



**Adult  
Literacy  
for Life**



# Let's talk about a literacy friendly approach in healthcare



# Recap

To understand what it's like to have an unmet literacy need.



To learn about the supports available.



To understand why low levels of literacy exist.



To offer advice on being more literacy friendly.



emackey3 + 7 • 6d



## Literacy Awareness

Become more Literacy Friendly

Don't presume persons understand what you are saying. In my role I'll add more photos of topics I'm discussing

Aware that we all have unmet literacy needs

### What can I do?



Think of some things that you can do regularly that will be a literacy friendly practice ... or could inspire good practice in others.

### Inclusivity

-Have written and verbal messages (options)

Not giving too much information at once and asking the person to summarise their understanding of it

### Reminders for appointments

Ask the person how they prefer to be reminded of upcoming appointments with the service, don't assume they're ok with text/letter

Offer alternative formats where possible, example a video summary or audio version of written format.

That we all have an unmet literacy needs



# Literacy Awareness

Become more Literacy Friendly

## Don't assume

Don't assume that everybody can do what we ask of them. In fact, assume that people may have an unmet need and make sure I am clear and understood.

## Be kind

Be kind and understanding in my approach

## What can I do

Use simpler and clearer language

## Don't assume

Have a literacy lens  
Know where to signpost to - don't take over  
Literacy policy - website, signs, forms, etc

## Refer to Nala!

Identify barriers and support and refer to NALA or ETB

## What can I do?



Think of some things that you can do regularly that will be a literacy friendly practice ... or could inspire good practice in others.

## Take my information away and share with colleagues

Be Patient

## Art

Art is a way you can express yourself without words

## Keep it Simple

## Visual

better signage for the centre, outside and inside the centre

## Less words

# Plain English Training with Sean Driver from NALA

18 Nov in Carrick-on-Suir 10am-1pm

25 Nov on Microsoft Teams 2pm-3.30pm

Send samples of your writing to Sean for the workshop: [sdriver@nala.ie](mailto:sdriver@nala.ie)

They can be letters, emails, posters, reports, webpages anything you write in your job.

We'll look at how plain English and literacy friendly guidelines can help you keep your message clear

**Sean will be in touch!**



# Today we will cover:



**What is Health Literacy**



**Health Literacy for life**

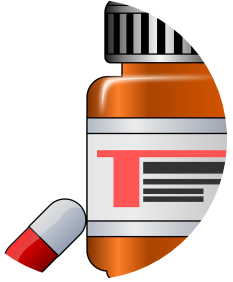


**Top tips and Integrating Literacy**



**Health Literacy and addiction**

# Session Objectives:



Understand what health literacy is and its impact on healthcare



Learn practical strategies to work with patients/service users in their experience of unmet health literacy needs



Gain knowledge of key resources and tools to improve health literacy practices

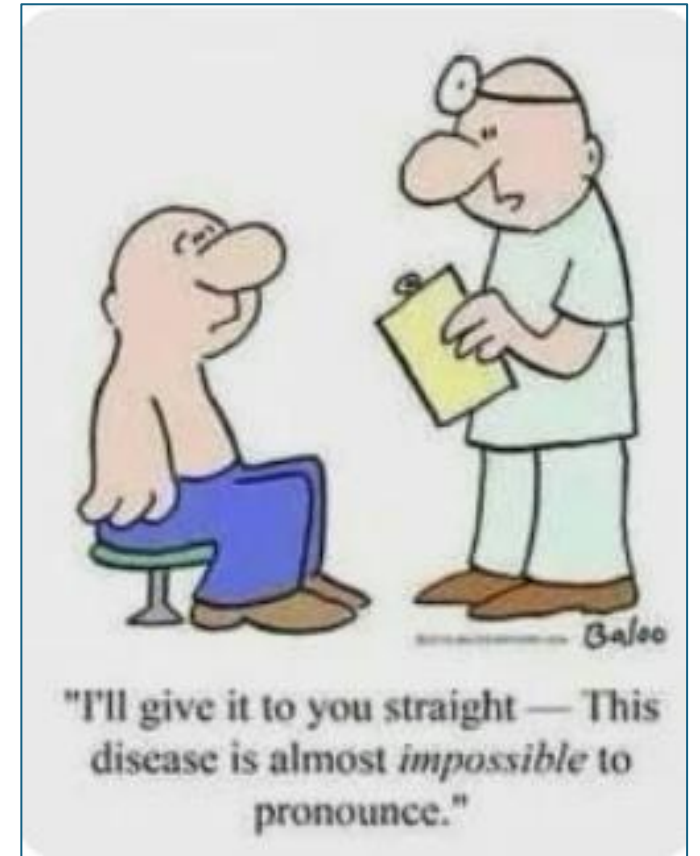


# What is Health Literacy

# What comes to mind when you think about Health Literacy?



Join at [menti.com](https://www.menti.com) | use code 2698 7319





**Learner  
ambassador**

**Michael  
Power**

[Part 2: Let's Talk About a Literacy Friendly Approach in Healthcare](#)



Margaret Corcoran.

INQUEST

## **Dublin granny had fatal seizure after being given wrong prescription in pharmacy, inquest hears**

Woman had fatal seizure after being given wrong prescription by pharmacy, inquest hears

# What is health literacy?

**Health literacy** is the ability to:



**Find** relevant health information



**Understand** what that information means



**Evaluate** whether it is trustworthy, relevant and helpful



**Use it** to make decisions about their health

These decisions can involve managing a health condition, preventing illness, and making healthy lifestyle choices.

# Types of health literacy?

**Personal health literacy** is having the knowledge, motivation, and competencies to access, understand, appraise, and apply health information to make judgments and decisions in everyday life. These judgments and decisions are about health care, disease prevention and health promotion that maintain or improve quality of life.

Health literacy skills include:



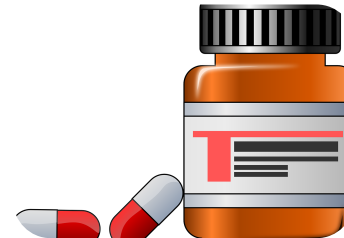
**Oral literacy:**  
talking to  
healthcare  
people



**Visual literacy**  
such as  
graphs



**Information literacy:**  
finding, understanding,  
evaluating and applying  
health information



**Numeracy:**  
working out  
medication



**Digital literacy**

# What is health numeracy?

Health numeracy means understanding numbers in a health setting — like test results, risks, or medication doses. Many people find this hard.

This includes the ability to:

- **Understand risks** such as 1 in 100, 20% increase
- **Read** graphs or charts such as the BMI chart
- **Work out** medication doses and times

Many people struggle with numbers. This can affect their decisions relating to their healthcare.

**What can help?** Plain language, design, diagrams, icons, images, and colour.



**Dosage:**  
Adults: Initially 15ml three times a day, reducing to 10ml three times daily when a satisfactory response is obtained.

**How clear is this dosage instruction?**

# Why it matters



Cancer Research UK found that **46%** of people got the answer wrong when asked whether a risk of:

- 1 in 10,
- 1 in 100, or
- 1 in 1000

indicated more chance of their getting a disease ([Smith et al., 2014](#)). They also found that those with poor numeracy skills were less likely to take a bowel cancer screening test.

