Task Booklet



Organising Your Work Module

BSBWOR202 Organise and complete daily work activities

## Instruction

These tasks are to be completed in one of two ways:

**Method One**

Using a word processing software (e.g. Microsoft Word) and creating a digital booklet with your responses to each tsk. Ensure you use correct spelling, punctuation and grammar.

Always check that you have saved your work before editing. It is a good idea to save as a different version each time you complete a task as this way you are unlikely to lose work already completed.

To save as a different version simply add a version number at the end of the file’s name, i.e. Numeracy Booklet 1-0, next time it would be Numeracy Booklet 1-1.

*or*

**Method Two**

Print out the Task Booklet, complete it in your handwriting ensuring your writing is neat and legible. When all tasks are completed, scan the whole booklet into a PDF file.

Regardless of which method you choose, when you have completed all tasks, you need to email the booklet to your trainer/assessor.

## Task 1

## Search the web and find an example of each of the three documents listed below:

## A vision, mission or values statement

## A policy, standard or procedure

## A job description

## These documents are to be printed out and placed in the rear of this booklet forming part of your portfolio. The completed tasks in this booklet along with the evidence you add to it form your assessment portfolio for this module.

## Once you have found examples of these three documents, think of how these explain how you might relate each of the documents to your own work at the organisation by completing the table below. You will need to imagine that you are working in each of the workplaces – you can decide what sort of job you might do there but try and think of a job that can easily relate to the documents you have located.

## There is an example to help you get started.

|  |  |  |
| --- | --- | --- |
| Document title | Your job | How is your work at this organisation influenced by the contents of this document? |
| Example:  Procedures for making a bed | A hospitality worker doing housekeeping at a hotel | The document would tell me the steps to follow to prepare a bed in a hotel room. |
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## Task 2

**Example: Daily work plan**

Here is an example of an extract from a simple work schedule for a worker responsible for preparing children’s food at an early childhood centre:

|  |
| --- |
| **Daily Plan for Morning 12 December**  **7.30am**  Clean and check all work areas for hygiene and safety  Lay out equipment for morning food preparation  Lay out food items to be prepped  Set up food service trolleys  **7.45am**  Chop lettuce, tomato, cucumber and place in separate bowls  Open tins of beetroot and drain then place in bowl  Open cheese slices packets and cover loosely with cling wrap  Thinly slice ham and chicken  Count out and butter bread slices for each group  **8.00am**  Prepare sandwiches using a range of fillings ensuring some are vegetarian  **8.45am**  Cut sandwiches into quarters and place on serving platters in fridge  Clean work area and wash dishes  **9am**  Check supplies and update shopping lists  Notify food service manager of any outstanding tasks / progress  Take morning tea trolleys out of storage area and fill jugs with water or milk  Place morning tea trolleys in eating area  **9.30am**  Notify room leaders that morning tea is ready for groups. |

Using the daily plan or schedule above, answer these questions in sentences:

1. Should the bread slices be counted before or after the food trolleys are set up?

1. What time should the morning tea trolleys be placed in the eating area?

1. How should the sandwiches be cut?

1. At what time should the food service manager be told if there is a problem in getting the tasks done in time?

1. Why would it be important to talk to the food service manager about outstanding tasks?

Here is a weekly work plan for an assistant in an outdoor recreation program:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Monday** | **Tuesday** | **Wednesday** | **Thursday** | **Friday** |
| Check equipment | Check equipment | Check equipment | Check equipment | Check equipment |
| Team meeting 10am | Assist with Mackelswell PS program 9.30-12.30 | Assist with Mackelswell PS sport sessions  9.30-1pm | Assist with Eastern Community Centre First Aid course 9-2pm | Time not allocated  8.30-10am |
| Assist with Gilmore HS program 11-4.30 | Time not allocated  12.30-4.30pm | Assist with Eastern Community Centre First Aid course 2-5pm | Time not allocated  2-3.30pm | Assist with swimming session at Claybank Pool 10-2.30pm |
| Pack up equipment | Lock and pack up for day  4.30-5pm | Pack up First Aid equipment | Support afternoon tea session for trainees 3.30-4.30pm | Assist with beach program at Nursery Rd Beach 3.30-5.30pm |

You are working with your supervisor to decide on some tasks you can complete in the three ‘time not allocated’ sessions in the current schedule. Identify three different tasks you could do during these times that would fit with the focus of the organisation. Think about tasks related to safety, equipment, personal organisation or professional learning opportunities. Write these tasks below.



## Task 3

Imagine you are working in an office environment. You have been asked to complete some office-based tasks by your supervisor, as shown in the work planner below. Estimate what time you think each task will take you and record this in the table. Now do the tasks and time yourself to see how long it takes to complete each one. Write the actual time it takes to do each task in the table also.

|  |  |  |
| --- | --- | --- |
| **Work Planner** | | |
| **Tasks to complete** | **Estimated time to complete task** | **Actual time taken** |
| Boot up a computer, start Word and create a new file name. |  |  |
| Type out 100 words into a Word document. |  |  |
| Fold 20 x A4 sized sheets of paper into thirds ready to be placed in envelopes. |  |  |
| Locate the postal address TEIA Ltd, a business in Charters Towers. |  |  |
| Open Google Maps and find directions to get from the Hilton Hotel in Brisbane to the Roma Street Railway Station. |  |  |

## Task 4

Write three questions you could ask a colleague to find out more about how to complete a work task. You can imagine yourself in any workplace that you wish – perhaps somewhere you have been before or a place where you have seen other people working. You must have two open questions and two closed questions.



