



## Core Skills for Work

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



## Core Skills for Work

Stages 1 – 3

### Language Activities Manual

## Acknowledgements

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

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

**The Core Skills Workbook sets out the minimum required levels of reading, writing, numeracy, oral communication and learning skills from Stage 1-3 of the Core Skills**

Workbook Title	ACSF Reading Skills Level	ACSF Writing Skills Level	ACSF Oral Communication Skills Level	ACSF Numeracy Skills Level	ACSF Learning Skills Level
<b>Navigate the world of work</b> - Manage career and work life	3	3	2	3	3
<b>Navigate the world of work</b> -Work with roles, rights and protocols	3	3	3	3	3
<b>Interact with others</b> - Connect and work with others	3	3	3	3	3
<b>Interact with others</b> -Communicate for work -Recognise and utilise diverse perspectives	3	3	3	3	3
<b>Get the work done</b> -Identify and solve problems	3	3	3	3	3
<b>Get the work done</b> -Create and innovate -Work in a digital world	3	3	3	3	3
<b>Get the work done</b> -Plan and organise -Make decisions	3	3	3	3	3

## Core Skills Descriptors of Performance Levels

Each performance level is listed per Activity

Stage 1 A Novice performer:	Stage 2 An Advanced Beginner:	Stage 3 A Capable performer:
Has little or no practical experience of the Skill Area on which to base actions. Is highly reliant on explicit 'rules' (e.g. instructions, processes, procedures, models), guidance and support and priorities determined by others, to guide activities.	Has some practical experience of the Skill Area and is beginning to recognise patterns ( <i>e.g. routines, regular responses, links and connections</i> ) that help understanding and influence action. Is still reliant on explicit 'rules' and on assistance to identify priorities, but can apply these more autonomously in familiar, routine situations.	Has sufficient practical experience of the Skill Area to identify patterns and organising principles and establish priorities for action. Can comfortably apply the explicit and implicit 'rules' associated with familiar situations. Adopts a systematic, analytical approach to tasks, especially in unfamiliar situations

Core Skills Performance Stages/ACSF Skills	1	2	3
<b>Reading Skills</b>	Recognises very short explicit pictorial texts	Locates and selects information  Demonstrates understanding of text	Locates and selects information Reads informative text for specific information and gets idea
<b>Writing Skills</b>	Writes own name, address, telephone no, signature	Writes a brief system-related text Expresses point of view	Writes factual text Completes formatted text and collects information by survey
<b>Oral Communication Skills</b>	Gives spoken instructions of one or two steps	Listens to short, explicit instructions	Gives clear sequenced instructions
<b>Numeracy Skills</b>	Reads times of relevant events	Compares and contrasts the value of two items	Represents information in graphic form
<b>Learning Skills</b>	Indicates preferred tools	Articulates related strategies for learning Establishes a weekly work and study timetable	Identifies factors involved in making decisions

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Contact details and order information – refer to last page



## Chapter: 1 Interact with Others – Connect and work with others

1. Membership Application
2. Working Together
3. Signs and Symbols
4. Team Words
5. Team Activities
6. Floor Plan
7. Upcoming Event
8. Greetings
9. Pass on Messages
10. Receiving Messages
11. Directions
12. Communication
13. Mind Maps
14. Pep Talk
15. Brainstorming
16. Team Work
17. Safe Working Procedures
18. Dealing With Conflict
19. Asking Questions, Giving Answers and Negotiating
20. Team Player

## Activity 1 Membership Application Form

When you join a club, group or team, you are usually asked to fill out an application form so the club has your personal information.

Fill out the following application form.

## BAYSIDE SPORTS AND RECREATION CLUB

### 2013 MEMBERSHIP APPLICATION FORM

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
\_\_\_\_\_

TELEPHONE: \_\_\_\_\_

MEMBERSHIP FEE: \$ \_\_\_\_\_

SIGNATURE OF MEMBER:

\_\_\_\_\_

SIGNATURE OF PRESENT  
BAYSIDE SPORTS & RECREATION

*P Body*  
*President*



## Activity 2 Working Together



## Working in Teams



## Social Groups



## Sport Clubs

1. Are you or have you ever been involved in a team situation? \_\_\_\_\_
2. Describe something about your team? E.g. Describing playing surface:  
Our Volleyball team plays on a sandy beach.