# What is digital health literacy?

Digital health literacy is about using the internet for health. It means that a person is able to:

- **Access and find** online information
- **Understand** the information
- **Judge** if the information is reliable and relevant
- **Use** the information to make good health decisions

## We need to:

- Embed a health literacy approach to digital health.
- Build critical, media and digital literacy skills for health.

**27%** of the Irish population (aged 16–74) have less than [basic digital skills](#). (DESI, 2024)

68% of internet users in Ireland go online [seeking health-related information](#) (CSO, 2024)



# Other examples of digital health



Telemedicine: mobile health apps



Telehealth: electronic medical records



Health: mobile health platforms and wearables



E-prescribing





**Learner  
ambassador**

**Brian  
O'Donnell**

## **Doctor says** (mostly looking at the floor and not at patient):

"We got the biopsy and it looks like a neuroendocrine cancer. They did the stains and it is pomegranate positive, synaptophysin positive negative and they did all the different markers. We need to do gene sequencing and extract some DNA."

**Reference:** [Article in Forbes, 2023](#)



**Take a guess:**

**What do you think  
happened next?**

**Patient** decided to forego treatment because he didn't trust the doctor.

"She doesn't talk to me like I am a person. Do I really need that treatment?"

**Reference:** [Article in Forbes](#), 2023

## **Doctor says** (addressing the patient and wanting to chat it through):

I looked at your labs. Your white count is on the low side but your haemoglobin, your platelets, are good. Your electrolytes and your liver function looks good. What we should chat about today is what you want to do about treatment.

**Reference:** [Article in Forbes, 2023](#)

**Take a guess:**

**What percentage of adults in Ireland have unmet health literacy needs?**

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# Health literacy needs in Ireland

**Research shows that 28% of adults in Ireland** have limited health literacy. This is over 1 million people.

Limited health literacy can mean that people:

- Are not using or getting the best out of the health services.
- Have less understanding about their own health and treatment.
- End up needing to go to their doctor and emergency services more often.



**Source:** Department of Health (2024). Results from European Health Literacy Population Survey 2019 – 2021.

# Recent research on health literacy

## Omnibus survey, November 2023



**17%** of adults in Ireland **understand little information** from their GP (doctor), nurse or pharmacist.

**Embarrassment** was the main reason for not asking for explanation (42%).



**33%** of people would **only sometimes ask GP (doctor), nurse or pharmacist to explain** when they do not understand.

**38%** of people have taken the **wrong dose** of medication at least once.



**Source:** SOLAS Adult Literacy for Life (2023).  
**Omnibus survey** results from Coyne Research

# Comparing data with similar survey in 2015

Results in 2023 from Omnibus survey	Results in 2015 from NALA (National Adult Literacy Agency) survey
<b>17%</b> of adults in Ireland <b>understand little information</b> from their GP (family doctor), nurse or pharmacist.	<b>5%</b> of Irish people understand little information from their healthcare person.
<b>33%</b> of people would <b>only sometimes ask</b> GP (family doctor), nurse or pharmacist to explain when they do not understand.	<b>17%</b> of people would <b>only sometimes ask</b> GP (family doctor), nurse or pharmacist to explain when they do not understand.
<b>Embarrassment</b> was the main reason for not asking for explanation ( <b>42%</b> ).	<b>Embarrassment</b> was the main reason for not asking for explanation ( <b>24%</b> ).
<b>38%</b> of people have taken the wrong dose of medication at least once.	<b>17%</b> of people have taken the wrong dose of medication at least once.





# Health Literacy for life

# Health literacy has 3 different sides



Personal health literacy



Organisational health literacy



Community health literacy

# Health literacy: 3 sides



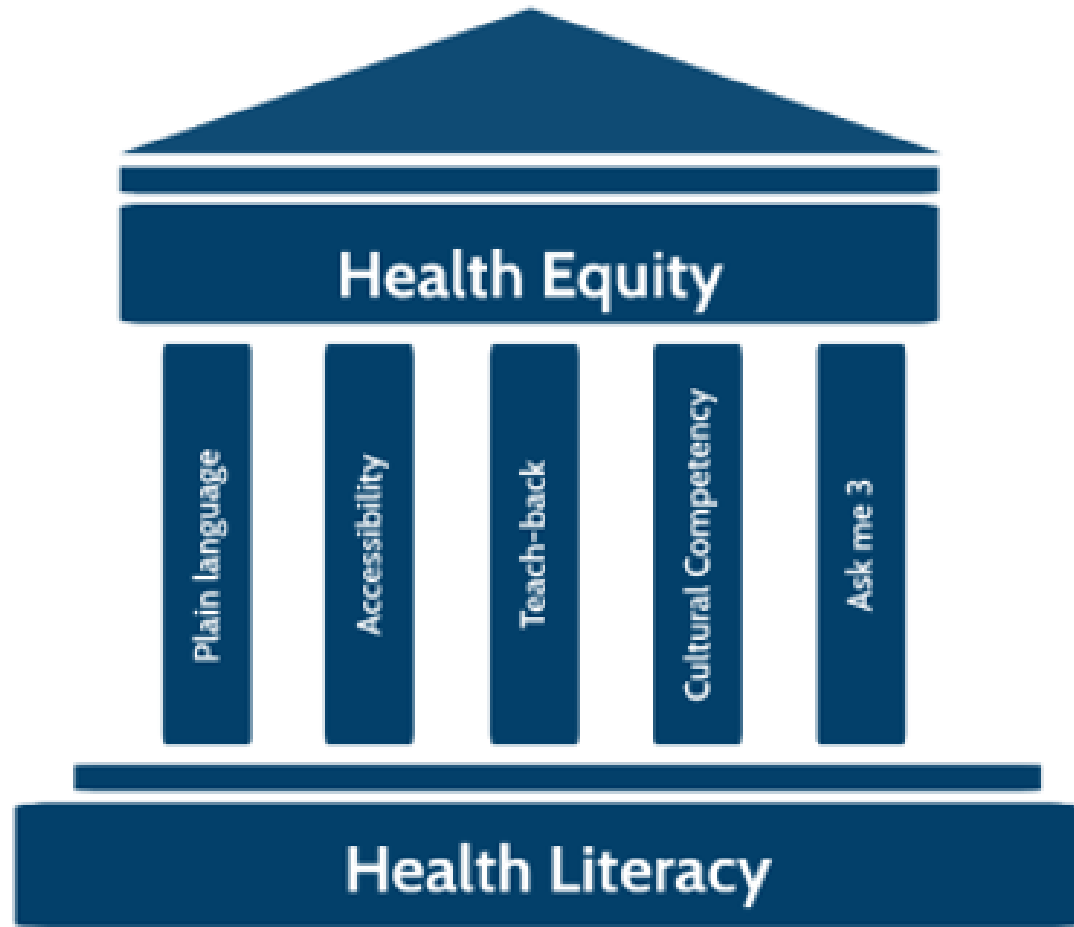
<b>1. Personal health literacy</b>	<b>2. Organisational health literacy</b>	<b>3. Community health literacy</b>
<p>People can find, understand, and use information and services to:</p> <ol style="list-style-type: none"><li>1. promote and keep good health; and</li><li>2. inform health-related decisions and actions for themselves and others.</li></ol>	<p>Health services make it easy for everyone to access, understand, assess and apply health-related information for maintaining and improving their health.</p>	<p>Communities work together outside of the clinical setting to change health behaviours and improve health and wellbeing. They use a literacy friendly approach.</p>

# Let's talk to Catherine



Link to video: <https://www.youtube.com/watch?v=3E4NtnNRSHs&t=6s>

# Relationship between health literacy and health equity



- ❖ People of all ages, races, incomes, and education levels are affected by limited health literacy.
- ❖ People most at risk of experiencing health inequities are also most at risk for limited health literacy and find it harder to navigate health care systems.
- ❖ By using a literacy friendly approach we are working to achieve health equity.

