FSK20113 Certificate II in Skills for Work and Vocational Pathways

Community Services Activities Workbook

SAMPLE

Property of MW Training Consultants

FSKLRG11 – Use routine strategies for work related learning
Activity 1 Workplace Organisation

When you come into a new organisation you may ask for guidance from other staff. You may be looking for policies and procedures that will guide how you work in that organisation. It is important to know the ethics, appropriate conduct and boundaries in working in the community services industry. It is important that you can locate things when you need them. Some method of sorting or filing is essential to avoid frustration and delay in locating information.

Simple filing and sorting options available may include:

- Notebooks with separate sections for different topics on desks or reception/public areas
- Folders e.g. Lever arch, manila folder, filing cabinet
- Files e.g. large envelope into concertina file, filing cabinet

1. Where would you file the information listed below? In notebooks, folders or files.

The organisation you are working in has this system:
- Legislation information such as Industrial relations are kept in files in Human Resources section and in the intranet system so all staff can access
- Policies and Procedures manuals are kept in Lever Arch folders and also are electronic
- Contacts for other community organisations are listed in the front counter notebook and on the electronic intranet system

2. In which order and under which headings would you file these policies?

<table>
<thead>
<tr>
<th>Archive Form</th>
<th>Complaints Register</th>
<th>Community Network Register</th>
<th>Client Profile Register</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complaint Form</td>
<td>Community Network Contact Details</td>
<td>Client Profile Form</td>
<td></td>
</tr>
<tr>
<td>Archive Register</td>
<td>Human Resources Register</td>
<td>Financial Records</td>
<td>Position</td>
</tr>
<tr>
<td>Descriptions</td>
<td>Industrial Relations Legislation</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Activity 2 Visual Representations

TASK 1

1. Start up a MICROSOFT Windows program.
2. Click to open the Documents library
3. Click on one of the folders that come up
4. Write out the ‘string’ that shows where that document is located

TASK 2

Draw up the system that is on your computer from C: drive to 3 folders deep and write out the string.

If you were to use a manual system e.g. a filing cabinet – what would that look like?
Activity 3 Dealing with Change

Many people find some type of change in their lives very difficult, however necessary, and positive, that change may be.

There are various strategies that anyone could use to assist them with the change process. It is simply a matter of finding, then accepting, a method that suits the person and/or the situation.

Read about this situation:

Sue-Ellen had been in charge of a centre for children for the past 3 years. Since she took over the numbers of children had steadily declined. The Board of Management asked her to advertise and to develop programs that inspired the parents to bring their children. Sue-Ellen believes that children should develop ‘naturally’ and not be ‘forced’ to learn numbers and letters and shapes. Parents want this type of program though.

Explain how each option would enable Sue-Ellen to change and explain your reasoning.

1. Discuss her performance and job description that states she is responsible for the numbers attending the centre. Set up a KPI (Key Performance Indicator) to increase numbers by 10% within 6 months or contract will need to be reviewed.

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2. Organise Professional development on the Early Learning Framework for her to attend and then requires that these changes be implemented within 6 months.

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3. Organise a mentor with Early Learning Framework expertise and change management knowledge to guide her to make the program changes throughout the centre.

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Activity 4 Interpreting Meanings

A. Find definitions for:

CHANGE __________________________________________________________
__________________________________________________________________
__________________________________________________________________

FLEXIBILITY ______________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________

ADAPTABILITY _____________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________

B. What do you think the term “further training” means?
__________________________________________________________________
__________________________________________________________________

Further training is usually required to extend your knowledge or refresh it. One of the most important areas is keeping up with changes in legislation.

In the community services sector you need to comply with specific legislation. Research the legislation that is applicable to the following areas and explain what it is:

<table>
<thead>
<tr>
<th>Area</th>
<th>Type of legislation</th>
<th>Research results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child Care</td>
<td>National Quality Framework</td>
<td></td>
</tr>
<tr>
<td>Aged Care</td>
<td>Aged Care Act 1997</td>
<td></td>
</tr>
<tr>
<td>Disability Services</td>
<td>Disability Services Act 1993</td>
<td></td>
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<tr>
<td>Youth Work</td>
<td>The children Youth and Families Act 2005</td>
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</tbody>
</table>
Activity 5 Support Networks

A support network is exactly as it sounds. It is a network of people or community agencies that support you in some way.

Being a part of a group can help individuals to meet their personal goals and it provides an excellent source for a support network. It doesn’t matter if the group is a team E.g. sport or community based or P&C at a school or even a Playgroup.

By becoming a member of a group, you are in effect agreeing to some kind of commitment. It is important, then, to consider what external demands, priorities and commitments may affect the formation and operation of the group e.g. transport or family or work.

Are you currently, or have you previously been, involved in a group? If not, you will need to discuss the involvement of someone else in a group in order to complete this task.

A. What was the nature of the group? i.e. what was it formed to achieve? What are its values?

__________________________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________

B. Complete the lists to give examples of external demands, priorities, and commitments that may affect the involvement of you or others in groups.

<table>
<thead>
<tr>
<th>EXTERNAL DEMANDS</th>
<th>PRIORITIES</th>
<th>COMMITMENTS</th>
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<tbody>
<tr>
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</table>
FSK20113 Certificate II in Skills for Work and Vocational Pathways

FSKLRG11 - Use routine strategies for work-related learning
Instructions to Candidate

- Each Task needs to be completed independently
Writing

Task 1: Develop a plan for your own career pathway

The Community Services Industry needs more support workers with qualifications

Profile of Leon
- has lived in Cairns, Queensland, all his life
- is junior sailing champion for the area
- he has a younger brother with Downs Syndrome
- left school at the beginning of year 10
- teaches tourists how to sail catamarans
- wants to work in programs for young people with a disability getting them outdoors and exercising

Profile of Jeremy
- has lived in Alice Springs all his life
- rides motorbikes
- has worked in a restaurant for the past 3 years as a kitchen hand and trainee chef
- left school at the beginning of year 12
- is a truckies assistant on one of the long haul trucks
- wants to work with young people who have become paraplegics because of car accidents

What is your Profile? Provide more than one sentence for each

Profile of .................................................................
- has lived in ..........................................................
- rides .................................................................
- has worked in a ................................................. for the past .... years as a ..........................................
- left school ............................................................
- wants to work ........................................................

What is your specific occupation goal within the Community Services sector? (1 paragraph)
_________________________________________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________
## Final Recording Form

Candidate name: .............................................................................

Trainer/Assessor: .............................................................................

Course: FSK20113 Certificate II in Skills for Work and Vocational Pathways

<table>
<thead>
<tr>
<th>Code</th>
<th>Foundation Skill – ACSF Level 3</th>
<th>Completed</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>FSKLRG11 Use routine strategies for work-related learning</td>
<td>Writing</td>
<td>Task 1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Reading &amp; Writing</td>
<td>Task 2</td>
<td></td>
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<tr>
<td></td>
<td>Speaking &amp; Writing</td>
<td>Task 3</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Writing</td>
<td>Task 4</td>
<td></td>
</tr>
</tbody>
</table>

Student is Satisfactory Not Yet Satisfactory

Signed: ................................................... (Candidate) Date: ................................

Signed: ..................................................... (Assessor) Date: ................................