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## Activity 3 Signs and Symbols

*Match up the following:*

Stop	21/4/80
Poison	
Tick	
21 <sup>st</sup> April 1980	
5 <sup>th</sup> February 2013	
5 o'clock	
Bicycle	
Nine	
1.30pm	
Down	5/2/13

## Activity 4 Team Words

*Write a list of words that you would use in a team, sports club or group situation. If you have a problem, look on the sports page of your local paper. You must know what the word means.*

Win	
Lose	

## Activity 5 Team Activities



Write one or two sentences to summarise a group activity that you have been involved in.

Example 1: Last Saturday, I played basketball with The Brisbane Panthers and we won 20-5.

Example 2: This morning our door knock team collected \$500 for the Smith Family Appeal.

Example 3: Last year I played tennis with a group of nice people.

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## NOTES/QUESTIONS/COMMENTS

sample

## Chapter: 2 Navigate the World of Work – Manage career and work life

21. Greetings
22. How Do I Behave?
23. What Does My Face Tell You?
24. Shopping
25. Signs and Symbols
26. Describe These People
27. Other People
28. Quick Note
29. How Should I Act?
30. Bad Service?
31. Manners
32. Time to Think About My Behaviour
33. Representing Information In Simple Graph Form
34. What is Your Line of Thought?
35. Self Perception
36. Reaction
37. Good Attitudes
38. Feelings/Behaviour
39. Communication – A big part of life
40. The Performance Appraisal

## Activity 21 Greetings

When someone is introduced to you or greets you, how do you respond?

*Underline your answer. There can be more than one correct answer.*

“How do you do”

“Hi mate”

“Hello”

“Howdy”

“G'day”

Do you wear a smile? \_\_\_\_\_



## Activity 22 How Do I Behave?

There is appropriate behaviour for all sorts of situations.  
People notice how you act in these situations.



The way you walk and talk



Your facial expression



How you react with other people



How you react at different times

What image do you want to give others?

HAPPY

SAD

PLACID

ANGRY

Look up the meaning of the words in the box and write their meaning.

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### Activity 23 What Does My Face Tell You?

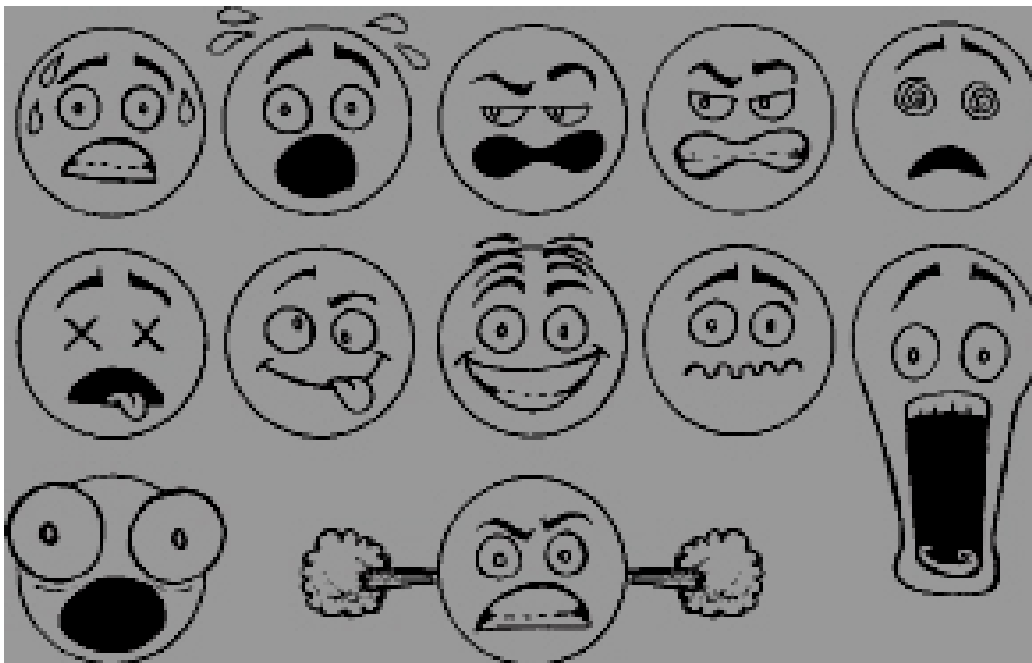
NAME:

ADDRESS:

TELEPHONE NO.:

SIGNATURE:

Match the words with the pictures. Underline which best describes you.



1. CONFUSED
2. MAD
3. SCARED
4. ANGRY
5. SICK
6. NERVOUS
7. EXCITED
8. SILLY
9. ANNOYED
10. MAD
11. SHOCKED
12. ANXIOUS

I would like people to see me as a \_\_\_\_\_ person.

## Activity 24 Shopping



How would you continue the conversation if you were serving a customer? (You have been given some hints to help you)

You            Hello, can I help you?

Customer     Yes, thank you. I would like to buy this shirt.

You: \_\_\_\_\_  
(Tell the customer how much it will be)

Customer     Sorry, I only have a \$50-00 note.

You            \_\_\_\_\_  
(As you hand the customer the change)

You            \_\_\_\_\_  
(What change would you give back to the customer?)











Customer     Thank you.

You            \_\_\_\_\_

Have a nice day.  
That is not a problem.  
Here is your change of \$  
Certainly, that will be \$24.50, thank you.

## Activity 25 Signs and Symbols

*Match up the signs/symbols to words.*

	<b>plus</b>
	<b>up</b>
	<b>question</b>
	<b>telephone</b>
	<b>down</b>
	<b>music</b>
	<b>half</b>
	<b>cut</b>
	<b>stop</b>
	<b>dollar</b>

sample

## Chapter: 3 Navigate the World of Work – Work with roles, rights and protocols

41. Know yourself – Who Am I?
42. Signs and Symbols
43. Reading an Advertisement
44. Basic Telephone Technique
45. Message for You
46. Your Ideal Job
47. What is a Telephone?
48. How Far?
49. Hello
50. What Do Employers Want
51. What Do You Know
52. Have You Qualifications?
53. What Am I Good At?
54. Traits
55. Knowledge is an Advantage
56. Different Industries
57. Selection Criteria
58. Giving Instructions
59. What are Your Goals?
60. Writing a Letter

Activity 41 Know yourself - Who am I?



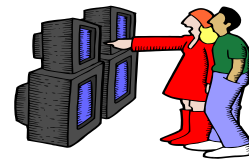
Basic Personal Details

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone No. \_\_\_\_\_

Signature: \_\_\_\_\_










Questions on what you can do and what you like:

Can you read a map?	YES	NO
Can you use a dictionary?	YES	NO
Do you read books?	YES	NO
Do you like watching TV?	YES	NO
Do you like listening to the radio?	YES	NO
Do write letters to people?	YES	NO
Do you like using the telephone to talk?	YES	NO

## Activity 42 Signs & Symbols

Match up the correct boxes:

	2.30pm
	seven
	up
	3/2/09
	half
	square
	dollar
\$	parking
$\frac{1}{2}$	3 o'clock
3 <sup>rd</sup> February 2009	telephone

Activity 43 Reading an Advertisement

## ADVERTISEMENT

Wanted: Sales Person  
18 - 20 years Casual  
Must have Year 10 Certificate  
Must be experienced and reliable  
Phone: Mr Peter Piper 324 8877

1. Who do you need to contact for this position? \_\_\_\_\_
2. What is Ph: short for? \_\_\_\_\_
3. What words describe the person needed for the job? \_\_\_\_\_
4. How much schooling is required? \_\_\_\_\_

Reading Job Ads is only one way to look for work.

There are many other ways.

Can you name some?

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## Activity 44 Basic Telephone Technique



Put the following information in the correct order. The first one has been done for you.