**Source:** Minnesota Health Literacy Partnership

# The cost of health literacy

People with health literacy needs:

Report poorer overall health

Are less likely to make use of screening

Present in later stages of disease

Are more likely to be hospitalised

Have poorer understanding of treatment

Have lower adherence to medical regimens

Health literacy costs the U.S. healthcare system an estimated \$236 billion annually (€216 billion).

**Reference:** [Article in Forbes](#), 2023

**Reference:** Rima Rudd, NALA Health and Literacy Conference, 2002



**In your experience:**

**Can you think of any  
literacy related barriers  
to your service?**



# Literacy related barriers: personal

Stigma and embarrassment

Not having support from someone

Lack of confidence to ask questions and clarify what they need to do

Fear of trying new way to do things or changing routine

Fear of “being exposed”

Not having the time

Afraid that you will ask them to read something or fill in a form

Not having a health contact person or someone to talk to

Limited health literacy contributes to health inequality

# Literacy related barriers: organisational

Information not written, laid out or explained clearly

Healthcare setting lacks clear signage

Too much jargon or technical terms

Only offering one way to do something, such as apply online only

Staff not trained in literacy friendly approaches

Complex and hard to navigate healthcare systems

Assuming everyone can read, fill in a form and / or go online

Lack of follow up with patients (due to limited resources)

# The impact in Ireland

- Limited health literacy means people face challenges dealing with health information.
- It is more common with people in financial stress, poor health, or less support.

**28%** of people in Ireland have limited health literacy



## Limited health literacy and numeracy could mean:



I don't fully understand my condition and treatment.



I might make a mistake when taking medicines.



I am more at risk of going to hospital.



I might visit the emergency department more frequently.



I am less likely to go for screening.



I could die younger.



# Top tips

## 1. Being aware and using a literacy friendly approach

- ✓ What to look out for and how to respond
- ✓ Universal precautions approach
- ✓ Literacy friendly quality standards

## 2. Communicate clearly using plain language

Can someone understand what you mean the first time they hear or read it?

## 3. Use check for understanding tool

Did you ask the person to repeat back information or instructions in their own words?



# 1. Be aware

# Let's talk to Catriona about using a literacy friendly approach



Link to video: <https://www.youtube.com/watch?v=eL2-8S4ASXc>

# What to look out for

Generally, you do not need to know about a person's literacy skills.

However sometimes it is important that you know how well someone can read, understand and act on information. For example, if someone needs to fill in a consent form or read a medicine label.

**Using simple questions** can help to identify if someone has a literacy need and more importantly if they need some support.

**Are you ok with filling out this form?**

**Are you comfortable with reading those instructions?**

**Can I give you a hand?**

# Look out for possible signs of a literacy or numeracy need

Asking for information that is already displayed in writing	Unwillingness to approach the front desk or counter
Uneasy body language including facial expressions	Confused about their appointment or why they are there or confused about how many tablets to take
Not attending meetings	Giving excuses to avoid reading/writing in front of you
Reluctance to fill in forms or stopping after name and address	Not clear about what they need to do next
Not filling out forms completely	Perhaps saying “My wife looks after that.”
Subtle cues in language	Doesn’t respond when use teach back

# Responding sensitively to literacy and numeracy needs

Be understanding, sensitive and non-judgemental.	Reassure the person that lots of us find this form hard to fill in.
Explain information or instructions clearly.	Offer to help with filling forms or cheques (without signing).
Use a highlighter pen on key information.	Include family members in discussion (if appropriate).
Use pictures and symbols (sun / moon); visual aids and diagrams.	Do not suggest someone needs to learn to read or write.

# Using a literacy friendly approach

Being aware of and **taking account** of unmet literacy, numeracy and digital literacy needs

**Removing** literacy related **barriers** where possible

**Communicating** clearly using plain language and universal design

**Promoting** literacy and lifelong learning opportunities if appropriate



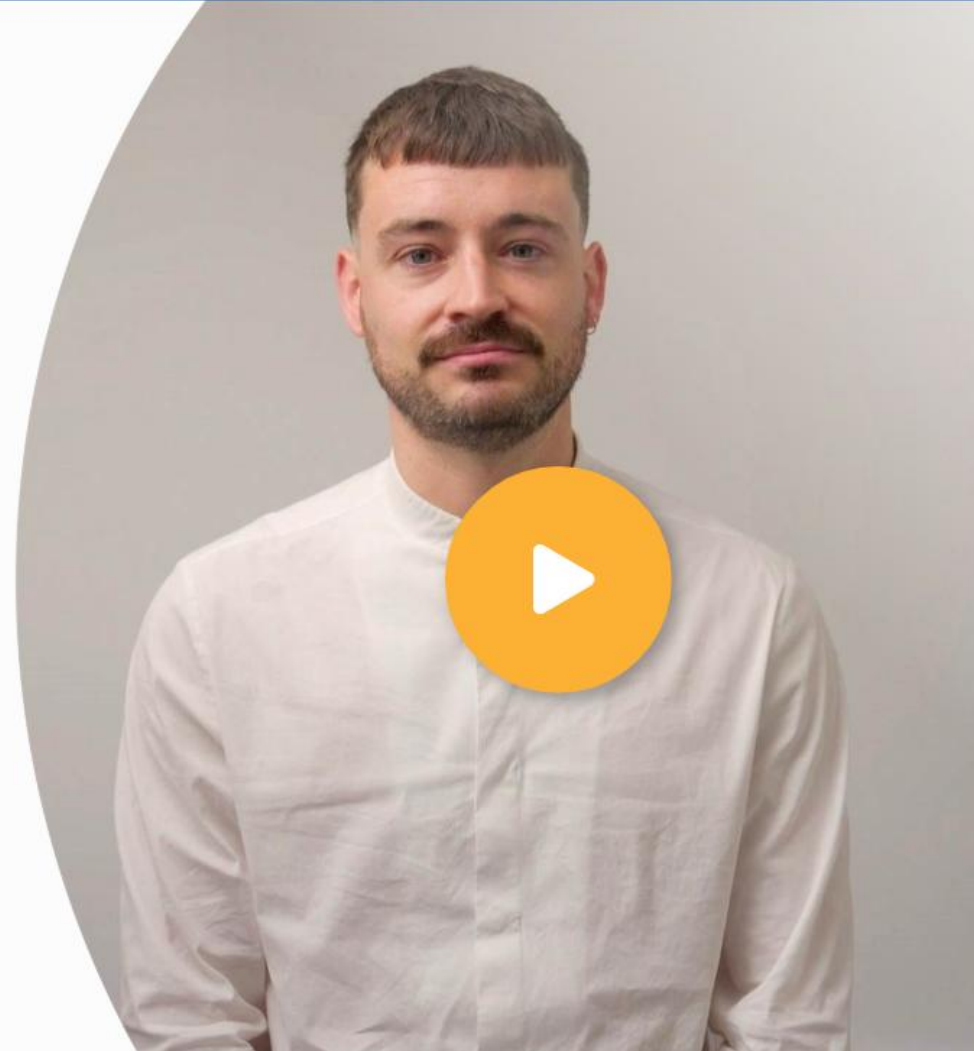
## 2. **Communicate Using Plain Language**

# Universal precautions approach

Sean Kearns, nurse in HSE.

