Task Booklet



Workplace Information and Technology Module

FSKRDG010 Read and respond to routine workplace information

BSBOPS101 Use business resources

FSKDIG003 Use digital technology for routine workplace tasks

FSKWTG008 Complete routine workplace formatted texts

## 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

## In the table below are listed two different jobs and a space for your own choice of job.

## Complete the table by:

## Identifying and writing three different tasks you would do if you were in this job.

## Identifying and writing three types of digital technology you would use – remember that digital technology also refers to computer software.

## Identifying and writing two pieces of workplace information that you would need to refer to daily to complete your tasks (e.g. documents, posters, signs and other information you would come across in the job).

|  |  |
| --- | --- |
| **Journalist** | |
| Tasks |  |
| Digital technology used |  |
| Workplace information |  |
| **Receptionist at a doctor’s office** | |
| Tasks |  |
| Digital technology used |  |
| Workplace information |  |
| **Your choice of job** | |
| Name of the job you have selected: |  |
| Tasks |  |
| Digital technology |  |
| Workplace information |  |

## Task 2

Write down three types of documents/information you might create when using digital technology in a workplace. It might help to think about the software and equipment you might use.



## Task 3

Workplaces have policies and procedures to help guide their employees. Research the Internet and find two procedures related to technology use. Briefly explain the contents of each one.

|  |  |
| --- | --- |
| **Procedure 1** | **Procedure 2** |
|  |  |

## Task 4

## You have just attended a meeting. Your supervisor has asked you to write up the meeting minutes (a record of what happened in the meeting). The meeting was about a new product from the company you are employed at and how this new product will be marketed for release in two months.

## You have finished writing the minutes. You know your work needs to be reviewed by both your supervisor and the other workers who attended the meeting.

## What are two ways that your record of the meeting (i.e. the minutes) can be reviewed?



## Task 5

You Peter, your best friend, to check the meeting minutes. Peter works for a rival company in the same building as you. You meet up every day for lunch in the café on the ground floor.

You email Peter a Microsoft Word file of the ‘minutes’ so you can discuss it at lunch time.

Think about your workplace policies and procedures. Have you done the right thing in this situation? Explain why or why not.

## Task 6

Investigate the purpose of the documents listed below. Explain what the document’s purpose/s are. (Hint: There could be more than one purpose.)

|  |  |
| --- | --- |
| **Document** | **Purpose** |
| Invoice |  |
| Procedure |  |
| Workplace safety signage |  |
| Customer order |  |

## Task 7

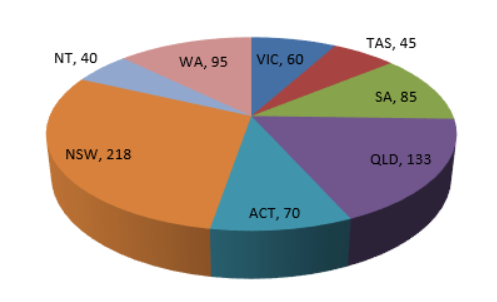
Documents are written for an ‘audience’. That means the document is prepared for certain groups of people or individuals to read.

Provide at least one audience type for the following documents.

|  |  |
| --- | --- |
| **Item** | **Audience** |
| Job description |  |
| Agenda |  |
| Bank statement |  |
| Recipe |  |
| Meeting minutes |  |
| Catalogue of products |  |

## Task 8

The graph below shows the number of businesses that ABC Incorporated has worked with over the past two years.



1. Write down the abbreviations used in this graph and what they mean.

1. Put the states and territories into order from highest to lowest in regards to those who do the most business with ABC Incorporated to the least.

## Task 9

Identify a job you may like to have in the future. Write down at least three documents you think you would have to write as part of this job.



## Task 10

Look at the formal letter below and write down its features.

30 September 2014

Mr John Chan

PO Box 458

HANDSVILLE VIC 3541

Re: Employment opportunities

Dear Mr Chan

I am writing to you about employment opportunities at your organisation.

I am very interested in the real estate industry and would like to one day have a career as a real estate agent. I am currently in Year 12 and am looking for part time work. I would be interested in reception or administration jobs.

I have attached a copy of my resume for your consideration should any jobs become available in the future.

