
Please complete this form with your details.

Learner to complete:

Your details	
Name:	
Contact number:	
Email:	
Start date:	

If you are working, write the following information:

Place of work	
Company name:	
Address:	
Postal address (if different):	
Workplace supervisor name:	
Phone number:	
Fax:	
Email:	

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Before you begin

This learner guide is based on the unit of competency *FSKRDG04 Read and respond to basic workplace information*, Release 1.

How to work through this learner guide

Your trainer or assessor will tell you which parts of the learner guide you need to read, and which activities you need to finish. The learner guide has the following parts.

Part	How you use it
Learning content	Read each topic. If you cannot understand it, talk to your trainer.
Examples	This learner guide has examples of completed documents that may be used in a workplace.
Video clips	Where you see a QR code, you can use a smartphone or tablet to access video clips about the content. For information about how to download an app that will read the QR code or for more help, please visit our website: www.aspirelr.com.au/help . 
Checkpoints	Checkpoints help you make sure you understand what you have read. Your trainer will tell you which activities to do.
What you have learned	At the end of the learner guide, there is a list of what you have learned. You can use this to check you are ready for the final assessment.
Final assessment	Your assessor may ask you to do the final assessment tasks. The assessment tasks allow you to show the assessor what you have learned.

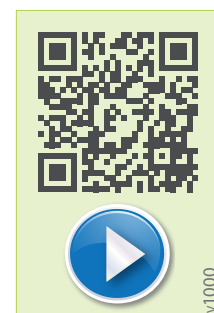
Your story

You work for the Fashion Stars Clothing Company. You usually work in the shop, but you have been asked to work in the warehouse for three weeks. The warehouse is the place where the clothes are delivered. The clothes are then packaged in boxes to be delivered to the shop.

You haven't been to the warehouse before. The warehouse supervisor, Sarah Fallon, shows you the warehouse. Sarah tells you about the tasks you will be doing. Tasks are the things you do, to do your job.

Your tasks

Task	What it means
Pack clothing into boxes.	Read a packing slip and pack the clothes that have been ordered into a box for delivery.



Day 1

When you arrive at the Fashion Stars warehouse, the supervisor Sarah shows you two forms. She asks you to read them. The forms are written information. Written information is called text.



There are different types of texts. Text may be used for different things. Here are some examples.

Form

To collect information about you



Time sheet

To record the hours you work



Written texts

Written texts may be called documents. Documents may be:

- a form
- a letter
- a set of instructions.

Some documents need a response. A response is when you have to reply or answer. For example, you need to respond to a form, because it asks for information.

A document has a purpose and an audience:

- The purpose is why it is being written. What does it do?
- The audience is who is going to read it. Who is it for?

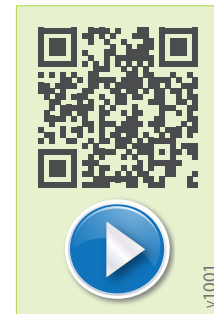


Basic text features

Documents have text features. Here are examples of text features:

- A title
- An abbreviation
- An information field

An example of a document that has a title, an abbreviation and an information field is an Emergency Information form.



This is Sarah's Emergency Information form.

Title	Information field	Abbreviation
Emergency Information		
First contact		
Name: Barry Millar		
Relationship: husband		
Street address: 23 Wood Street		
Suburb or town: Beachtown		
State or territory: Queensland		
Postcode: 4987		
Emergency contact number:		
(H) 5555 3355	(W) 5555 7466	(M) 0433 777 007

Using the Time Sheet

Using the Time Sheet below, write the following information:

- Start time is 8.00
- Finish time is 4.00
- The dates you will work

Time sheet		
Name:		
Date	Start time	Finish time
15 January 2015		

What has happened on Day 1

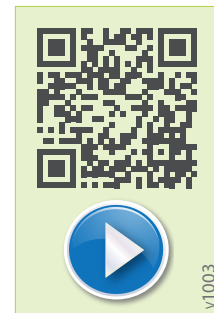
On your first day working in the warehouse, you have learned about:

- different types of text, such as a:
 - form
 - diagram
 - notice
- identifying the audience of the information such as:
 - forms for your supervisor
 - notices for all the people working in the warehouse
- the purpose of texts such as:
 - forms to inform your supervisor
 - a diagram to show you where the fire exits are
 - a notice to inform you that smoking is prohibited.

You have learned about writing a response on a form.

You have also learned about text features such as:

- titles
- abbreviations
- information fields
- labels
- tables.



Checkpoint: Day 1

In the lunch room you see this notice above the stove.



1. Who is the audience?

2. What is the purpose of the notice?

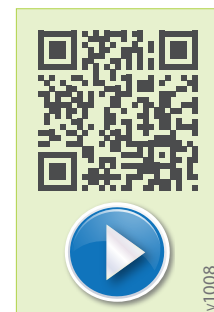
3. Do you need to respond to this notice?

What you have learned

Well done. Since you have worked in the Fashion Stars warehouse, you have learned about:

- reading basic text features such as:
 - titles
 - abbreviations
 - information fields
 - labels
 - tables
- responding to text by writing information
- the purpose of text
- the audience of text
- common words
- what to do if you don't understand information, such as:
 - using what you already know
 - asking questions
 - listing words you need to remember.

You are now ready for the Final Assessment.



Final assessment

How to work through this final assessment

This final assessment is for the unit *FSKRDG04 Read and respond to basic workplace information*, Release 1.

An assessor will look at the tasks you complete and decide if you are competent for this unit. Your assessor may be your trainer or your workplace supervisor.

This assessment has six sections.

Section	Explanation
1. Assessment information	This section has information about who the assessment is for and the aims of the final assessment.
2. Are you ready for assessment?	This section is for you to check that you are ready to do the assessment.
3. Final assessment overview	This section explains the assessment tasks you will do.
4. Assessment plan	You will complete a form with your assessor. Your assessor will talk to you about the assessment tasks. You will need to sign the form to say that you have understood what has been discussed.
5. Final assessment tasks	This section has the tasks for you to do.
6. Record of outcome	Your assessor will use the work that you do to make a decision on your competence. They will discuss your work to give you feedback and tell you about their decision.

Question 3: This notice is in your warehouse.
Who is the audience of this notice?



Answer:

Marking: Satisfactory Unsatisfactory

Question 4: This notice is in your warehouse.
What is the purpose of this notice?



Answer:

Marking: Satisfactory Unsatisfactory

Solutions to checkpoints

Checkpoint: Day 1

1. The learner must have answered that the audience is everyone in the workplace because everyone is going to read the notice.
2. The learner must have answered that the purpose of the notice is to warn everyone in the workplace.
3. The learner must have answered 'No, this does not need a response'.
4. The learner must have answered 'Information field' and 'Title'.
5. The learner must have answered 'Form'.
6. The learner must have answered 'Yes, this does need a response'.
7. The learner must have answered:

Word	Abbreviation
Work	W
Home	H
Mobile	M

8. The learner must have answered 'Yes'.
9. The learner must have answered 'No'.
10. The learner must have answered 'Yes'.