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Your story

Today is your first day working at Blackhawk Warehouse. Blackhawk Warehouse is a place where businesses store their equipment and stock.

Mary is the warehouse manager. She will be your supervisor.

Mary tells you about the tasks you will do to help her. Tasks are the things you do as part of your job.

Every day when you come to work, Mary will give you notes that tell you what tasks need to be completed. You should read the notes so you know what you need to do each day.

Your tasks

Learn about your tasks below.



Print, scan and photocopy documents

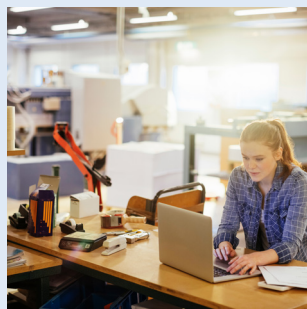
You may need to:

- Use the printer to print information
- Use a digital scanner to make an electronic copy of images and text
- Use the photocopier to copy information



Scan barcodes

Use the handheld scanner to scan barcodes.



Communicate with customers

Communicate with other staff and customers by:

- Email
- Phone

You may need to send a text message or leave a voice message for a customer asking them to contact you.



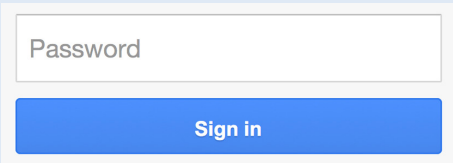
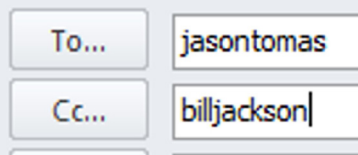
Day 1

When you arrive at Blackhawk Warehouse for work, Mary talks to you about the different tasks that you will do that use digital technology.

At work, there are workplace forms you need to fill out. This is usually done using a computer or digital device. Workplace forms hold information about the workplace. The kind of workplace forms you need to complete depend on where you work.

Email terminology

Here is some terminology that relates to emails.

	<p>Email account</p> <p>The place where emails are accessed and sent from.</p> <p>An email account has a username. The username is the first part of the email address before the @ sign. This may be your full name or your first initial along with your surname.</p> <p>Example:</p> <p>Mary's email address is maryspencer@cloudstream.com. Mary's username is mspencer.</p> <p>You will also need a password to access your email. This is a combination of numbers and letters that lets you sign into your email account. A password may also contain symbols such as _, ! or ?.</p>
	<p>Cc</p> <p>'Cc' stands for 'carbon copy'.</p> <p>When you put a person's name (or email address) in the field beside 'Cc', it means they will get a copy of the email.</p> <p>Example:</p> <p>This email is sent to Jason Tomas.</p> <p>Bill Jackson also gets a copy of the email because his name is beside Cc.</p>

Example: Sending a text message

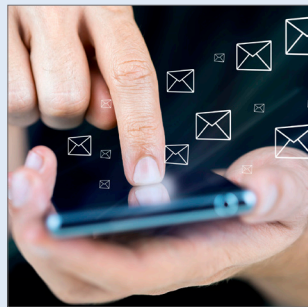
Here is an example of how to send a text message.

You may need to send a text message in a slightly different way, depending on the type of mobile phone you have or the messaging app you use.



Use the key pad to:

- Enter the name or phone number of the person you are sending the message to
- Type the message



Touch 'Send' to send the message.



Day 2

Today Blackhawk Warehouse is very busy. Mary is busy organising staff at the warehouse, so she leaves instructions about the tasks for you. Mary needs you to scan some information for her so it can be given to staff.

You have not used the scanner before, so you need to read the instructions carefully. The information outlines a step-by-step procedure for how to use the scanner. The instructions have images that help you understand what you need to do.

Reviewing your performance

Reviewing your performance means thinking about how well you did the task after you have finished it.

You need to think about:

- How the task was done
- What was done correctly
- What could have been done better
- What you should change in future

To help you review your performance at Blackhawk Warehouse, you can ask for feedback from your supervisor, Mary.



What you have learned

Well done. Since you started working at Blackhawk Warehouse you have learned about:

- Workplace tasks that use digital technology
- Identifying the purpose and outcome of a task
- Identifying, choosing and locating digital technology for the task
- Locating and understanding workplace information and terminology
- Understanding and following workplace instructions
- Using technology to enter, store and retrieve information
- Following workplace procedures
- Reviewing your performance

You are now ready for the final assessment.