



## Foundation Skills

### Language, Literacy and Numeracy Activities Workbook



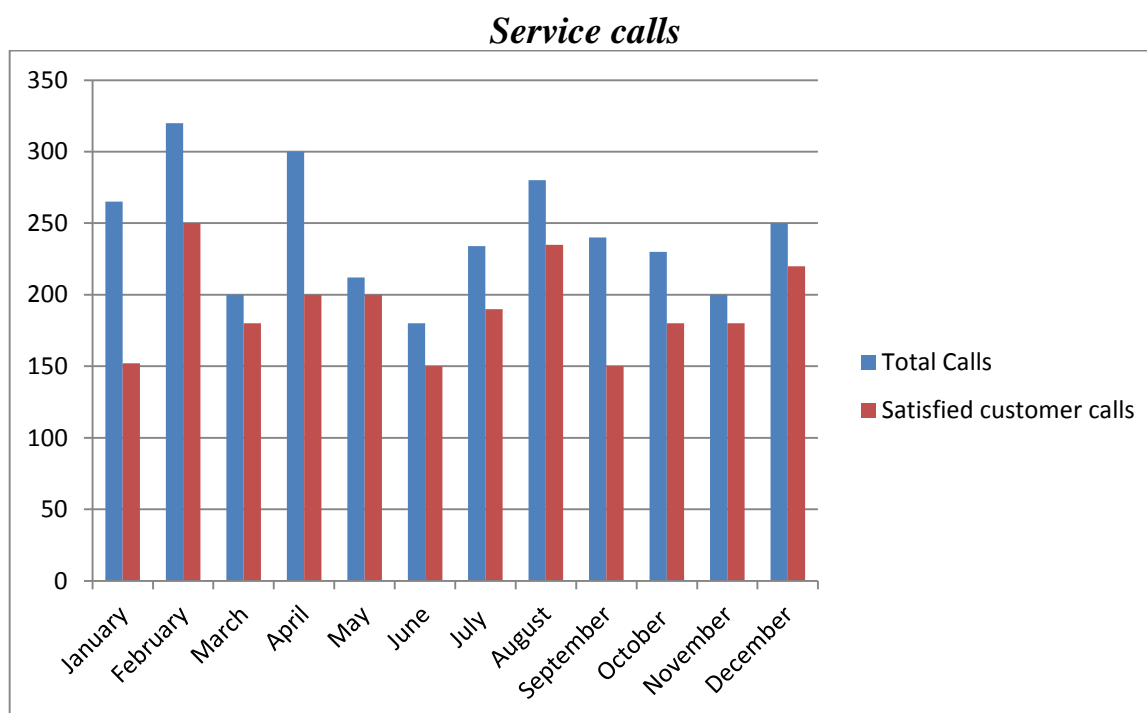
## FSKRDG10 - Read and respond to routine workplace information

# CONTENTS

|                                               |       |
|-----------------------------------------------|-------|
| ACTIVITY 1 NEWSPAPER ARTICLE .....            | 3     |
| ACTIVITY 2 CURRENT EVENTS.....                | 4     |
| ACTIVITY 3 BAR GRAPH .....                    | 5     |
| ACTIVITY 4 STATISTICS.....                    | 6     |
| ACTIVITY 5 INDUCTION MANUAL .....             | 7     |
| ACTIVITY 6 FLOW CHART .....                   | 8     |
| ACTIVITY 7 COURSE GUIDE.....                  | 9     |
| ACTIVITY 8 JOB DESCRIPTION .....              | 10    |
| ACTIVITY 9 MEETING NOTES .....                | 11    |
| ACTIVITY 10 GRAPHIC TEXT.....                 | 12    |
| ACTIVITY 11 ENTERTAINMENT GUIDE.....          | 13    |
| ACTIVITY 12 AUTHOR'S OPINION .....            | 14    |
| ACTIVITY 13 INTERPRETING NEWS.....            | 15    |
| ACTIVITY 14 COMPARING COSTS.....              | 16-17 |
| ACTIVITY 15 WORKPLACE HEALTH AND SAFETY ..... | 18    |
| ACTIVITY 16 COMPUTER PACKAGES .....           | 19    |
| ACTIVITY 17 CHEQUE PROCEDURES.....            | 20    |
| ACTIVITY 18 HANDLING PROCEDURES .....         | 21    |
| ACTIVITY 19 ITINERARY DETAILS .....           | 22    |
| ACTIVITY 20 SERVICE ENQUIRY.....              | 23    |
| ASSESSMENT TASKS .....                        | 24-31 |

### Activity 3 Bar graph

***Look at the information displayed in the bar graph for a telephone company regarding the number of satisfied customer calls per month.***



1. *What information does the graph show?* \_\_\_\_\_  
\_\_\_\_\_
2. *If you were the manager at the customer service call centre, what might this information mean to you?*  
\_\_\_\_\_  
\_\_\_\_\_
3. *Create three questions you may address in a staff meeting relating to data displayed in the graph.*  
\_\_\_\_\_  
\_\_\_\_\_

## Activity 15 Workplace Health and Safety

You can find so much information about health and safety on the internet. Choose an area of health and safety that you are particularly interested in.

Now using your favourite search engine (e.g. Google or AltaVista), type in the area of health and safety you want to find out more about.

Choose one of the information sources (e.g. article, report, web site) that the search engine has provided.

Now answer the questions.

Which area of interest did you choose? \_\_\_\_\_

---

---

Which search engine did you choose? \_\_\_\_\_

---

---

What is the name of the information source you chose? \_\_\_\_\_

---

---

---

Briefly summarise the information this source includes. \_\_\_\_\_

---

---

---

---

---

---

## Activity 16 Computer Packages

### ***COMPUTERS TO SUPPORT A HOME BUSINESS***

In recent years there has been a trend for more people to operate their business from home. Many parents are opting to work part time hours in the company office and spend the remainder of their hours working from home so they can look after children, save on travelling expenses and generally have greater flexibility in their life.

A home office is becoming a popular way of allowing people to work independently; however, this also means that people are having to purchase computer equipment that is appropriate to allow them to access systems within their workplace. It is no longer enough to have a personal computer with basic word processing functions. Most businesses now exchange information through intricate worldwide networks. It is necessary to have a high-speed system with a variety of software applications and Internet. Peripherals such as a scanner, printer, and digital camera are also essential items.

The decision to then be made is whether to upgrade the family computer with a kit or recycle the old computer and opt for a multimedia package. The upgrade kit saves money but often users find the components difficult to install and they may also be a need to replace some computer parts to accommodate newer technology. Multimedia computers have video and sound capabilities along with the standard applications all in one unit. Modems and speaker phones to send and receive data via telephone, built in audio speakers, fax capability, voice mail, answering machines, CR Rom drives and microphones. The multimedia packages allow users to access information from their workplace in the comfort of your own home.

Many advantages are apparent for the home office. Firstly expenses may be tax deductible or compensated by the organisation. The multimedia package is easy to assemble with different coloured cables helping you to connect parts to the right port, additionally there are easy to follow manuals.

Manufacturers recognise the growth in the trend towards home-based offices and are offering a range of payment options. Some provide interest free loans for up to 36 months, others have a rent and buy scheme operating. Packages advertise that along with bundles of software there are free CD ROM disks included, along with a range of pre-designed forms and tips for your taxes to games, online services and more.

***What features could you expect to have if you select a multimedia PC package for home and business use?***

***What are the advantages of having a home office?*** \_\_\_\_\_

***Explain any bias that appears in the article.*** \_\_\_\_\_



## Activity 20 Service Enquiry

***The following letter was received by the customer service staff in Head Office.***

Dear Sir/Madam

Your contract with us, by which you undertake the maintenance of the personal computers in our office, has worked satisfactorily for the past couple of years. However, in the past six months or so we have received a number of complaints regarding the standard of service given by your technicians.

These are:

1. Delays of up to a week in responding to specific breakdown calls.
2. Delays of up to a month in returning machines taken away for repair.
3. Deterioration in maintenance standards.

I know you will appreciate the importance of having our computers in good working order at all times and that you will understand our concern at delays being caused by computers not being operative.

Could you please respond as soon as possible so we may discuss the problem and ensure a return to your previous high standard of service.

Yours truly,

Customer Service Officer

***2. List the steps, described in the letter, that need to be taken to solve the problem.***

---

---

---

---

---

---

---



## Foundation Skills

## Assessment Tasks



# FSKRDG10 - Read and respond to routine workplace information

## Instructions to Candidate

- Each Task needs to be completed independently



## Speaking & Writing

*Task 3: Read the information on workplace practice and explain and then write down your answers to the questions*

Most industries have a Code of Practice which is either compulsory or voluntary. These Codes set down guidelines and agreements relating to standards within the industry so that there is more consistency and social responsibility. The following extract is from the Federal Chamber for Automotive Industries, "Advertising for Motor Vehicles". Read the extract and answer the questions on the following page.

### CODE OF PRACTICE

***Advertisers should ensure that advertisements for motor vehicles do not portray any of the following:***

- (a) ***Obviously unsafe driving, including reckless and menacing driving to the extent that such practices would breach any Commonwealth law or the law of any State or Territory in the relevant jurisdiction in which the advertisement is published or broadcast dealing with road safety or traffic regulation, were they to occur on a road or road-related area.***

***[Example: Sudden, extreme and unnecessary changes in direction and speed of a motor vehicle; deliberately and unnecessarily setting motor vehicles on a collision course; or the apparent and deliberate loss of control of a moving motor vehicle.]***

- (b) ***People driving on a road or road-related area at speeds in excess of speed limits in the relevant jurisdiction in Australia in which the advertisement is published or broadcast.***
- (c) ***Driving practices which clearly take place on a road or road-related area and which breach any Commonwealth law or the law of any State or Territory in the relevant jurisdiction in which the advertisement is published or broadcast directly dealing with road safety or traffic regulation.***

***[Example: Illegal use of hand-held mobile phones or not wearing seatbelts in a moving motor vehicle.]***

- (d) ***People clearly driving under the influence of drugs or alcohol to the extent that such driving practices breach any Commonwealth law or the law of any State or Territory in the relevant jurisdiction in which the advertisement is published or broadcast dealing directly with road safety or traffic regulation.***
- (e) ***Motorists driving while clearly fatigued to the extent that such driving practices breach any Commonwealth law or the law of any State or Territory in the relevant jurisdiction in which the advertisement is published or broadcast dealing directly with road safety or traffic regulation.***
- (f) ***Motorcyclists or their passengers not wearing an approved safety helmet, while the motorcycle is in motion.***
- (g) ***Deliberate and significant environmental damage, particularly while advertising off-road motor vehicles.***

[Note: In applying the above guidelines account must be taken of the legitimate depiction of off-road or four wheel drive motor vehicles travelling over loose or unsealed surfaces, or uneven terrain (not forming part of a road or road-related area).](Source: [www.advertisingstandardsbureau.com.au](http://www.advertisingstandardsbureau.com.au))

## True or False

Advertisers can allow the following:

True   False

- |                                                                 |   |   |
|-----------------------------------------------------------------|---|---|
| a) Advertising should portray illegal activities.               | T | F |
| b) Safety helmets need to be worn by motorcyclists.             | T | F |
| c) Environmental damage should not be portrayed.                | T | F |
| d) Drugs and Alcohol should not be portrayed in advertisements. | T | F |
| e) The use of handheld phones while driving.                    | T | F |

In your own words, outline what does 'illegal driving practices' mean?

---

---

---

---

Why do you think there is an emphasis on not depicting environmental damage in 4WD advertisements?

---

---

---

---

Why do think this code of practice is important? Explain how it helps the industry.

---

---

---

---

An advertisement displays an intoxicated person driving a 4WD vehicle through protected grasslands until they get to the road, where they show the vehicle doing speeds in excess of 100kph. What parts of the Code has this advertiser not complied with?

---

## Speaking & Reading & Writing

*Task 4: Explain how you instruct Chris to plan his roster and then write them in order of how they should occur.*

Fred, the Australian Agricultural Cattle Station Manager, is away at the cattle sales. Chris has been asked to look after some of the farm activities.

### Cattle Station Supervisory activities for Chris

1. Ensure all cattle water stations are operational on Monday and Thursday afternoons
2. Prepare the food order for John's station supplies on Wednesday afternoon
3. Weed the farm garden on Tuesday afternoon
4. Mow the station lawns on Friday morning
5. Book the tractor in for a service at the Agri Servicing Centre on Tuesday morning
6. Ensure all the week's food supply delivery dockets are taken to the office on Friday afternoon
7. Phone Bill on Monday morning and place the animal feed order
8. Submit the weekly time sheet on Wednesday morning.

**Chris has come to you for help. He has his Supervisor's list with him and he wants you to help him to write out the tasks for each day. This way Chris will ensure that he does not forget to carry out any task. Write them as SIMPLE instructions**

| Australian Agricultural - Weekly Timetable |  |
|--------------------------------------------|--|
| Monday<br>am                               |  |
|                                            |  |
| pm                                         |  |
|                                            |  |
| Tuesday<br>am                              |  |
|                                            |  |
| pm                                         |  |
|                                            |  |
| Wednesday<br>am                            |  |
|                                            |  |
| pm                                         |  |
|                                            |  |
| Thursday<br>am                             |  |
|                                            |  |
| pm                                         |  |
|                                            |  |
| Friday<br>am                               |  |
|                                            |  |
| pm                                         |  |
|                                            |  |

# Final Recording Form

Candidate name:.....

Trainer/Assessor:.....

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

| Code                                                                                                                | Foundation Skill –<br>ACSF Level 3              | Completed     | Date |
|---------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|---------------|------|
| <b>FSKRDG10</b><br><b>Read and</b><br><b>respond to</b><br><b>routine</b><br><b>workplace</b><br><b>information</b> | <b>Reading &amp;Writing</b>                     | <b>Task 1</b> |      |
|                                                                                                                     | <b>Reading &amp; Writing</b>                    | <b>Task 2</b> |      |
|                                                                                                                     | <b>Speaking &amp; Writing</b>                   | <b>Task 3</b> |      |
|                                                                                                                     | <b>Speaking &amp; Reading &amp;<br/>Writing</b> | <b>Task 4</b> |      |

Student is

Satisfactory

Not Yet Satisfactory

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

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