The universal precautions approach is about structuring information and services in ways that everyone can understand and use. It is about assuming that we are all at risk of not understanding information.

**Play the video of Sean talking about using a universal precautions approach.**



# Universal precautions approach

Using a **universal precautions** approach means treating all patients as if they are at risk of not understanding health information.

When health care providers use this approach, they acknowledge that:

You can't accurately identify who understands and who doesn't.

Health literacy is situational. Even individuals with good health literacy skills may sometimes have trouble understanding health information — especially when they're sick, frightened, or in pain.

Everyone benefits from clear, actionable information.

Reference: [Office of Disease Prevention and Health Promotion](#)

More information in: [AHRQ Health Literacy Universal Precautions Toolkit](#)

# Literacy friendly quality standards

	<b>Communications</b>
1	Our staff use <b>plain English</b> when <b>speaking</b> with people.
2	We use <b>plain English</b> in our <b>written information</b> .
3	We <b>check</b> that people <b>understand</b> what we have told them.
4	The <b>layout</b> of our office / reception / service is clear.
	<b>Staff awareness and responding sensitively</b>
5	Our staff are <b>aware</b> of literacy friendly work practices.
6	Our staff <b>respond sensitively</b> to the literacy and numeracy needs of people.
	<b>Policies and procedures</b>
7	We have a literacy-friendly <b>policy</b> .
8	We have <b>specific ways</b> to help people find and use important information and instructions.
9	<b>We support our staff</b> to improve their literacy, numeracy and digital skills.
	<b>Evaluating and improving</b>
10	We regularly <b>evaluate</b> and continually <b>improve</b> our literacy friendly service.

Developed by the **National Adult Literacy Agency (NALA)** for the Crystal Clear programme and other healthcare settings

# Using pictures can improve health understanding



**2<sup>nd</sup>** Cervical cancer is the second most common female cancer in Europe

**Cervical screening** can prevent up to 80% of cervical cancers

A smear test is quick, easy and painless

**It could save your life**

Marie Keating FOUNDATION

About **300 women** are diagnosed with cervical cancer in Ireland each year

However, regular smear tests can help prevent the disease by detecting abnormalities which do not have symptoms

**Free smear tests**

CervicalCheck offers free smear tests to women aged 25 to 60

<p>Smear tests take cells from the neck of the womb</p>	<p>Regular smear tests are <b>free</b></p>	<p>Pick any of the <b>+4,500</b> registered GPs or nurses</p>
<p>It takes less than <b>five minutes</b></p>	<p>Most test results are <b>normal</b></p>	<p>Check when your next smear test is at <b>CervicalCheck.ie</b></p>

### Where your cervix is



### Symptoms of cervical cancer

- Abnormal vaginal bleeding between periods, after sex or after menopause
- Unusual and/or unpleasant vaginal discharge
- Discomfort or pain in your pelvis
- Discomfort, pain or bleeding during or after sex
- Lower back pain

Pre-cancerous cells and early cervical cancer may not have any symptoms which is why going for regular smear tests is so important.

### Reducing your risk

<p>Have regular smear tests <b>every 3-5 years</b></p>	<p>Don't smoke</p>
<p>Practice safe sex</p>	<p>Make sure your daughter gets the HPV vaccine</p>

### For more information...

visit [www.mariekeating.ie](http://www.mariekeating.ie)

Marie Keating FOUNDATION

# Let's talk to Austin about health literacy in general practice??



Link to video: <https://www.youtube.com/watch?v=cdsM8FhHUBA&t=75s>



### **3. Check for understanding**

# Check for understanding: Use teach-back

**Teach-back** is a way to confirm that people understand what you have said.

## Steps:

- After you explain information or instructions, ask the person to repeat it back in their own words.
- Sometimes all it takes is the question: ‘What are you going to do when you get home?’

Short video here: <https://bit.ly/2nWRqSZ>

10 minute talk from Graham Kramer <https://bit.ly/3o7SJ39>

“Just so I can check I’ve explained things clearly, can you tell me what you’ve understood?”

“There’s a lot to take in. What are you going to say to your partner when you get home?”

# Let's look at teach back in action



Link: [https://www.youtube.com/watch?v=oFNfRz5\\_t3M](https://www.youtube.com/watch?v=oFNfRz5_t3M) (2 minutes)

# Ask me 3: patient awareness campaign

Good communication by your healthcare professional means that you will know and understand:

**1. What is my main problem**

**2. What do I need to do**

**3. Why is it important for me to do this**



Adapted from Ask Me 3 patient awareness campaign <https://youtu.be/B3EB-icaNKQ> [Ask Me 3: Good Questions for Your Good Health | Institute for Healthcare Improvement](#)



## Let's listen in

Aisling is the nurse preparing Conor for the procedure.

