Please complete this form with your details.

Learner to complete:

Your details	
Name:	
Contact number:	
Email:	
Start date:	

If you are working, write the following information:

Place of work	
Company name:	
Address:	
Postal address (if different):	
Workplace supervisor name:	
Phone number:	
Fax:	
Email:	

Contents

Before you begin

This learner guide is based on the unit of competency *FSKDIG01 Use digital technology for basic workplace tasks,* Release 1.

How to work through this learner guide

Your trainer or assessor will tell you which parts of the learner guide you need to read, and which activities you need to finish. The learner guide has the following parts.

Part	How you use it
Learning content	Read each topic. If you cannot understand it, talk to your trainer.
Examples	This learner guide has examples of completed documents that may be used in a workplace.
Video clips	Where you see a QR code, you can use a smartphone or tablet to access video clips about the content. For information about how to download an app that will read the QR code or for more help, please visit our website: www.aspirelr.com.au/help.
Checkpoints	Checkpoints help you make sure you understand what you have read. Your trainer will tell you which activities to do.
What you have learned	At the end of the learner guide, there is a list of what you have learned. You can use this to check you are ready for the final assessment.
Final assessment	Your assessor may ask you to do the final assessment tasks. The assessment tasks allow you to show the assessor what you have learned.

Your story

Today is your first day of work at the River Cliff Post Office. Your supervisor is Robert. He is the person who will tell you about your job.

Robert shows you where you work and explains the tasks you should do at the River Cliff Post Office.

Tasks are things you do, to do your job. To do these tasks you need to use digital equipment.

v1038
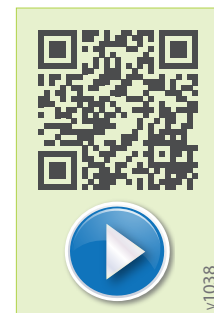
Day 1

On the first day, Robert shows you how to help a customer.

A customer is someone who comes into the post office to mail something, buy an item or collect a parcel.

There are different kinds of equipment to use depending on what the customer needs. The equipment you use is digital. This means it is electronic equipment.

For example:

- If a customer wants to buy an item, you need to use the hand scanner.
- If a customer wants to mail a parcel, you need to use the digital scales to weigh the parcel.
- If a customer needs to give you their personal information, you need to use the computer to record the information.

Using a hand scanner

Your first customer wants to buy an envelope. You need to use the hand scanner. Robert explains that each item in the post office has a bar code on it. A bar code is a set of lines and numbers that you scan to find out information about a product. Robert gives you instructions for how to use the hand scanner.
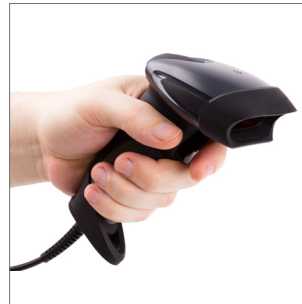
He shows you where to find the bar code on the envelope.

When you scan the bar code, $1.50 shows on the computer screen. This is what the envelope costs.

Follow the steps below to use the hand scanner.

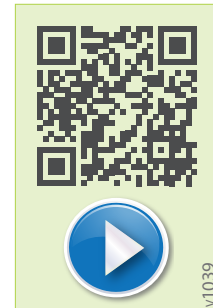| 1	Hold the scanner.	

2	Find the bar code on the envelope.	

Using digital scales

The next customer who comes into the post office needs to mail a parcel. A parcel is bigger than a letter. You need to use the digital scales to weigh the parcel. Robert shows you how to read the scales. He puts the parcel on the scales.

v1039

Reading digital scales

The digital scales weigh items in kilograms and grams. The kilograms and grams are separated by a dot point.

The numbers on the left of the dot point are the kilograms. Kilograms may be written as 'kg'.

The numbers on the right of the dot point are the grams. Grams may be written as 'g'.

The parcel weighs 12 kilograms and 500 grams. This is what the digital weight looks like on the display screen.

