## Reading maps

**What was the workplace issue?**

Drivers not being able to read maps to make deliveries to the correct address.

**What was the impact of the issue on the workplace?**  
Steps were taken to bypass the issue by the supervisor explaining in detail how to get to the location, using landmarks along the way. This worked in most situations where the route was repeated a number of times, and while the supervisor could take the time to explain the route via landmarks.

But this solution did not work if the route changed, or when the supervisor was not available. Goods were not delivered, and customers took their business elsewhere.

**What was the foundation skills gap?**

The foundation skills gap was around reading visual road maps and also being able to read and interpret the language used on maps.

The gap is covered by the ACSF skills of Reading and Numeracy at levels 2 and 3.

**What was a possible solution?**

Initially a GPS navigation system was trialled. After some demonstration and practise it was not seen as a long term solution as the screen was quite difficult to use and the driver often made mistakes when entering information, which became very frustrating.

Then the supervisor explained how to use 'Google Maps' on a computer in the office, pointing out how the user could enter a destination and a starting point to get both written instructions and a map to follow. The instructions can be printed out, with maps, so that the driver could follow the route while driving, stopping occasionally to check. The driver needed lots of practise to enter the information into the Google Maps and print out the required instructions. Also lots of practise in reading the instructions and following the route on the mini maps included on the print out, but eventually the process became an established practise and the driver could print and follow the instructions for themselves.

**How did the solution change practices?**The driver could navigate their own way to delivery addresses, and needed very little support to do so. This not only meant that goods were delivered efficiently to the correct address, it saved the supervisor's time and allowed the driver to feel confident to be able to carry out his job effectively.

**Resources**

Activity: Reading Maps