If you have questions, please do not hesitate to call me on 0411 111 222.

Yours sincerely

Eleanor Tranyurin

Features in this letter

## Task 11

On a computer, open the application Microsoft Word. Look through the list of fonts. Identify and write down three fonts that you would not use if you had to write a letter to a customer.



## Task 12

In this task you are to write a simple report on how a digital device is used in a workplace.

You are to select one digital device that you know is used in workplace (try and get a device that is not mentioned in this unit!).

In your report you are to:

* Name and describe the digital device
* Explain its purpose
* Outline the advantages the device provides to the user and the business

Email your report to your teacher/trainer.

## Task 13

Complete an accident report form on the next page.

At about 3.00pm, Thursday 1 May, Bob Farmer, an apprentice carpenter with Acute Constructions was involved in a traffic accident while driving the company utility. Bob was driving to one of the company’s worksites when he was rear ended by a P plate driver at a set of traffic lights. The incident happed at 67 Palmerstone Street and was the fault was of the other driver not paying attention. Bob was not injured and was able to get back to the company workshops and then deliver the car to the auto-repair business which was around the corner. He was wearing his seatbelt at the time and visited the doctor for a check-up the next day which showed no injuries. Bob has the insurance details of the other driver and has given them to the company’s front office staff.

**Accident Report Acute Constructions COMPANY**

Name

Time, day and date of accident

Location of accident

What was the injury

Alleged cause of accident

Was the injured person wearing personal protective equipment (if yes, please describe)

Describe the medical treatment provided

Was anyone else involved

Were there any witnesses

(insert names)

To whom and when was the accident reported

Was counselling offered

Outcome of accident

Employee signature

Employer signature

**Task 14**

You work as a retail assistant at a local grocery chain store and would like to take some time off to visit friends who are working in Canada. You will require three weeks off from the 1st of July.

Complete the leave application below:

|  |  |  |
| --- | --- | --- |
| **WOOLIESWORTH LEAVE APPLICATION FORM** | | |
| **Employee Name:** | **Date:** | |
| **Department:** | **Position:** | |
| **Leave requested:** Sick Leave Carers Leave Annual Leave  Unpaid Leave (please specify)  Time in Lieu (please specify accrual)  Other Leave please specify: (Long Service, Parental, Study, Bereavement, Jury Duty, Special)  **Reason for unpaid or special Leave:** | | |
|  | | |
| **Dates for Leave**:  Commence Leave on: Number of Days off:  Last Day of Leave: Less Public Holidays:    Total Days’ Leave Required: | |  |
|  |
|  | | |

Your leave off has been approved and you want to write a short thank you note to your boss Cheryl Small for giving you the time off. Write the note below:

**Task 15**

Draft a formal letter advising an employee he will be terminated if he continues to miss work. Review and edit the letter checking spelling, grammar and meaning of the text. Then finalise the letter. You are to submit both a draft and the final letter.

**Case Notes:**

James Brown, an employee of Bayside Nursery, has been absent every week on Wednesday with no explanation except ringing up to say either he or someone in his family is sick. John has had discussions with management prior to this and has provided no reason for these absences. He has previously been given notice of possible termination of employment if he does not alter this situation or provide evidence to support his absences. However, John has not changed nor provided an explanation of why he does not come to work each Wednesday. He continues to be absent on Wednesdays.

As you are working in the office area, you have been instructed to advise him, in a formal letter, of his final warning.

The format for this final warning is provided on the next page.

**Bayside Nursery   
Melaluca Close**

**Arbour Qld 4034**

Dear

SUBJECT:

You have previously been given a warning that should your absences continue, you could possibly be terminated from employment with ABC Pet Supplies.

The dates and reasons for absence you have provided are:

**Date Reasons**

5 May Sick

12 May Sick

19 May Sister sick

26 May Mother sick

2 June Girlfriend sick

9 June Sister sick

16 June Sick

23 June Mother sick

30 June Absent – no reason, simply not turned up for work

On the 1 July you participated in a meeting with the company’s management regarding absenteeism and the need for both an explanation and a commitment to being a reliable worker. You were also informed that this was your first warning; a second warning could result in termination.

Date: