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**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:	

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# Before you begin

This learner guide is based on the unit of competency *FSKDIG03 Use digital technology for routine 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: <a href="http://www.aspirelr.com.au/help">www.aspirelr.com.au/help</a> . 
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.

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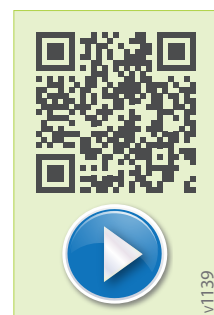
## Day 1

Jake talks to you about the digital technology that you will use at Powell River Printing. Digital technology refers to the tools and equipment that process information. Some digital equipment also stores the information. You will use different digital equipment depending what task you are doing.

At Powell River Printing, many different types of digital technology or devices are used every day.

They include:

- cash registers
- barcode scanners
- telephones
- fax machines
- computers
- document scanners
- photocopiers
- printers
- scales
- GPS.



## Cash registers

A cash register is a piece of equipment that records:

- the items sold in a shop
- the total value of items sold.

There are different types of cash registers. Different workplaces use different cash registers.

Here are some examples of cash registers.

	What it is called	What it does
	<p>Single station (or stand-alone) cash register:</p> <ul style="list-style-type: none"> <li>• The cash register is not connected to any other equipment.</li> <li>• The cash register has buttons to press.</li> </ul>	<ul style="list-style-type: none"> <li>• Keeps track of what has been sold</li> <li>• Works out how much money you need to give back to the customer (their change)</li> <li>• Prints receipts</li> </ul>
 	<p>Point of sale (POS) cash register:</p> <ul style="list-style-type: none"> <li>• The register uses a computer program to record and store information.</li> <li>• You enter information using a mouse and keyboard.</li> <li>• The register may be connected to the internet via a telephone line.</li> <li>• The register may have a touch screen to use to enter information.</li> </ul>	<ul style="list-style-type: none"> <li>• Prints receipts</li> <li>• Can store information about: <ul style="list-style-type: none"> <li>– how much things cost</li> <li>– customers</li> <li>– what stock is currently in the shop</li> <li>– what stock items have been sold.</li> </ul> </li> </ul>

## Using the telephone

Here are some examples of things you may need to do when using the telephone at Powell River Printing.

### Transfer a call

If someone telephones and wants to speak with Jake, you may need to transfer the call to the telephone in Jake's office. This means the call is put through to Jake's telephone, so he can answer it. Your phone will have a 'transfer' button so you can transfer the call from your phone to Jake's phone.

### Put a call on hold

If a customer telephones to ask about their order, you can put the call on hold until you find out the information. You do this by pressing the 'hold' button. When a customer is on hold, they cannot hear you speak.

### Check the message bank for voice messages

If someone telephones the print shop when the shop is closed, they may leave a message. This is called a voice message. The message is stored in a message bank. To hear the messages you need to check the message bank.

### Use 'call back'

If you miss a telephone call, you can call the person back by using 'call back'. This dials the telephone number of the call you just missed.

## Fax machines

A fax machine sends an image of a document (text or pictures) using electrical signals. When a document is scanned into a fax machine, the information is converted to electrical signals and sent to another fax machine using a telephone line.

A telephone line can link two fax machines anywhere in the world. The fax machine that receives the fax converts the signals back to an image. The fax machine then prints the image off as a document.

Depending where you work, you may send these documents using a fax machine:

- Letters
- Price lists
- Orders





## What has happened on Day 1

On your first day of work at Powell River Printing, you have learned about:

- routine workplace tasks
- using digital equipment for workplace tasks
- using workplace information and terminology.

## Checkpoint: Day 1

Read the following questions. Place a tick ✓ in the box beside the correct answer.

1. If you want to send a short message to someone using your mobile phone, what would you send?
  - ☐ An SMS
  - ☐ A fax
  - ☐ A barcode scanner
2. If you need to check a customer's details, you would look in a:
  - ☐ photocopier.
  - ☐ database.
  - ☐ GPS.
3. A fax is used for:
  - ☐ sending short messages.
  - ☐ sending documents over the phone line.
  - ☐ scanning images.
4. A GPS can be used for:
  - ☐ holding a customer's details.
  - ☐ finding a customer's address.
  - ☐ emailing a customer.

## Examples of procedures

Here are examples of tasks where specific procedures may be needed.

Task	Example workplace procedure	What the procedure may include
<b>Using equipment with settings</b>	<ul style="list-style-type: none"> <li>Using printers</li> <li>Using photocopiers</li> </ul>	How to set document information
<b>Entering information into equipment</b>	<ul style="list-style-type: none"> <li>Using scanners</li> <li>Using fax machines</li> </ul>	How to insert documents into the scanner How to: <ul style="list-style-type: none"> <li>send documents</li> <li>check the document has been sent</li> </ul>
<b>Using a digital device</b>	<ul style="list-style-type: none"> <li>Using cash registers</li> <li>Using digital scales</li> </ul>	How to: <ul style="list-style-type: none"> <li>fix an error</li> <li>close the cash register off at the end of the day</li> </ul> How to set digital scales to zero before use
<b>Using a gauge or meter</b>	<ul style="list-style-type: none"> <li>Using temperature gauges</li> </ul>	How to increase or decrease temperature
<b>Sending an SMS</b>	<ul style="list-style-type: none"> <li>Sending texts using a mobile phone</li> </ul>	How and when to: <ul style="list-style-type: none"> <li>send an SMS</li> <li>use SMS</li> </ul>
<b>Putting information into the computer</b>	<ul style="list-style-type: none"> <li>Entering information into databases</li> </ul>	How to access databases What information is needed

## Reading the procedure

Jake has given you the procedure for entering customer information into the computer database. Database programs may be different in different workplaces.

Jake wants to make sure you understand how to follow the procedure. The first thing you do is read the procedure to make sure you understand it. If there is anything you do not understand, you should ask Jake.

This is the procedure that Powell River Printing uses to enter customer details into the database.

### Entering customer details procedure

1. Open the database program on the computer by double-clicking on the database icon.
2. Click on the words 'New Customer'.
3. Fill in all the information that is needed on the form.
4. Check with the customer to make sure the information you have typed in is correct.
5. Save the new customer's details by clicking 'Save'.

## Using the procedure

After you have finished reading the procedure, Jake tells you to practise using the database. He pretends that he is a new customer.

You follow the procedure by opening the database and clicking on the words 'New Customer'.

You ask Jake questions about the information you need, so you can type it into the form.

### **First name**

The name people call you when they speak to you.

For example:

In the name Jake Jones, 'Jake' is the first name.

### **Last name**

The family name or the last part of your name. This may also be called a surname.

For example:

In the name Jake Jones, 'Jones' is the last name.

### **Address**

This is the place where the customer lives.

For example, Jake's address is:

124 Flash Street  
Ocean Bay  
Victoria 3288

### **Home telephone number**

This is the telephone number of the customer's home.

For example:

Jake's home number is: 5555 3355.

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## What you have learned

Well done. Since you have started working at Powell River Printing you have learned about:

- routine workplace tasks
- using digital equipment for workplace tasks
- using workplace information and terminology
- choosing the right technology for the task
- information in the workplace
- workplace terminology
- workplace procedures
- reviewing your work.

You are now ready for the Final Assessment.

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# Final assessment

## How to work through this final assessment

This final assessment is for the unit *FSKDIG03 Use digital technology for routine 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 overview

To show your competency for this unit, you must successfully complete three assessment tasks.

<b>Complete Part A</b>	Part A – Questioning You will demonstrate a sound knowledge of the unit requirements in your responses.
<b>Complete Part B</b>	Part B – Project: Complete a task using technology You will demonstrate your skills and knowledge by completing a story-based project.
<b>Complete Part C</b>	Part C – Observation Your performance will be documented while being observed by an assessor.

## Assessment plan

**Complete the following form with your assessor.**

<b>Training organisation name:</b>	
<b>Learner name:</b>	
<b>Contact number:</b>	
<b>Date:</b>	
<b>Email:</b>	
<b>Assessor name:</b>	

*continued ...*



**Question 1:** You are delivering a printing order to a customer's house. You cannot find the address. What digital equipment can you use to help you get to the customer's house?

**Answer:**

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**Marking:** ☐ Satisfactory ☐ Unsatisfactory

**Question 2:** List two routine tasks that you can use a point of sale cash register for.

**Answer:**

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**Marking:** ☐ Satisfactory ☐ Unsatisfactory

**Question 3:** What kind of scanner do you use to read a barcode?

**Answer:**

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**Marking:** ☐ Satisfactory ☐ Unsatisfactory

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# Solutions to Checkpoints

## Checkpoint: Day 1

1. The learner must have placed a tick in the box beside 'An SMS'.
2. The learner must have placed a tick in the box beside 'database'.
3. The learner must have placed a tick in the box beside 'sending documents over the phone line'.
4. The learner must have placed a tick in the box beside 'finding a customer's address'.

## Checkpoint: Day 2

1. The learner must have placed a tick in the box beside 'Using appropriate language'.
2. The learner must have placed a tick in the box beside 'Using email' and 'Using the fax machine'.
3. The learner must have placed a tick in the box beside 'Think about the best way to do the task'.
4. The learner must have placed a tick in the box beside 'managing personal information'.
5. The learner must have placed a tick in the box beside 'A catalogue'.
6. The learner must have placed a tick in the box beside 'Charts'.
7. The learner must have placed a tick in the box beside 'information about how to use a piece of equipment'.