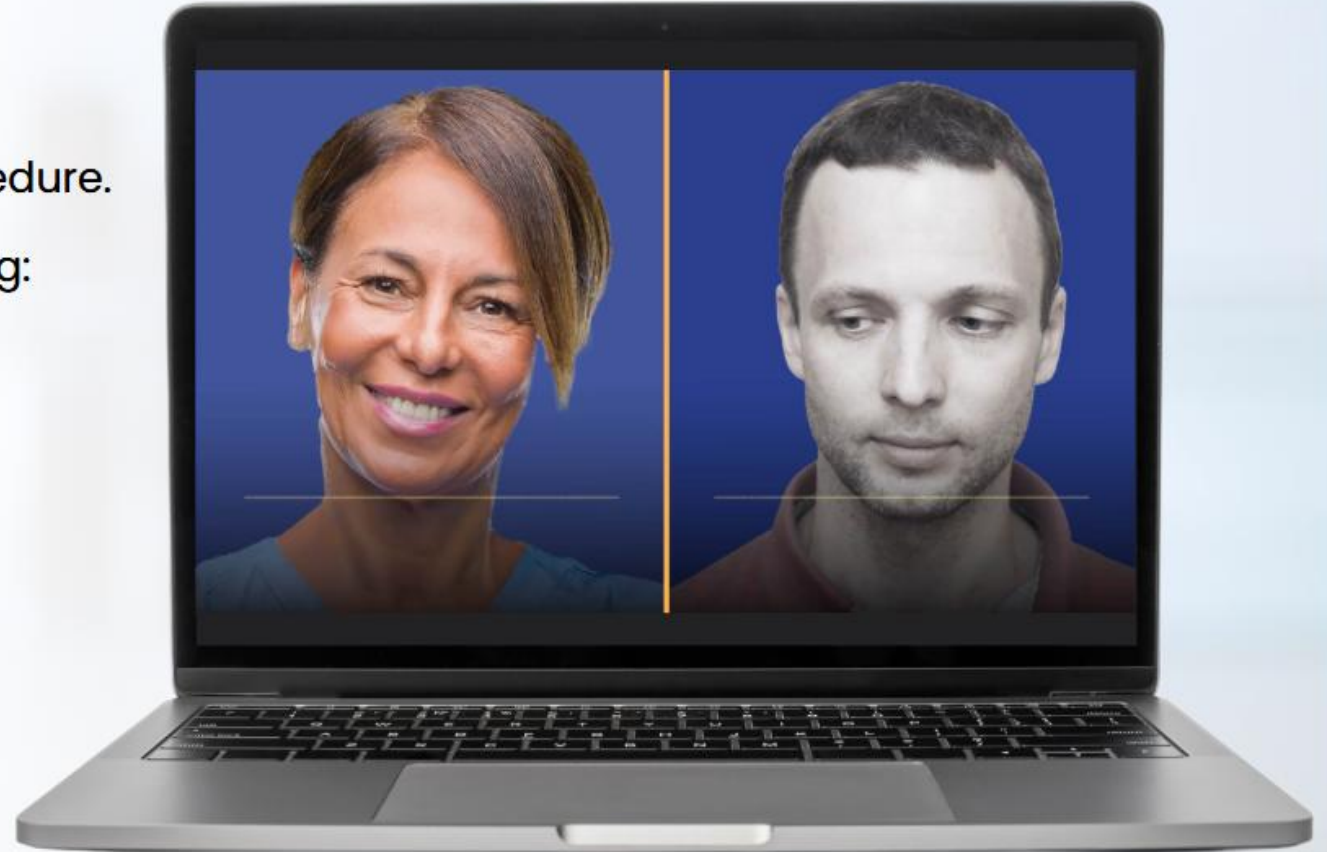
As you listen, notice the different ways that Aisling:

- Uses a literacy friendly approach.

- Addresses potential barriers.

- Responds sensitively to Conor.

[Listen to the conversation](#) ✓



[Part 2: Let's Talk About a Literacy Friendly Approach in Healthcare](#)



## What did Aisling do well?

Think about what you have learned in this course.

In what ways has Aisling used a literacy friendly approach when speaking with Conor?

**Select the two correct options and SUBMIT.**

She explained medical terms using plain language.

She drew a picture of the procedure.

She offered to explain written material.

She gave him the leaflet and left him to read it.



# Health Literacy Survey 2019-2021: People with lower levels of general health literacy display...

- Higher rates of heavy smoking (4+ days)
- Lower rates of physical activity (4+ days)
- Lower rates of healthy eating (4+ days)

## Lifestyle outcomes

- Lower rates of being in (very) good health
  - Higher rates of having a limiting long term illness
  - Higher rates of problems with daily life (mobility, self-care, usual activities)
  - Higher rates of depression/ anxiety and pain/ discomfort

## Health and wellbeing

- Higher usage rates for:
- Emergency Services (past 24 months)
  - 6+ GP visits (past 12 months)
  - Hospital inpatient visits (past 12 months)
  - Hospital day patient visits (past 12 months)

## Health Service Use

## Covid-19

- Lower rates of hand sanitizing and mask wearing
- Higher rates of experiencing shortness of breath, cough, sore throat
- Higher rates of suspected Covid 19



# What about addiction and Health Literacy?

# In Addiction Services: International evidence

Across countries, lower health literacy (HL) is consistently linked with higher substance-use risk and treatment need.

Central Europe (residential SUD): ~38–42% had limited HL; lower HL tied to riskier behaviours.

Sweden (opioid substitution treatment): low HL common; patients report practical info gaps — need tailored support.

USA (chronic pain using opioids): lower HL independently associated with greater misuse and dependence severity.

Adolescents (Europe): poor HL → higher odds of smoking, monthly alcohol use, and cannabis ever-use.

Australia (residential SUD): HL improves after discharge, but the lowest-HL group still has poorer outcomes.





# Why it matters in Addiction Services

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- ✓ Many service users have experienced trauma: Literacy friendly approach supports trauma-informed care
- ✓ Clear communication reduces anxiety and builds trust
- ✓ Literacy-friendly environments support recovery
- ✓ Health literacy is a key enabler of person-centred care

[Reducing Harm, Supporting Recovery A health-led response to drug and alcohol use in Ireland 2017-2025]



# In practice



Assume many clients have limited HL: use plain-English materials, teach-back, and a 3-bullet written plan.

Make numbers easy: bullets with times and counts (e.g., “10 ml once daily at 9am”); use icons for risks

Trauma-informed + literacy-friendly: warm tone, choice, consent checks; chunk-and-check one idea at a time.

Digital + paper + audio (UDL): SMS reminders; short URLs/QR codes with trusted links; always offer a paper backup; tele calls start with a tech check, end with teach-back.

Co-locate HL supports with addiction services in higher-need areas

Track simple HL metrics: teach-back used; leaving with a 3-bullet plan; appointment check and reminder.



## Let's Talk about Health Literacy

Select the Start button to begin.

Start >



## Let's Talk About a Literacy Friendly Approach in Healthcare

Select the Start button to begin.

Start >



# New Health Literacy Courses



# Let's talk about health literacy factsheet

## Literacy friendly approach in healthcare means



1. **Being aware** of and **taking account** of unmet health literacy, numeracy and digital literacy needs.
2. **Removing** literacy related **barriers** where possible.
3. **Communicating** clearly using plain language and universal design.
4. **Promoting** literacy and lifelong learning opportunities if appropriate.

### Tips for being literacy friendly

Tip 1	Tip 2	Tip 3
<p><b>Be aware and respond sensitively</b></p> <p>You should:</p> <ul style="list-style-type: none"> <li>• Support people when they are filling in forms.</li> <li>• Use a highlighter pen to mark out important information.</li> <li>• Offer to go through a booklet or leaflet with them.</li> <li>• Use open-ended questions.</li> <li>• Allow for extra time with someone where needed.</li> </ul>	<p><b>Use plain language</b></p> <p><b>Plain language</b> is a style of presenting information that helps someone understand it the first time they read or hear it.</p> <p>You can:</p> <ul style="list-style-type: none"> <li>• Use active verbs.</li> <li>• Avoid jargon.</li> <li>• Be consistent.</li> <li>• Break up text with bullet lists.</li> <li>• Use sans serif font such as Arial.</li> </ul>	<p><b>Check for understanding</b></p> <p><b>Teach back</b> is a tool to check that people understand what you have said.</p> <p>Three steps:</p> <ol style="list-style-type: none"> <li>1. Explain one point.</li> <li>2. Check the person's understanding by asking them to repeat back what you have said in their own words.</li> <li>3. If the person has understood, then explain the next point.</li> </ol>

**More information**  
<https://www.nhcprogramme.ie/>

**More information**  
[www.nala.ie/publications/writing-and-design-tips/](https://www.nala.ie/publications/writing-and-design-tips/)

**More information**  
<https://www.youtube.com/watch?v=JDOoApTFDMs>



Rialtas na hÉireann  
Government of Ireland



## Let's talk about health literacy

Health literacy is about finding, understanding and using information to promote and maintain good health.