12.500 kg g

If the parcel weighed 2 kilograms and 500 grams, it would look like this:

2.500 kg g

If the parcel weighed 22 kilograms and 500 grams, it would look like this:

22.500 kg g

The database keeps the information of River Cliff Post Office's customers together. Robert helps you fill in the information and make sure it is typed in correctly.

You need this information:

- The customer's name and address
- The customer's phone number
- The customer's email address
- The dates the customer needs their mail kept at the post office

This is what the information looks like when you type it into the database.

River Cliff Post Office Database

Customer name

Daniel Watson

Customer address:

123 Main Street, River Cliff 0321

Customer phone number

8555 1234

Email address

daniel.watson@gotmail.com.au

Dates to hold mail

7 December 2015 to 14 December 2015

What has happened on Day 1

On your first day of work at the River Cliff Post Office, you have learned how to:

- identify workplace tasks
- know what technology to use to complete your tasks, including:
  - using a hand scanner
  - using digital scales
  - using the computer to store information
- understand the workplace policies and procedures of the Post Office, including those about:
  - privacy and confidentiality
  - customer service.

Checkpoint: Day 1

The following questions have a list of answers to choose from. Place a tick ✓ in the box in front of the correct answer.

1. A customer wants to buy 3 envelopes.

    What equipment would you use to tell the customer how much the 3 envelopes cost?

    ❑ The computer

    ❑ The hand scanner

    ❑ The digital scale

2. You type a customer's information into the computer. What policy or procedure is about the customer's personal information?

    ❑ Privacy and confidentiality

    ❑ Customer service

3. A customer gives you a parcel to weigh. When you weigh it, this is the number that shows on the display:

    How many kilograms (kg) is the parcel?

    ❑ 165 kg

    ❑ 65 kg

    ❑ 55 kg

    ❑ 16 kg

What you have learned

Well done. Since you have started work at the River Cliff Post Office, you have learned how to:

- identify workplace tasks
- know what technology to use to complete the tasks, including:
  - using a hand scanner
  - using digital scales
  - using the computer to store information
- understand the workplace policies and procedures of the Post Office, including those about:
  - privacy and confidentiality
  - customer service
- log on to the computer so you can find the form you need to use
- use email
- be safe at work
- review your work
- take feedback.

You are now ready for the Final Assessment.

Final assessment

How to work through this final assessment

This final assessment is for the unit *FSKDIG01 Use digital technology for basic workplace tasks,* Release 1.

An assessor will look at the tasks you complete and decide if you are competent for this unit. Your assessor may be your trainer or your workplace supervisor.

This assessment has six sections.

Section	Explanation
1. Assessment information	This section has information about who the assessment is for and the aims of the final assessment.
2. Are you ready for assessment?	This section is for you to check that you are ready to do the assessment.
3. Final assessment overview	This section explains the assessment tasks you will do.
4. Assessment plan	You will complete a form with your assessor. Your assessor will talk to you about the assessment tasks. You will need to sign the form to say that you have understood what has been discussed.
5. Final assessment tasks	This section has the tasks for you to do.
6. Record of outcome	Your assessor will use the work that you do to make a decision on your competence. They will discuss your work to give you feedback and tell you about their decision.

Question 1:	What is one workplace task that you would use the computer for?
Answer:	❏ millilitres ❏ Weighing a parcel ❏ Sending an email ❏ Scanning a bar code
Marking:	❏ Satisfactory ❏ Unsatisfactory

Question 2:	What type of equipment do you use to weigh a parcel?
Answer:	❏ A hand scanner ❏ A computer ❏ Digital scales
Marking:	❏ Satisfactory ❏ Unsatisfactory

Solutions to Checkpoints

Checkpoint: Day 1

1. The learner must have placed a tick beside 'The hand scanner'.

2. The learner must have placed a tick beside 'Privacy and confidentiality'.

3. The learner must have placed a tick beside '16 kg'.

4. The learner must have placed a tick beside the following:
    - ☑ Hold the scanner.
    - ☑ Find the bar code.
    - ☐ Type the information into the computer.
    - ☑ Point the scanner at the bar code.
    - ☐ Turn the scanner off.
    - ☑ Push the button on the scanner.