
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	1
Words to remember	3
Your story	5
Day 1.....	7
Time Sheets	8
Personal Details Forms.....	10
Identify workplace tasks.....	13
Identify digital technology for the task	24
Understand workplace information and terminology	25
What has happened on Day 1	36
Checkpoint: Day 1	37
Day 2.....	39
Understand workplace instructions.....	40
Follow workplace procedures	45
Review your performance	49
What has happened on Day 2	52
Checkpoint: Day 2.....	53
What you have learned.....	55


Final assessment.....	57
Assessment information.....	58
Are you ready for assessment?	59
Final assessment overview	60
Assessment plan	60
Final assessment tasks	62
 Solutions to Checkpoints	 79
Checkpoint: Day 1	79
Checkpoint: Day 2	79

Before you begin

This learner guide is based on the unit of competency *FSKDIG02 Use digital technology for simple 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.

Words to remember

As you read the learner guide, use this section to write down words that you need to remember.

There is a space for you to write the word and a space for you to write down what the word means.

This will help you to learn the words.

Word	What it means

Day 1

When you arrive at the Blackhawk Centre for work, Mary talks to you about the forms you need to complete. When you begin work, there are workplace forms you need to fill out. Workplace forms hold information about the workplace. The kind of workplace forms you need to complete depend on where you work.

At the Blackhawk Centre you need to complete:

- a Time Sheet
- a Personal Details Form.



Time Sheets

A Time Sheet is used to record the times you work. Depending on where you work, the information you need to complete includes:

- the date
- the month
- the time you start work
- the time you finish work.

Here is an example of a Time Sheet.

Blackhawk Centre Time Sheet



Name: Harry Williams				
Day	Date	Month	Start time	Finish time
Monday				
Tuesday				
Wednesday	8	April	11.00	5.00
Thursday				
Friday				
Saturday				

What the information means

This is what the information on Mary's Personal Details Form means.

Each piece of information is in its own field.

First name Your first name is the name people call you when they speak to you. This may also be called a given name.
For example:
In the name Mary Jackson, **Mary** is the first name.

Last name Your last name is the last part of your name. This may also be called a surname or family name.
For example:
In the name Mary Jackson, **Jackson** is the last name.

Position title Your position title is the name of the job you do.
For example:
At Blackhawk Centre Mary's position title is: **Events Coordinator**.

Gender Gender means male or female. The form may use:

- the letter **M** for male
- the letter **F** for female.

For example:
Mary is female, so she selects **F**.

Date of birth Your date of birth is your birthday. This may also be written as DOB. The form may ask you to write in the information by day, month and year.
For example, Mary was born on the 23rd day of the 8th month in 1971:
23/08/1971

Identify workplace tasks

Workplace tasks are different in different workplaces. Depending on your job, you may need to do the following tasks:

- Operate machinery with computerised settings
- Read meters, scales and gauges
- Use a handheld scanner to record information
- Use a mobile phone to send SMS messages
- Use a touch screen
- Send and reply to emails
- Enter information into a product inventory system or database
- Complete forms, reports and job sheets
- Use DVDs and software programs
- Use a telephone



Use a touch screen

Touch screens are used in many workplaces for a range of tasks.

Touch screens are used on:

- tablets
- mobile phones
- cash registers.

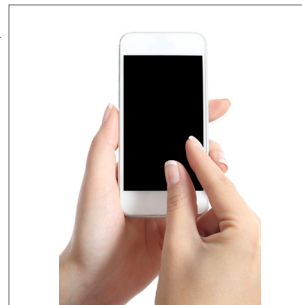
At the Blackhawk Centre, Mary shows you how to access instructions for how to set up a training room using the touch screen on a tablet.

To access information, depending on what kind of touch screen you are using, you may:

Tap and press



Pinch or stretch



Slide or swipe



Workplace procedures

A procedure is the way something is done. A workplace procedure is the way things are done in a workplace. A procedure is usually a written set of steps to follow. Workplace procedures may differ depending on where you work. The terminology used in procedures will depend on the workplace.

At the Blackhawk Centre, there are procedures for handling customer information, making sure the centre is safe and answering the telephone.

Here are examples of terminology that may be used in workplace procedures.