Clear communication supports health literacy and gives a better health and social care experience for everyone. This includes listening and speaking, reading and understanding, numbers and digital health literacy.

### Health literacy needs in Ireland

Research shows that 28% of Irish adults have limited health literacy. This is over 1 million people.

**Limited health literacy means** that people

- Are not using health services.
- Have less knowledge about their health and treatment.
- Go to their doctor and emergency services more often.



The Adult Literacy for Life programme office presents two short eLearning courses on health literacy.

- Course 1 is for the public.
- Course 2 is for health and social care professionals.

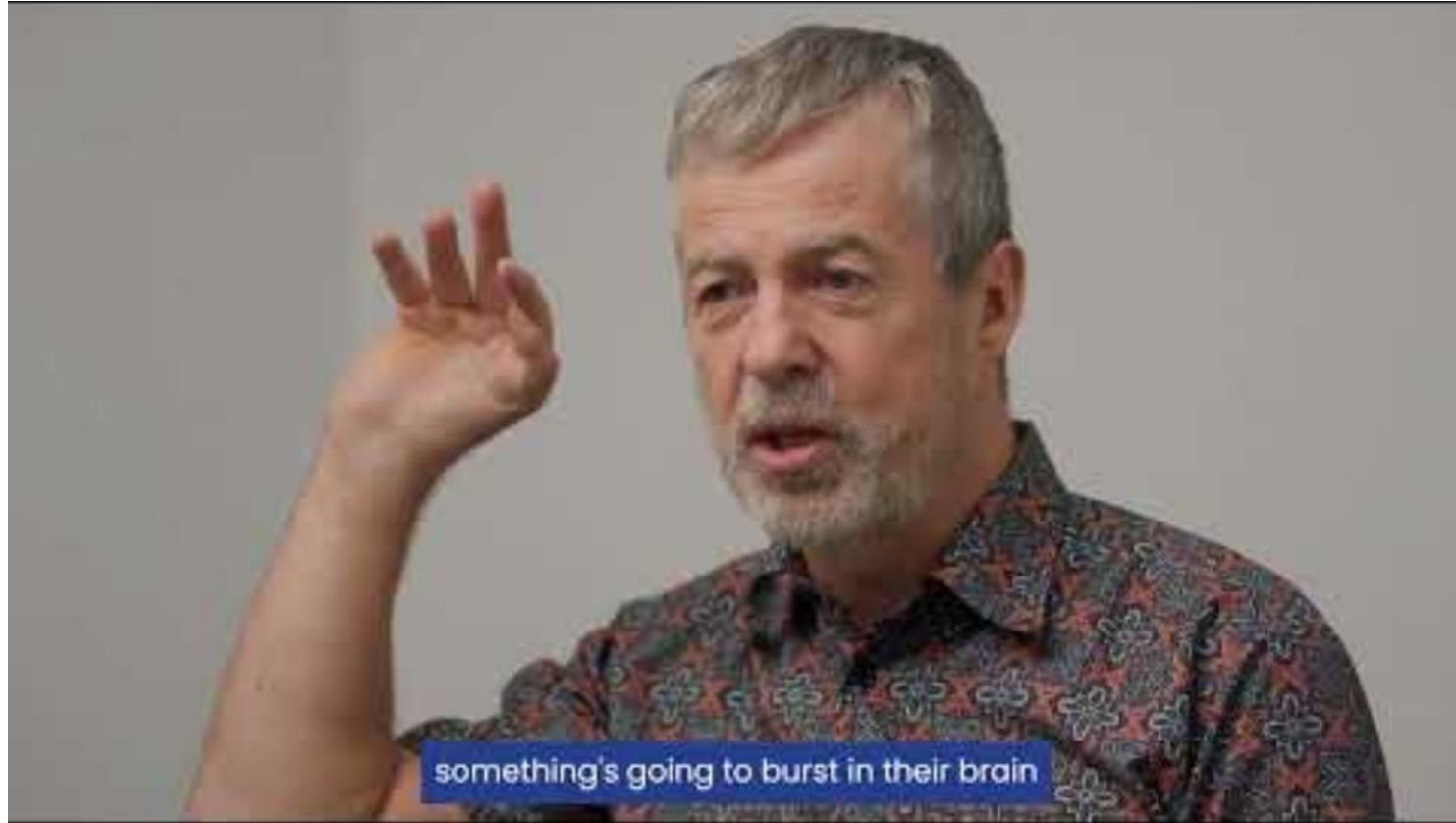
[www.adultliteracyforlife.ie/aware](http://www.adultliteracyforlife.ie/aware)







# Let's talk to Austin about supporting a literacy friendly approach in practice



Link to video: <https://www.youtube.com/watch?v=QO9LHVILMPA>

## As a service provider, here are some questions to think about



### Guidance for providers of health and social care services

#### Communicating in plain English



- What information does the person need **before they use** your service?
- What information do you give them?  
In what format?  
Is it in plain English?

- What information do you need to give to someone who uses your service **every day**?
- What do they need to read?

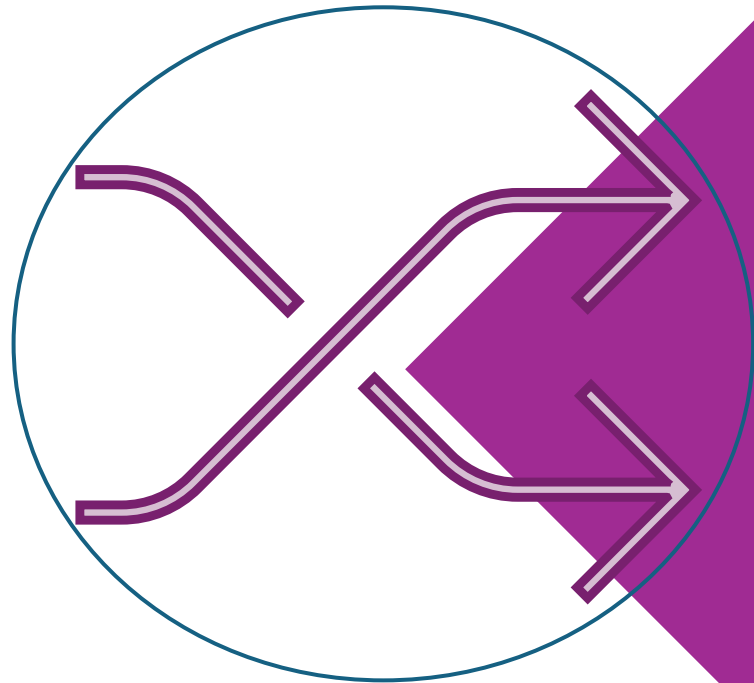
- What happens when someone **first comes into contact** with your service?
- Do you give them written information?
- Does someone go through that information with them?
- Do you offer a tour of the service?
- What forms do they need to fill in?
- Who gives this to them?
- How is it given to them?