1. Thank the caller for calling.
2. Offer your help. (Can I help)?
3. State name of Organisation. (BIG Industries)
4. ~~Phone rings.~~
5. Be enthusiastic.
6. Answer with a greeting (Good Morning, Good Afternoon)
7. State you will just put the call through to another person or take a message. (One moment please, I'll just put you through) or (I'm sorry Mr Smith is unavailable, could I take a message).
8. Pick up receiver.
9. Introduce yourself. (Felix speaking)

1. Phone rings.
2.
3.
4.
5.
6.
7.
8.
9.

### Activity 45 Message for You

A message is given to you from a work mate:

DATE: 4/2/13

TIME: 12:20PM

TO: YOU

FROM: MR BURNS

MESSAGE:

Mr Burns from UR Cool, would like you to phone him at 3pm tomorrow on 326 4529.

Signed: Tony

1. Who wrote the message? \_\_\_\_\_
2. What company is Mr Burns from? \_\_\_\_\_
3. What time did Mr Burns call? \_\_\_\_\_
4. What time do you have to call him back? \_\_\_\_\_

sample

## Chapter 4: Interact with Others – Communicate for work – Recognise and utilise diverse perspectives

61. Nice To Meet You
62. A Snapshot of Yourself
63. Safety Signs
64. What Will I Wear?
65. Dress Standards
66. Giving Simple Directions
67. Notice
68. Perceptions
69. Safety Gear
70. Buying Clothes
71. What is Personal Hygiene?
72. Dress to Suit Your Job
73. Directions Please
74. You're The Boss
75. Hygiene Instructions
76. Dress Codes
77. Telephone Conversation
78. Newspaper Article
79. Knowledge of Safety
80. What Would You Do?

## Activity 61 Nice to Meet You

There are many things that we notice when we first meet someone

CLOTHI  
NG



BODY  
LANGUA  
GE



FACIAL  
EXPRESSIONS



ACCESSO  
RIES

EYE  
CONTACT



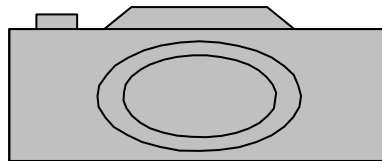
HAIR

When you first meet someone, what do you notice about them?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_

Before they even open their mouth you have an opinion of them.

Activity 62 A Snapshot of Yourself



NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

TELEPHONE NO: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

ESTIMATE YOUR HEIGHT: \_\_\_\_\_

USE ONE WORD TO DESCRIBE YOURSELF: \_\_\_\_\_

WHAT IS THE MAIN COLOUR YOU ARE WEARING?

WHERE WERE YOU BORN? \_\_\_\_\_

We all have our own identity- that is  
why we are known as individuals.

### Activity 63 Safety Signs

What would you tell a new worker about the following signs?

**EAR  
SAFETY  
WEAR**

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**DO NOT DRINK  
THE WATER**



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**No Smoking**

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*You need to ALWAYS follow safety signs.*

## Activity 64 What Will I Wear?



*Choose the words from the box that match what you would wear*

### Hiking

I would wear joggers when hiking.

### Skiing

### At the beach

### At work

Swimmers

Shirt

Shorts

Trainers/Joggers

Glasses

Dress

Uniform

Hat

Tracksuit

T-shirt

**Dress to suit your circumstances.**

## Activity 65 Dress Standards

Each person dresses to suit their occupation.



\_\_\_\_\_



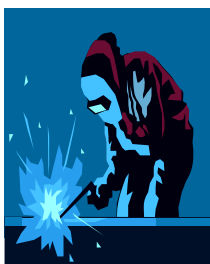
\_\_\_\_\_



\_\_\_\_\_



\_\_\_\_\_



\_\_\_\_\_



\_\_\_\_\_



\_\_\_\_\_



\_\_\_\_\_

Match up the words from the box on what these people wear?

<b>Black pants</b>	<b>boots</b>	<b>hard hat</b>	<b>suit</b>	<b>white coat</b>
<b>sandals</b>	<b>overalls</b>	<b>tie</b>	<b>safety gear</b>	<b>dress</b>
	<b>shorts</b>	<b>gloves</b>	<b>white shirt</b>	

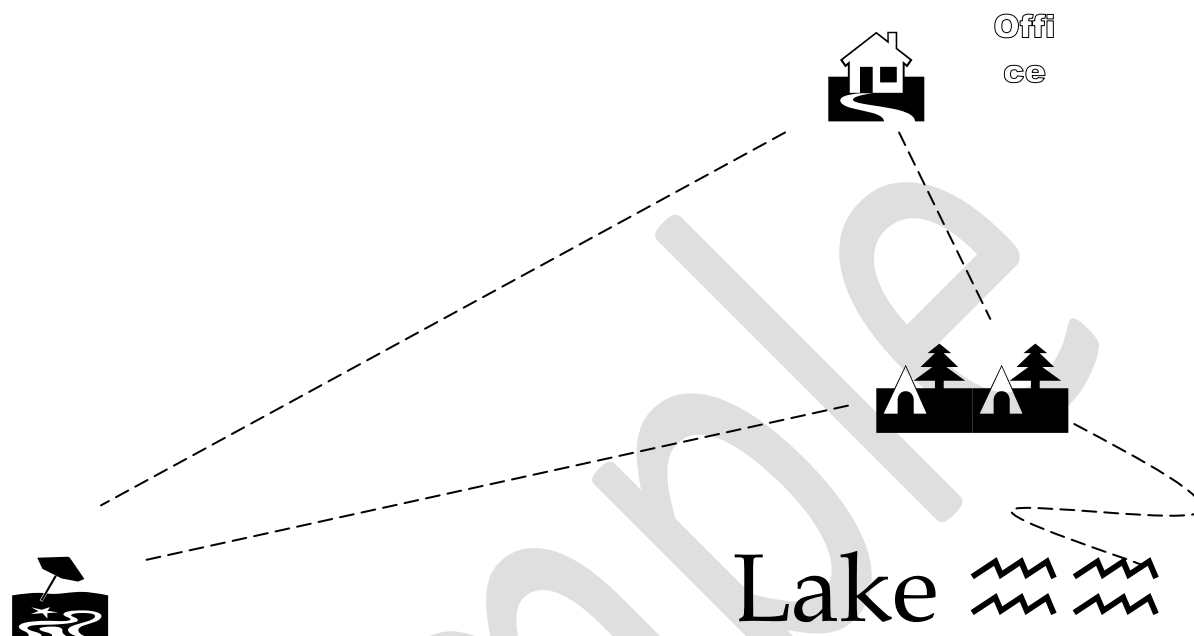
**NOTES/QUESTIONS/COMMENTS**

sample

## Chapter: 5 Get the Work Done – Identify and solve problems

81. Reading a Diagram
82. Workplace Signs and Symbols
83. Personal Details
84. Introducing Yourself
85. Work Diary Entry
86. Identifying Work Skills
87. Reading Timetables
88. Giving Directions
89. Reads a Message
90. Problem Solving and Notice Writing
91. Lunch Expenses
92. How Did I Learn That?
93. Staff Roster
94. Letter of Complaint
95. Agenda – Monthly Meeting
96. Plans and Organises
97. Travel Options
98. Fax Reading and Responding with Questions
99. Gives Oral Instructions
100. Survey

## Activity 81 Reading a Diagram



1. What information is the diagram giving you?

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2. Put a circle around the beach.

3. Put a big cross through the campsite.

4. Outline the path to the lake from the campsite in red.

## Activity 82 Workplace Signs and Symbols

The following signs and symbols may be seen around your work place, can you write their meaning?



.....



.....



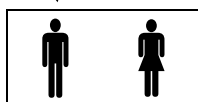
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Airport Parking

Disabled Parking

Money

No camping – danger

Restaurant and Information

Toilets

Ambulance

Electricity

Music

No smoking

Tools

Wear Earmuffs - Noise

Activity 83 Personal Details

You have seen the following notice in a shop window advertising a position:

## STAFF NEEDED

**Full time work**



16 – 20 years old

*Must like animals and people.*

***APPLICATION FORMS IN STORE***

What do you have to do to get more information?

**Application Form** - Fill in the following details:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone No: \_\_\_\_\_

Signature: \_\_\_\_\_

## Activity 84 Introducing Yourself

You would like more details about the position advertised, you step inside the shop to speak to someone behind the counter. How would you continue the conversation?

