



## Industry Focused

### Pre-Vocational Language, Literacy & Numeracy Activities Manual



## **Communication in the Workplace Construction & Allied Industries**

### Language Activities Manual

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# Acknowledgements

Each activity in this booklet has been aligned to the Australian Core Skills Framework (ACSF) \* Indicators of competence so that they are at the levels appropriate to the delivery of language, literacy and numeracy skills underpinning the units of competency.

- \*The “Title to and Intellectual Property rights in relations to the Australian Core Skills Framework are owned by the Commonwealth of Australia ”

## Units of Competency and minimum required levels of reading, writing, numeracy, oral communication and learning skills

The following table provides the level of reading, writing, oral communication and numeracy that is required for the units.

Chapter	ACSF Reading Skills Level	ACSF Writing Skills Level	ACSF Oral Communication Skills Level	ACSF Numeracy Skills Level	ACSF Learning Skills Level
1. PRMCL41A Apply basic communication skills	2	2	2	2	2
2. BSBCMM101A Apply basic communication skills	2	2	3	2	3
3. CPCCCM1014A Conduct workplace communication	2	2	3	2	3
4. TLIG1001A Work effectively with others	2	2	2	2	2

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# Chapter 1: Certificate I in Asset Maintenance (Cleaning Operations) PRM10104

## PRMCL41A Apply Basic Communication Skills

### Contents

1. Read extract from staff meeting minutes
2. Read details on a calendar
3. Write a simple email
4. Complete telephone message pad
5. Interpret information from a bar chart
6. Calculate work expenses
7. Listen to instructions
8. Use open and closed questioning
9. Complete learning diary
10. Read and follow simple letter
11. Read and follow dress and presentation requirements
12. Complete training application form
13. Write a short report about a familiar event
14. Calculate simple quantities
15. Calculate cost of training
16. Listen to and comment on supervisor's feedback
17. Participate in team discussion
18. Plan skills development

## Activity 1 Minutes

Read this extract from the minutes of a staff meeting.

At the meeting, the Cleaning Supervisor said that she felt that client service standards were slipping. Cleaners were supposed to see the client when they arrive and when they leave – if the client is present and speak to them in a formal way. Cleaners were not greeting or farewelling clients appropriately. She said that it was important that the Management deals with this matter urgently.

From the staff meeting minutes, which of the following statements is correct?

**Tick your answer**

- ☐ All client service standards are slipping
- ☐ Cleaners are not speaking to clients
- ☐ Certain client service standards are slipping
- ☐ This is not an urgent matter.

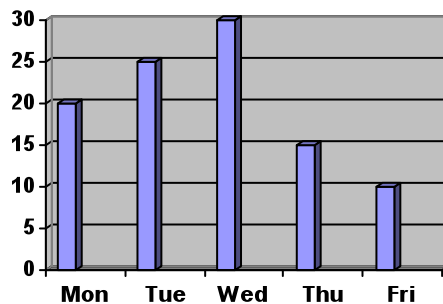
**Cleaners need to say things like .....**

- ☐ G'day how did ya go on the weekend?
- ☐ Hello, how are you today? I will start here if that is OK
- ☐ Yup... hi
- ☐ Morning or Afternoon mind if I start in here?
- ☐ See ya
- ☐ Goodnight, I've finished – see you tomorrow/next week



## Activity 5 Interpret Information

Look at the following chart showing the number of cleaners on site during a particular week.



**Now answer the questions.**

Which day had the highest number of cleaners? \_\_\_\_\_

Which day had the lowest number of cleaners? \_\_\_\_\_

How many cleaners were on site on the day that had the highest number of cleaners?

\_\_\_\_\_

Work out the average number of cleaners per day on site. Remember all you have to do is add the total number of cleaners on site for the week and then divide this number by the number of days.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Activity 9 Learning Diary

Think about a skill that you are learning to do with applying basic communication skills, for example, active listening, writing a memo, reading a work schedule and so on. Now fill in the learning diary.

Learning diary
What is 'active listening'? _____
_____
How would you explain this term? _____
_____
What examples do you have of someone 'actively listening' to you?
_____
_____
_____
_____
When have you used this skill? _____
Give an example? _____
_____
_____
Make a time and person to whom you will 'actively listen' and then note their reaction to you
_____
_____

## Activity 13 Write a Short Report

Ernie writes a short email to a colleague telling him about the cultural communication course he attended last week.