- What information do you give to someone **leaving** your service?

## Guidance on communicating in plain English

[You can find the documents and more information here](#)

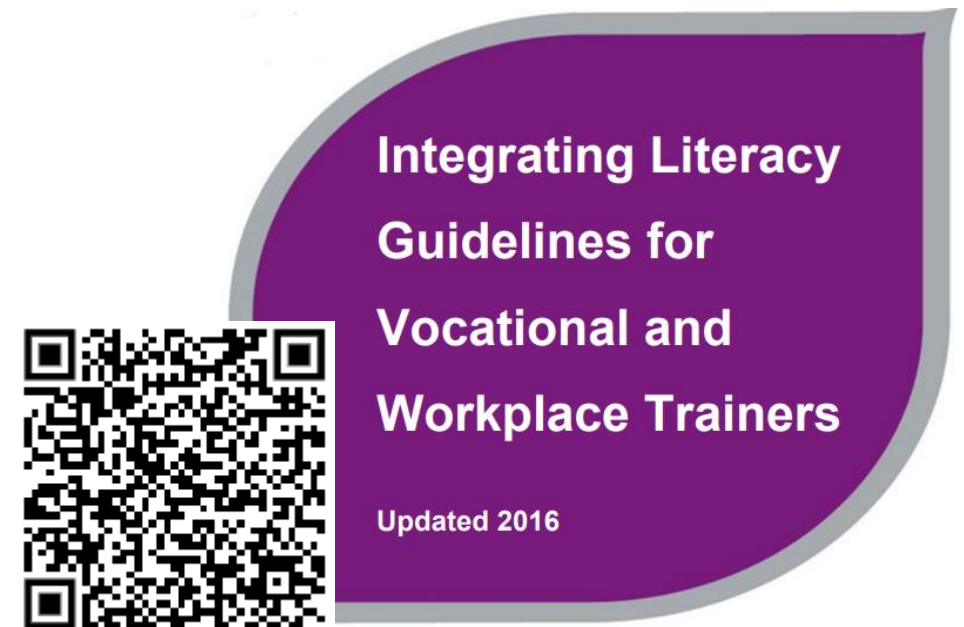
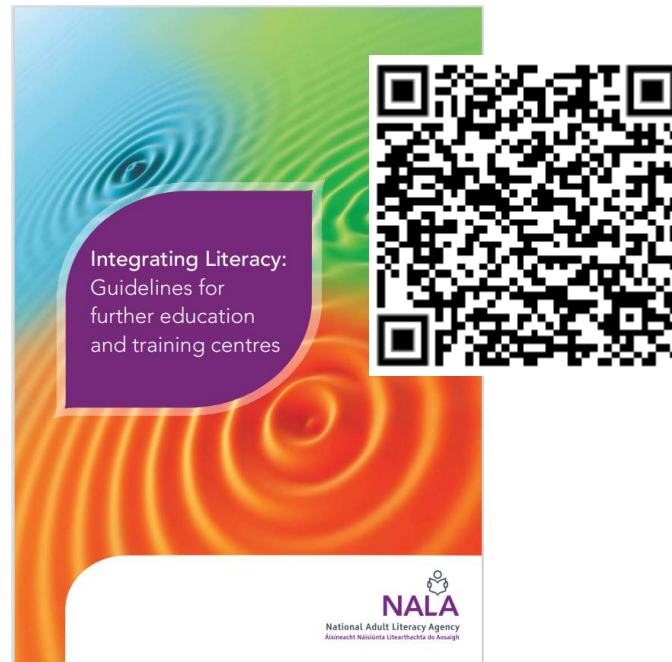


# Integrating Literacy

# What does a whole college approach look like?

## Integrating Literacy

### Guidelines for FET Centres



### Guidelines for teachers

# Whole-centre approach: 8 Guidelines for Integrating Literacy

1. Develop a policy and plan based on shared understandings of integrating literacy

2. Provide continuing professional development in integrating literacy

3. Allocated resources and develop communication and timetabling systems to support integrating literacy

4. Do a literacy analysis of the centre's courses and services

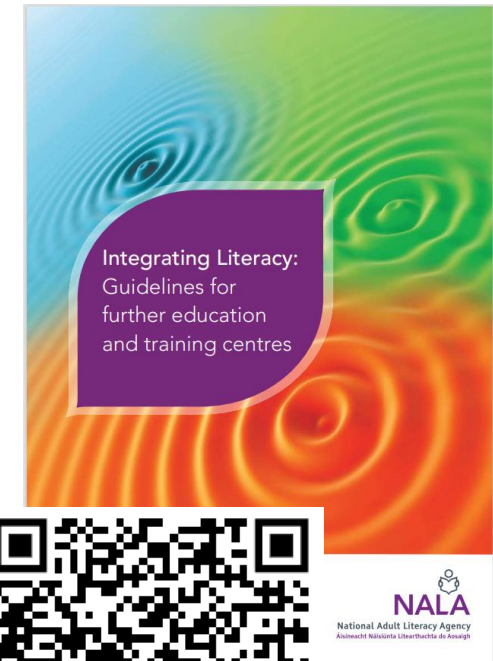
5. Develop literacy-friendly access procedures

6. Develop literacy-friendly induction procedures

7. Develop literacy-friendly transfer and progression procedures

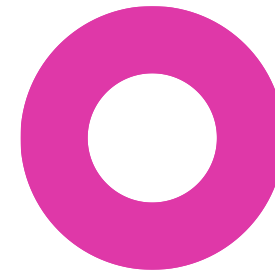
8. Integrate literacy support and development with subject teaching and learning

Guidelines are available online



# Integrating literacy and embedding good literacy practice

- Requires a **whole-organisation approach to literacy**
- 'Integrating literacy' means **designing and delivering** courses in ways that **remove unnecessary literacy barriers** and that **develop the key course-related language, literacy and numeracy.**
- It means **unearthing our assumptions**



# Examples of specific course-related literacy needs



- ✓ Range of new language
- ✓ New concepts
- ✓ Understanding numbers
- ✓ Calculations
- ✓ Research skills
- ✓ Clarity about relevance
- ✓ Digital requirements
- ✓ Assignments and briefs
- ✓ Transfer of ideas to the page (taking notes)
- ✓ Academic writing:
  - Essay structure
  - Sentence structure
  - Paragraphing
  - Grammar
  - Spelling
  - Summarising