You: *Hello, could I speak to someone in relation to the position advertised in the window.*

Counter guy: Yes, I'll just get the Manager.

The Manager steps out of his office and introduces himself.

Good afternoon, I'm Bob, Store Manager, how can I help you?

You: \_\_\_\_\_  
*HINT: (You can start with telling him your name and why you wanted to talk to him)*

Bob: \_\_\_\_\_

*HINT: (He will probably need to know something about your experience)*

You: \_\_\_\_\_

*HINT: (Tell him briefly what experience you have had)*

Bob: \_\_\_\_\_

*HINT: (He may explain you need to fill in an application form)*

You: \_\_\_\_\_

*HINT: (You could agree and thank him for his time)*

Bob: \_\_\_\_\_

*HINT: (He possibly could say he will look forward to reading your application)*

# Activity 85 Work Diary Entry

You work Monday to Saturday 9.00am – 2.00pm.

You attend TAFE every Wednesday night from 7pm – 9pm  
and you attend Judo classes on a Tuesday night 6pm – 8pm.

Fill out your diary for the week.

	MON	TUE	WED	THUR	FRI	SAT	SUN
8am							
9am							
10am							
11am							
12pm							
1pm							
2pm							
3pm							
4pm							
5pm							
6pm							
7pm							
8pm							
9pm							
10pm							





sample

## Chapter: 6 Get the Work Done – Create and innovate – Work in a digital world

101. Signs and Symbols
102. How Do You Learn?
103. Library Membership
104. Library Times
105. Giving Directions
106. Mud Map
107. How Did I Learn That?
108. What Have I Learnt?
109. Timetable
110. Comparisons
111. Question Time
112. Positive and Negative
113. Instructions
114. Assertive Versus Aggressive
115. How Do You Use That?
116. Reading a Graph
117. What Do People Know? - Survey
118. What's Stopping You?
119. Action Plan
120. My Goals

# Activity 101 Signs and Symbols

*Match up the correct columns.*

	Plus
	Half
1/2	Money
Name	Poison
\$	Wheelchair
+	No Smoking
Ⓟ	Sam Brown
14/2/2010	9.30am
	Parking
	14 <sup>th</sup> February 2010

Learning is a constant thing.

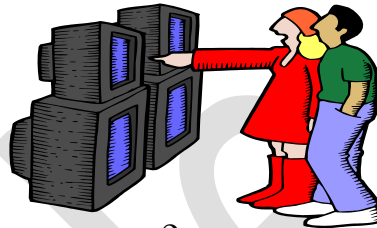
## Activity 102 How Do You Learn?

*Place a cross next to your answer*

\_\_\_\_\_ Do you read?



\_\_\_\_\_ Do you watch television?



\_\_\_\_\_ Can you look up information on a computer?



\_\_\_ Do you like being told how to do things?

\_\_\_\_\_ Do you study?



\_\_\_\_\_ Do you follow directions?



\_\_\_\_\_ Do you follow step by step instructions?


There are many ways to learn.

### Activity 103 Library Membership

Your local library can assist you in helping you research interests; hobbies or study subjects by letting you borrow resources. The internet is available for use (small charge may apply) and DVDs or videos are also available.

The following is an example of a Library Membership Form.

*Please fill in:*

SUNSHINE CITY LIBRARY	
	
Name	_____
Address	_____
Telephone Number	_____
Signature	_____
Two forms of I.D. e.g.	_____
Drivers Licence No.	_____
Medicare No.	_____

If you haven't already,  
join your local library, it's free.

Activity 104 Library Times

## SUNSHINE CITY LIBRARY

23 Sandy Lane

SUNSHINE QLD 4444

Telephone: (07) 326 3727



### LIBRARY OPEN

MONDAY – FRIDAY

9AM – 6PM

SATURDAY

9AM – 11AM

SUNDAY

CLOSED

\*CLOSED PUBLIC HOLIDAYS

- |    |   |     |    |
|----|---|-----|----|
| 1. | Is the Library open on a Monday?        | YES | NO |
| 2. | Is the Library open at 1pm on Saturday? | YES | NO |
| 3. | Is the Library open on Christmas Day?   | YES | NO |

### Activity 105 Giving Directions

A new person has just started. She introduces herself to you and she wants to know where the text books are kept.

