Task Planning Sheet

Task 2 – Communications in the workplace

The Task Planning Sheet is designed to provide you with a clear list of the activities you will need to undertake in order to complete your assigned tasks. It is suggested that you complete the activities in the order they are listed. You must submit your completed ‘Task Planning Sheet’ to verify completion of the competencies that form a part of this task.

By submitting your completed sheet, you are confirming that you have undertaken all activities associated with the task.

In this task, you will need to compile a portfolio of your work related to communication (in all its forms) within the workplace.

**Staff List:**

* Access, read and print as necessary ***Learning Resources*** and ***Your Task 2***
* Construct a simple tabular list of five staff members (you may make up the details of each staff member). The list is to include the following information:
  + First and last name of the staff member
  + Home address – number, street/road, suburb and postcode
  + Telephone
  + Email
  + Next of Kin
* Place and appropriate header on the list and include the Anjark Services logo.

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| **What to submit** | **Problems encountered and strategies used to overcome these** |
| Email with the list as an attachment |  |

**Email relating to CEO Visit:**

* Read and complete any relevant activities from the ***Learning Resources***
* Undertake training as necessary on email use (Virtual RTO)
* Construct an email to advise the regional office of the CEO’s visit and ask them to choose a time when all of the team can attend a meeting with her and to organise morning or afternoon team for the meeting group.

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| **What to submit** | **Problems encountered and strategies used to overcome these** |
| Email to the regional office |  |

**Letter of thanks to a customer:**

* Read and complete any relevant activities from the ***Learning Resources***
* Undertake Microsoft Word training as required (Virtual RTO)
* Prepare a letter of thanks to the customer – Hugos Huge Truck Centre, 140 Normandy Road, Redcliffe Qld) for their business and congratulate them on their recent 25th anniversary in business.

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| **What to submit** | **Problems encountered and strategies used to overcome these** |
| Letter to Hugos Huge Truck Centre |  |

**Prepare a memo:**

* Read and complete any relevant activities from the ***Learning Resources***
* Select a memorandum template from word processing software and use this to compile a short Memo on some of the WHS legislation that impacts on this business. You will need to describe the two most important points of Work Health and Safety (WHS) legislation for staff involvement.

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| **What to submit** | **Problems encountered and strategies used to overcome these** |
| Memo on WHS issues within the business |  |

**Complete a hazard report:**

* Read and complete any relevant activities from the ***Learning Resources***
* Complete a hazard report for the frayed photocopier cord.

**Workplace Quiz on Communication:**

* Complete any relevant activities from the Learning Resources
* Complete the on-line WHS quiz

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| **What to submit** | **Problems encountered and strategies used to overcome these** |
| Quiz result report |  |