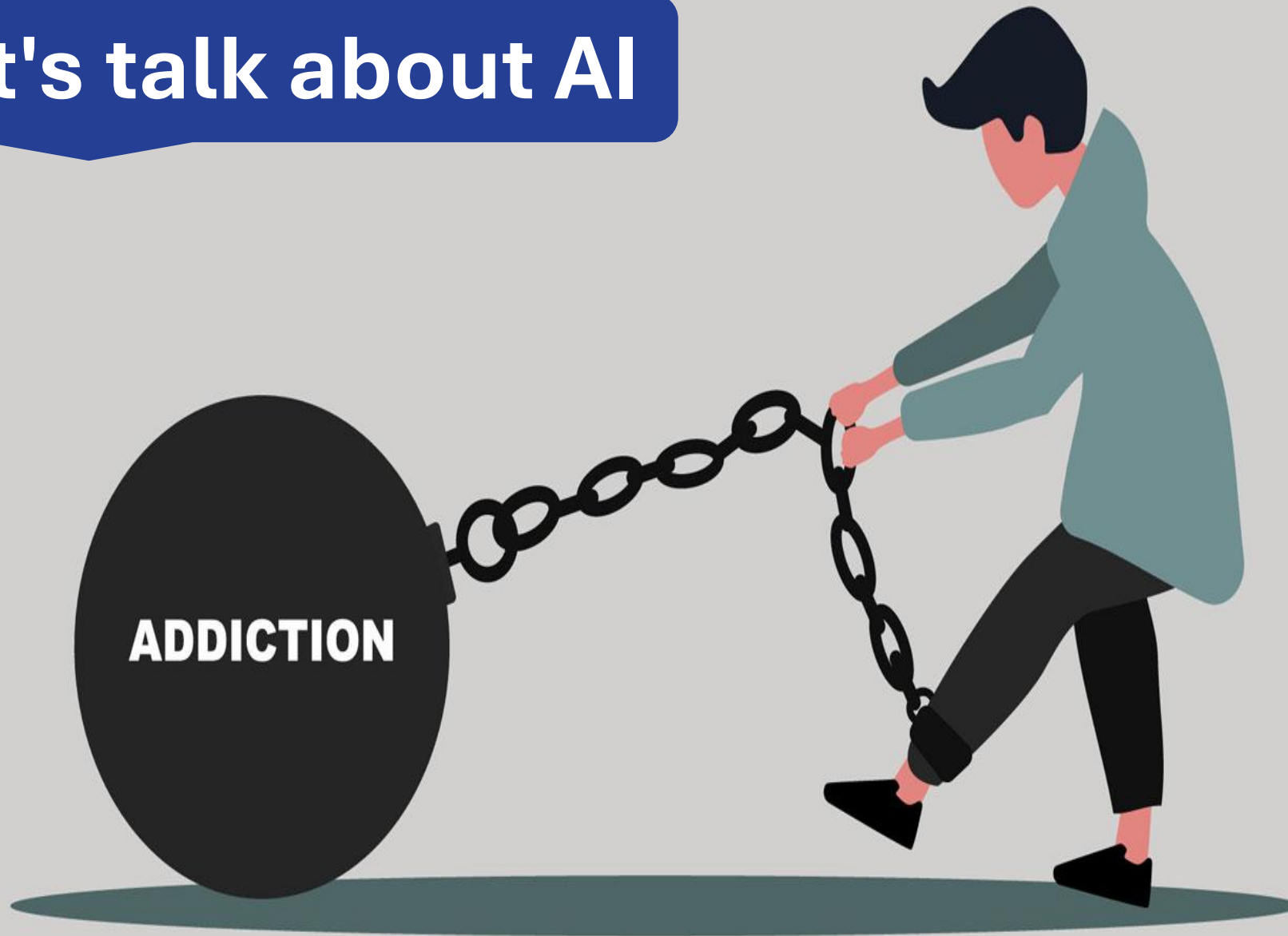
# Identify the literacy demands of your course: Analysis/Audit

## Community Addiction Studies: Level 5 QQI - 5N1834

Learning Outcome	Language Skills	Reading Skills	Writing Skills	Numeracy Skills	Digital Skills
1. Explain the process of addiction	Use subject-specific vocabulary; explain concepts clearly	Read and interpret texts on addiction and drug categories	Write clear explanations using appropriate terminology	Basic understanding of statistics (e.g., drug effects data)	Use digital tools to access reliable sources
2. Outline effects on individuals, families, communities	Communicate empathetically and clearly	Read case studies and reports	Summarize impacts in structured format	Interpret data on social impacts	Use online platforms to research community effects
3. Analyse emotional dimensions and family dynamics	Use analytical and reflective language	Read psychological and sociological texts	Write analytical responses with evidence	Interpret survey data or emotional impact scales	Use digital tools for accessing academic articles
4. Outline trends in drug use in Ireland	Use descriptive and comparative language	Read statistical reports and local studies	Summarize trends and patterns	Interpret graphs, percentages, and trends	Use databases and visual tools



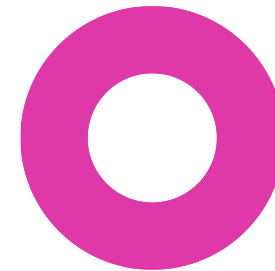
# Let's talk about AI



# Doing a literacy audit using Artificial Intelligence

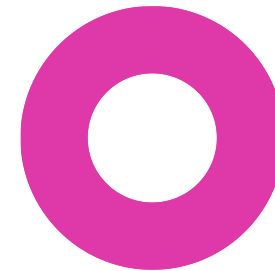
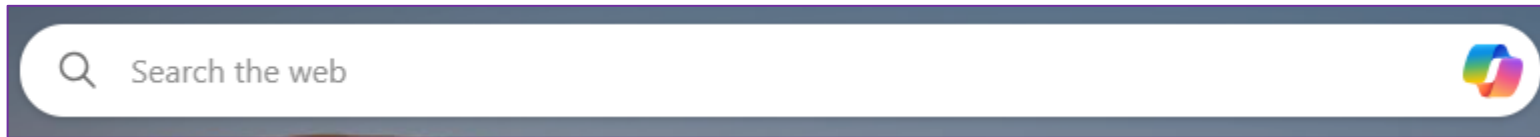
✓ ChatGPT: [ChatGPT \(openai.com\)](https://openai.com)

✓ Microsoft Copilot: [Copilot | Microsoft 365](https://microsoft.com/copilot)



# Doing a literacy audit using AI (Microsoft Copilot)

## Copilot | Microsoft 365



# Task:

1. Open a module descriptor that you regularly use
2. Copy the learning outcomes into a new Copilot chat
3. Create a prompt for AI
4. Run the prompt
5. Download the feedback – Excel/Word and use in OneNote/Padlet or preferred format
6. Review in depth with indicative content as guide for Schemes of Work and Lesson plans.

Please tabulate the language, reading, writing, numeracy and digital skills that a student needs to successfully complete these learning outcomes:  
(paste learning outcomes copied from module descriptor)



# Identify the literacy demands of your course: Analysis/Audit

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# Today we covered:



**What is Health Literacy**



**Health Literacy for life**

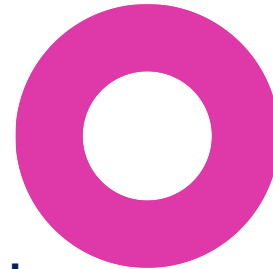


**Top tips and Integrating Literacy**



**Health Literacy and addiction**

# Evaluation



<https://forms.office.com/e/bQcJ1U2Q6z?origin=lprLink>

# Thanks for your time and support.



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