



# INDUSTRIOUS

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## News from Industrious; worker rights, language assessment and agency worker's representation

### Worker Rights Quiz Trial with Marks and Spencer

Industrious launched the trial version of its online worker rights assessment at the April M&S Ethical Supplier Exchange seminar and invited suppliers to evaluate and feedback on functionality & range of questions prior to the final version launch this summer. The assessment aims to evaluate what extent workers understand their employment rights in the UK as part of a national focus on reducing mistreatment. The initial focus has been on the rights of temporary workers, further revisions are planned to incorporate permanent employment terms. At present the test is suitable for those with ESOL Entry Level 3 capability and work is underway to translate the material into other commonly spoken languages in the future. If you would like to take part in a FREE trial of the quiz, and receive an evaluation of results for your workforce please contact [sarah.brooksbank@industriouspeople.com](mailto:sarah.brooksbank@industriouspeople.com)

Click [here](#) to email Sarah directly, or call 0845 543 6793

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MARKS & SPENCER



Marks and Spencer are committed to ensuring that every person in their supply chain is treated fairly and ethically.

### English assessments for developing multicultural workforce potential

The eucanlearn suite of language assessments are used to check understanding of health and safety information, literacy, numeracy, listening and understanding of social signs. There are two levels of test; basic - for first line operatives, and advanced for junior management. The tests can be tailored to suit your specific work environment to provide familiarity with product range and jargon used onsite; provide objective assessment of capability against ESOL & Common European language frameworks. A site specific benchmark for all roles is formulated as a skills matrices for benchmarking recruitment activity, training and progression planning.

Click [here](#) for more details or visit [www.eucanlearn.com](http://www.eucanlearn.com)



Eucanlearn has been designed with the food industry specifically in mind; it assesses whether the basic skills necessary for working safely and efficiently are present.

## REC report highlights language issues in agency workers



Agency workers are often underestimated in terms of their education and qualifications. Language issues can cause difficulties in communication at work.

An REC report into temporary labour in the UK has produced some interesting results. The study sample found that 86.9% of agency workers in the UK are from a white British background, and nearly one in twenty are from overseas. The researchers note that this finding is not particularly accurate as language issues for foreign agency workers results in their under-representation.

The report also found that agency workers are generally highly qualified and well educated, "25% have 'A' Levels, 28% degrees and 11% a post graduate qualification (or equivalents)."

The research highlights the difficulties with communication around temporary labour in unskilled environments, despite good qualification and education, agency workers are often under-represented, or their potential is not recognised.

Access the full REC report [here](#)



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