Work health and safety (WHS)

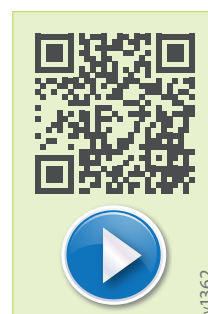
Staying healthy and safe while doing all your tasks at work

Hand hygiene

Keeping your hands clean in the workplace

Evacuation procedure

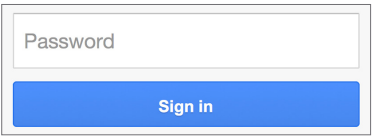
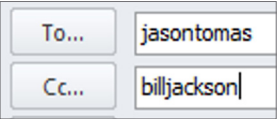
Making sure people leave an area or building when there is an emergency, such as fire or flood



Simple and short emails

Emails are an electronic way of sending information. Depending on what email program you use, the terminology may be different.

Here is some terminology that may be used when reading email information.

Terminology	What it means	Example
Email account	<p>The place where email messages are sent.</p> <p>An email account has a:</p> <ul style="list-style-type: none"> • user name: your name • password: a word only you know that lets you sign in to your email account. 	<p>maryjackson@cloudstream.com is Mary's user name (or email address) for her email account.</p> <p>Mary's password needs to be written in the white box, so she can sign in to her email account.</p> 
Cc...	<p>Carbon copy</p> <p>When you put a person's name (or email address) in the field beside Cc, it means that they will get a copy of the email.</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>

What has happened on Day 1

On Day 1 of working at the Blackhawk Centre you have learned about:

- using a Time Sheet
- using a Personal Details Form
- identifying workplace tasks
- using digital technology for the task
- understanding workplace information and terminology.

Checkpoint: Day 1

Read the following questions. Place a tick ✓ inside the box in front of the correct answer.

1. A workplace task that you would use an email for is to:
 - ☐ check inventory.
 - ☐ tell a customer about a sale.
 - ☐ enter information into a database.
2. Information fields are used for:
 - ☐ entering specific information.
 - ☐ sending an SMS.
 - ☐ forwarding a telephone message.
3. Numerical data contains:
 - ☐ database forms.
 - ☐ numbers.
 - ☐ email addresses.
4. You have customer information that you need to keep. What program would you use to store the information?
 - ☐ An email program
 - ☐ A printing program
 - ☐ A database program
5. You would use an inventory program to keep track of:
 - ☐ customer details.
 - ☐ the hours you work.
 - ☐ products.

6. When using an email program, 'Bcc' stands for:
- ☐ big company copy.
 - ☐ blind carbon copy.
 - ☐ blank case copy.
7. Use this form to fill in your personal details. If you do not want to use your own details, you can make up the information.

Personal Details Form

First name:

Last name:

Position title:

Start date: / /

Gender: (circle one) / **Date of birth:** / /

Address:

City:

State: **Postcode:**

Home phone: **Mobile phone:**

Email address:

Employee tax file number:

Final assessment

How to work through this final assessment

This final assessment is for the unit *FSKDIG02 Use digital technology for simple 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.

Final assessment tasks

Part A – Questioning

Purpose	You will demonstrate a sound knowledge of the unit requirements in your responses.
Instructions to the learner	<p>All questions must be answered satisfactorily for Part A to be completed satisfactorily.</p> <p>There is no limit to the length of your responses. There is no time limit to completing the assessment.</p> <p>You may ask your assessor for advice and support.</p> <p>For all questions, place a tick ✓ in the box in front of the correct answer.</p>
Resources required	The question responses section below is the only resource required for this questioning assessment to be completed.
Reasonable adjustment	If you do not wish to respond to the questions in writing, discuss using verbal responses with your assessor.

Question 1: What would you use to record details about the hours you work?

Answer:

- ☐ Time sheet
- ☐ Personal details form
- ☐ Job sheet

Marking: ☐ Satisfactory ☐ Unsatisfactory

Question 2: You need to send an SMS to your supervisor. What would you use?

Answer:

- ☐ A fax machine
- ☐ A scanner
- ☐ A mobile phone

Marking: ☐ Satisfactory ☐ Unsatisfactory

Question 3: In an email, when would you use 'Reply All'?

Answer:

- ☐ To send a carbon copy to everyone in the original email
- ☐ To send a blind carbon copy to everyone in the original email
- ☐ To send a reply to everyone in the original email

Marking: ☐ Satisfactory ☐ Unsatisfactory