*Continue the conversation.*

Kelly      Hi, my name is Kelly, today is my first day.

You      Hi, I am  
(your name)

Kelly      Nice to meet you. Do you know where the text books are kept?

You      \_\_\_\_\_  
\_\_\_\_\_  
(you could say the texts books are kept on the shelf on the back wall)

You      \_\_\_\_\_  
\_\_\_\_\_  
(if you walk down to the back, you will see them on your right)

Kelly      Thank you.



sample

## Chapter: 7 Get the Work Done – Plan and organise – Make decisions

121. Fun Run Notice - Times
122. Calendar - Days
123. Entry Form
124. What Time Is It?
125. Quick Chat
126. A Busy November
127. Hour by Hour
128. You have a Message
129. Cover, Title, Pictures
130. Application
131. Take a Message
132. What Section Am I Running In
133. Best Time
134. Progress Sheet
135. Time Sequence
136. Distance
137. First Aid Treatment
138. News Article
139. Letter of Concern
140. Future Plans

Contact details and order information – refer last 2 pages.

Activity 121 Fun Run Notice



# SURF TO MOUNTAIN FUN RUN

DATE: Sunday  
5<sup>th</sup> December

TIME: 8.00AM  
*Signing in and warming up.*

RACE STARTS: 9.00AM

START: City Hall

FINISH: Mountain Springs



Entry Fee: \$5.00

1. What time does the Fun Run Start? \_\_\_\_\_
2. What time should you arrive? \_\_\_\_\_

Activity 122 Calendar

# DECEMBER

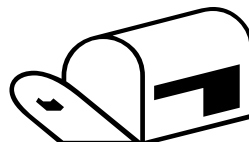
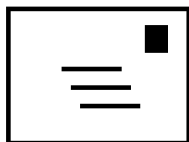
SUN	MON	TUES	WED	THURS	FRI	SAT
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

1. Circle the date that the Fun Run is held on.
2. What day is the 15<sup>th</sup> December? \_\_\_\_\_
3. Circle the date that is the same as your birthday.
4. Which date is important to Christians? \_\_\_\_\_



Activity 123 Entry Form

To enter fill in your personal details and send to



Mr Fraser  
Fun Run Competition  
PO Box 1000  
Brisbane QLD 4001

Entries collected no later than 5pm 3<sup>rd</sup> December. Late entries will not be considered.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Signature: \_\_\_\_\_

1. What do you have to do to enter? \_\_\_\_\_

2. Who do you send the entry form to? \_\_\_\_\_

3. When is the latest you can send entries? \_\_\_\_\_

Activity 124 What Time is it?

Match the following to the correct times and write them out.

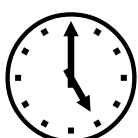
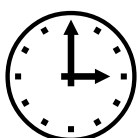
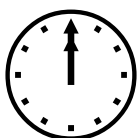
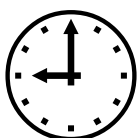
Finish Work – 5:00pm

Lunch Time – 12:00pm

Start Work – 9:00am

Morning Tea – 10:30am

Afternoon Tea – 3:00pm



Activity 125 Quick Chat

Your work mate, Steve starts a conversation with you regarding the Fun Run.

Continue the conversation.

Steve: Hi Sam, I hear you're competing in a Fun Run.

You: Yes Steve, I am.

Steve: Where is it being held?

You: \_\_\_\_\_

Steve: What do you have to do to enter?

You: \_\_\_\_\_

Steve: I may see you there on the day.

You: OK Steve, I'll see you later.



sample

# Core Skills for Work

## Language Activities Manual

Order from Teach2Learn Resources

**Email** [enquiries@teach2learn.com.au](mailto:enquiries@teach2learn.com.au)  
or  
[admin@mwtrain.com.au](mailto:admin@mwtrain.com.au)

**Mail** **PO Box 71 Scarborough QLD 4020**  
**Phone:** **(07) 3283 1997**