## Task 5

Write a goal that you might be able to complete in a single day. The goal does not have to be a workplace goal; it could be a goal related to your home life, or perhaps to a sport or hobby. Remember to use clear, specific words in your goal so that it can be measured and understood by others.

## Task 6

## Research two different digital technology apps, programs or electronic tools that could be used to record a change in a work schedule. Record the name of the tool or program and explain in a sentence how you could use this tool to share information about a work schedule change with colleagues at work.



## Task 7

Think of a workplace example which might disrupt a worker from completing their daily work goals. Also identify a reasonable solution the worker might be able to suggest to their supervisor. Record your responses in the table below:

|  |  |  |
| --- | --- | --- |
| **Factor** | **Example** | **Solution** |
| Time given to complete a task |  |  |
| Resources required to finish a task |  |  |
| A person’s ability to plan time well |  |  |
| Changing needs within the business |  |  |
| Unexpected events that have occurred |  |  |
| Other tasks that also need to be completed |  |  |

## Task 8

Complete this table identifying a strategy you could use to manage each of the situations in the table below. Add two more problems of your own that might affect your ability to get your work day started. Write a strategy next to each of these two new problems.

|  |  |
| --- | --- |
| **Problem** | **Your strategy** |
| You miss the bus by a few minutes and you know the next one will not arrive for another hour. |  |
| You realise in the morning that your work outfit has a large stain on it. |  |
| You wake up late and discover there is no bread or milk in the house. |  |
| Your friend texts you and says she is planning on buying a new car this morning and she really needs your help to negotiate with the sales person. |  |
| Your supervisor emails you and asks if you can pick up some biscuits, cake and coffee for the morning staff meeting on your way to work. |  |
|  |  |
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## Task 9

|  |  |  |
| --- | --- | --- |
|  | **Urgent** | **Not urgent** |
| **Important** | 1. **DO**   Do these tasks right away.  Do not schedule them for later. | 1. **DECIDE**   Plan a schedule for how and when these tasks will be completed.  Organise these tasks into a logical order and then get each task done. |
| **Not important** | 1. **DELEGATE**   If possible, see if there is someone else who is available to work on the task with you or who can do it for you. | 1. **DELETE**   Consider if these tasks can be deleted completely so they no longer need to be done. |

Read this list of tasks and decide which square within the Eisenhower box they should be placed into. Write the number of the square alongside the task.

|  |  |
| --- | --- |
| **Task** | **Box number** |
| Rearranging items on your desk so they are in colour order |  |
| Complete photocopying needed for manager’s meeting this morning |  |
| Write your monthly report which is due in this afternoon |  |
| Ring conference venue to ask about room availability for a training session which is planned for three months’ time |  |
| Write a project plan to organise tasks for conference in three months’ time |  |
| Empty the paper bins into the recycling skip |  |
| Book in for first aid training course |  |
| Turn off the burglar alarm when you come into the building |  |
| Fill out order form for new stationery supplies |  |
| Go to corner store to buy toilet rolls as there are none left in the office |  |

## Task 10

Select one of the following jobs:

A childcare worker A diesel mechanic A barperson

A paramedic A carpenter on a building site A stockperson

Prepare a checklist of at least six tasks that you might need to do each morning before you start the assigned work for the day. Think about the tasks you would need to do on your own and which ones you might do along with other members in your team. For the tasks you would do alone, write ‘A’ next to each one and for the tasks you would do together, write ‘T’ next to each one.

|  |  |  |
| --- | --- | --- |
| **No #** | **Tasks** | **A or T** |
| 1 |  |  |
| 2 |  |  |
| 3 |  |  |
| 4 |  |  |
| 5 |  |  |
| 6 |  |  |

## Task 11

Write a short answer response to each of these questions:

1. What strategies do you use to help you plan activities that need to be completed during a day or week?

1. What strategies do you use to help you manage time effectively?

## Task 12

|  |
| --- |
| Case Study – Anne learns the importance of speaking up |
| *Anne has been asked to record the incoming stock into a database over the past four months. She has been trained in using the database and has reasonable IT skills. But when she starts recording the information she finds that she has forgotten how to save the data correctly and she keeps losing large sections of her work. At the end of the day she has not managed to save any data even though she has inputted many pages of information into the database. She has spent seven hours of work time, has not achieved an outcome at the end of the day and is frustrated and annoyed with the database and herself. Anne’s supervisor, James, asks her how she is progressing and whether she has nearly finished the task. Anne is embarrassed but owns up and tells him she has wasted the whole day and has achieved nothing. Anne’s supervisor tells her that she should have asked for help in the morning when she first discovered there was a problem with saving the data. He explains that several other staff had noticed a similar problem but that he had assumed Anne was managing well as she had not spoken to her. The supervisor tells Anne that there is a possible bug in the database and that he will download a patch for her that will make it work more easily. Anne now has another whole day of inputting data to look forward to tomorrow!* |

Imagine you are Anne. Write an email that Anne should have sent to James (her supervisor) in the morning when she first realised she were having difficulties with using the database. Remember to use polite, professional language, that is appropriate to the workplace.

## Task 13

You wish to seek feedback on your performance at a work task assigned to you. Write two questions you could ask of a colleague or your supervisor that may help you help you obtain some feedback.







## Task 14

Select a job you would like to do when leaving school. Imagine you decided you want to build your skills in one aspect of this work. Go online and research one strategy or activity that you could use to improve the skill area you have identified. Example: you might find a training opportunity; locate the details of a workshop or conference; identify a journal that supports the industry your job is in.

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| --- | --- |
| Type of Job |  |
| Short description of the job (e.g. what you do): |  |
| Skill area to improve: |  |
| Short description of the activity to improve this skill area: |  |
| How will this activity help you build your skills? |  |