measure rooms	Very frequently
Check the temperatures in foods and environment.	Very frequently
Check patient and ambient temperatures	Very frequently
Monitor patient meal times/guidelines	Very frequently
Monitor patient changes (e.g. weight, temperature)	Very frequently
Billing of the mini-bar	Very frequently
Note quantities, fill in stock- and inventory lists	frequently
Calculate costs of products, calculate costs of household items and groceries (community carers)	frequently
Calculate volume	frequently
Percentage calculation; mixing ratios of chemicals	frequently
Estimate the time needed to carry out a job (e.g. time, weights and measures for preparing food)	frequently
Calculation of working hours, hourly wage, overtime	frequently
Plan the working day based on tasks, record how much time was spent on specific jobs	frequently

## Literacy on the job: NUMERACY

Summary from: Kitchen Helper, Warehouse Worker, Domestic Worker, House Keeping, Care Worker

Understand table plans, work plans, estimate how long a task will take	from time to time
Fill in inventory lists, fill in quantities on lists, compare quantities with lists and note correct quantities	from time to time
Check bills	from time to time
Understand recipes, calculate quantities for recipes	from time to time
Calculate quantities of products needed for the task	from time to time
Check the temperatures (e.g. in stoves, of dishes)	from time to time
Measure spacing and cut outs	from time to time
Measure and monitor infusions	from time to time
Measure and monitor Injections	from time to time
Wage calculation procedure	from time to time
Hotel promotions and discount calculations	from time to time
Count gratuities	from time to time

## Literacy on the job: CRITICAL THINKING

Summary from: Kitchen Helper, Warehouse Worker, Domestic Worker, House Keeping, Care Worker

Choose the best and most efficient way to complete a job	Very frequently
Choose the best and most efficient methods to complete a task	Very frequently
Choose the correct method and tools to use to complete daily tasks	Very frequently
To do a job by yourself or need help from others	Very frequently
Inspect results of work check if work meets with the standards	Very frequently
Multitasking, gather patient information whilst working	Very frequently
Evaluate and make adjustments to the plan	Very frequently
Anticipate the next situation	Very frequently
Consider security and confidence of hotel guests	Very frequently
Protect oneself and others	Very frequently
Pack goods safely	Very frequently
Work in a customer-oriented manner	Very frequently
Serve the best interests of the company	Very frequently
Evaluate sensitivity of situations	Very frequently
Deal with contingencies e.g. problems with tools or equipment, injury or accident	Very frequently
Deal with changes to work plans	Very frequently
Discuss and agree on changes to the plan	Very frequently
Identify if changes need to be referred to co-workers and supervisors	Very frequently
Discuss and agree on identify if changes need to be referred to co-workers and supervisors	Very frequently
Decide on the safest way to fulfil the task, take care of one self's safety (protective equipment, safety regulations...), deal responsibly with hazardous goods	Very frequently
Decide on the safest way to un-/upload goods on vehicles	Very frequently
Identify dangerous situations and avoid them	Very frequently
Protect oneself and others	frequently
Work out when to make an appointment for a doctor or supervisor, deal with concerned relatives	frequently
Consider/protect patient dignity/confidentiality	frequently
Inspect and evaluate results of work, determine errors and record inspection results	frequently

## Literacy on the job: CRITICAL THINKING

Summary from: Kitchen Helper, Warehouse Worker, Domestic Worker, House Keeping, Care Worker

Compile daily work report (for self-assessment);	frequently
Consider work sequences and illustrate improvements	frequently
Identify problems and develop solutions	frequently
Discuss and agree on changes to the plan, deal with unexpected issues and emergency situations	from time to time
Deal with contingencies e.g. problems with equipment, personal injury or accidents	from time to time
Act / react instantly based on training with impartiality	from time to time
Awareness of cultural and religious beliefs	from time to time
Deal with delirious and/or dangerous patients	from time to time

## Literacy on the job: INFORMATION COMMUNICATION TECHNOLOGY

Summary from: Kitchen Helper, Warehouse Worker, Domestic Worker, House Keeping, Care Worker

Use scanners, barcode readers and touch screens	Very frequently
Operate in-house IT-programs, hotel computer system, use data bases, stock taking spread sheet	Very frequently
Computerised work log	Very frequently
Operate and interact with modern digital medical equipment	Very frequently
Use Smart device to communicate with staff/patients (pager, Smartphone, Tablet)	Very frequently
Using computer to make and share appointments/ diaries	Very frequently
Operate computers with subject-specific software	frequently
Fill data in data bases, print out labels, operate mail system, Use computer to aid to stocktaking	frequently
Using computer to update on meetings, agendas and communications from other staff	frequently
Using computer to order supplies	frequently
Use domestic electronic devices	frequently
Use the internet to research changes in legal requirements	from time to time
Use the internet to research Health Issues/Policy	from time to time
To test own skills and job related developments	from time to time
Use Social Media to help patients contact family/friends (community carers)	from time to time

## IMPRESSUM

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This project has been funded with support from the European Commission.  
This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.