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**Accreditation not aggravation.**

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Summary: This paper describes an action research project that investigated a range of activities to improve learners' mathematical communication skills. It also gives details of a subsequent case study that illustrates how technology can provide a means of overcoming some of the difficulties learners and tutors face in communicating about numeracy, while developing confidence and enhancing skills in a rapidly changing learning environment.

*Classification:* U78 C58 D68 D78 E48 E58

*Keywords:* adult education; mathematical literacy; adult numeracy; action research; mathematical communication; mathematical language; verbal communication; accreditation; confidence; evidence; information technology; case studies; educational media; learning environments; student presentations; self-assessment; mobile technology; educational diagnosis; achievement measurement; analysis of learning outcomes; mathematical ability; evidencing skills

<http://www.alm-online.net/images/ALM/journals/alm-ij-volume9-2-november2014.pdf>