To: Denya  
From: Ernie  
Subject: Course

Hi Denya

Just wanted to tell you about a great cultural communications course I attended last week. It was just for 1 day but I learnt so much. I was speaking to a Muslim woman this morning and it felt much easier to communicate with her as a result of the training. Ask your supervisor if you can go on the course.

Regards

Ernie

Now think of an event you attended recently. It doesn't have to be work-related; it could be a family gathering or a cinema visit. Write a few lines including important details, for example, where you went, what happened and how you enjoyed the experience. Write it to a friend who was not there.

To \_\_\_\_\_

From \_\_\_\_\_

Subject \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Activity 17 Team Discussion

Tali, Elsha and Mirani are talking about their ideas for improving communication with clients and staff from diverse backgrounds.

**Tali:** I'd really like to improve my skills in communicating with other people from different backgrounds.

**Elsha:** Yes, I feel the same. I'm really unsure sometimes about how to communicate with people from other countries. I'm nervous I'll make a mistake. I could do with finding out more.

**Mirani:** I'm not sure about all this cultural communication stuff. People just have to fit in with the customs from this country.

**Elsha:** But what about Aboriginal people, they come from here and they have very different ways of communicating which we have to understand.

**Mirani:** I still think everyone just has to follow the same rules, no matter who they are.

Which of the following words best describes each person participating in the discussion?

- Reluctant
- Uncertain
- Wants to learn more
- Enthusiastic

Write the word next to each person's name and say why you have chosen this word to describe the person

Name	Word/s to describe person	Why did you choose this word?
Tali		
Elsha		
Mirani		

## NOTES/QUESTIONS/COMMENTS

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# Chapter 2: - Certificate I in Automotive AUR10105

## BSBCMM101A Apply Basic Communication Skills

### Contents

19. Read customer information on a company form
20. Read and interpret basic manufacturer's specifications
21. Complete a basic company form
22. Record a simple telephone message
23. Calculate the cost of a stock order
24. Interpret a basic timetable
25. Use common words related to the automotive industry
26. Greet a customer appropriately in the workplace
27. Identify work experiences
28. Read and interpret basic company policies and procedures
29. Read and follow straightforward workplace standards
30. Write a letter of request
31. Record a list of routine tasks
32. Review a simple budget for wages
33. Listen and gather information from spoken text
34. Listen to a conversation and observe good and bad body language
35. Gather information on a specified topic
36. Listen to an industry code of practice and demonstrate a basic understanding
37. Identify the use of discriminatory words and meanings
38. Determine the appropriate response to a customer

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# Chapter 3 - Certificate I in Construction CPC10111

## CPCCCM1014A Conduct Workplace Communication

### Contents

- 39. Workplace Forms
- 40. Delivery Docket
- 41. Quality Form
- 42. Pass on Information
- 43. Check Materials Delivered
- 44. Driving A Truck
- 45. Work Program
- 46. Job Statement
- 47. Materials Form
- 48. Hand Signals
- 49. Follow Instructions
- 50. On-Site Meetings
- 51. Job Details
- 52. Tool Instructions
- 53. Read a Spec
- 54. Work Instructions
- 55. Office Work
- 56. Key Words
- 57. Pack-Up
- 58. Sledging



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# Chapter 4 - Certificate I in Transport & Logistics (Pathways) TLIPC110

## TLIG1001A Work Effectively With Others

### Contents

- 59. Read simple instructions for a routine task
  - 60. Read receiver details on email messages
  - 61. Complete a common workplace form
  - 62. Respond to a workplace memo
  - 63. Read and interpret information from a roster
  - 64. Select suitable language to provide oral instructions
  - 65. Recognise appropriate language to use in questions
  - 66. Follow workplace instructions
  - 67. Analysing work experiences with others
  - 68. Read and interpret workplace policies
  - 69. Read workplace information texts
  - 70. Writing effective messages
  - 71. Writing about workplace issues
  - 72. Completing a basic task list
  - 73. Calculate cubic measurement and deadweights
  - 74. Calculate freight prices
  - 75. Determine different types of body language
  - 76. Listening to and understanding workplace issues
  - 77. Developing a training pathway
  - 78. Creating a personal schedule
- Contact details and order information – refer last 2 pages.

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## Language Activities Manual

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