

FSKNUM017

Use familiar and routine maps and plans for work

Learner guide

Aspire Version 1.1

FSNUM017

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Before you begin

This learner guide is based on the unit of competency
FSKNUM017 Use familiar and routine maps and plans for work,
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 do not understand something, 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 . 
Learning checkpoints	Complete learning checkpoints to 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 if you are ready for the final assessment.



Your story

You have recently been employed as an office assistant in a carpet and flooring business called Fabulous Floors. You work at the company's main office, which has a showroom, a back office for administrative staff and a small warehouse.

Fabulous Floors employs salespeople, flooring installers, a receptionist and three administrative staff. You report to Alice, who is the office manager.

Alice explains that she wants you to learn what everyone does so you can help them during busy times or if someone is ill.

You will be given a few tasks to learn in your first week. Tasks are the things you need to do in your job.

Your tasks

Learn about your tasks below.



Helping sales staff plan their customer visits

- Finding customers' addresses on a map
- Planning the shortest, simplest route



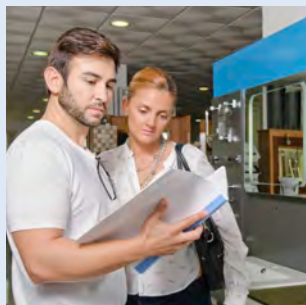
Accompanying sales staff on customer visits

- Travelling with the sales staff
- Giving them directions as needed



Recording measurements

- Drawing floor plans
- Noting measurements



Helping customers to find the showroom

- Giving customers clear directions to the showroom over the phone



Day 1

On your first day, Alice shows you around the office and then introduces you to Luka, one of the sales-staff.

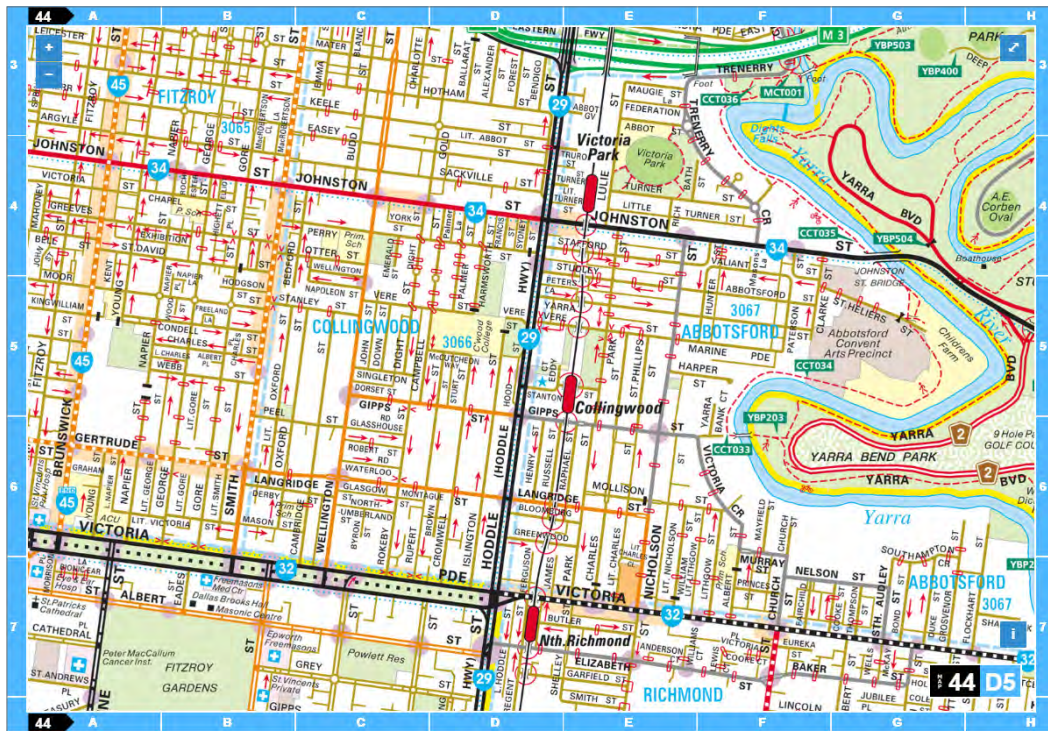
Luka helps customers who come into the showroom, but he also visits customers in their homes so he can discuss their needs and take measurements. Alice says you will be joining Luka on his customer visits tomorrow.

Luka shows you a map of his sales territory. He gives you the map and the customers' addresses, so you can plan a route. You will be visiting three customers.

Border

Printed maps often have borders. Sometimes the border is a simple line, but some maps have borders marked with numbers or letters to help you find places on the map. These numbers and letters are known as map references.

This is the map of Luka's sales territory. The customers you are going to visit live in Richmond, Collingwood and Fitzroy. The map references are:



© OpenStreetMap contributors

Richmond: E7

Collingwood: B5

Fitzroy: C3

Orientation

Orientation means finding out where you are and what is around you. When you first start a job, you are often given an orientation tour of your new workplace, so that you know where things are.

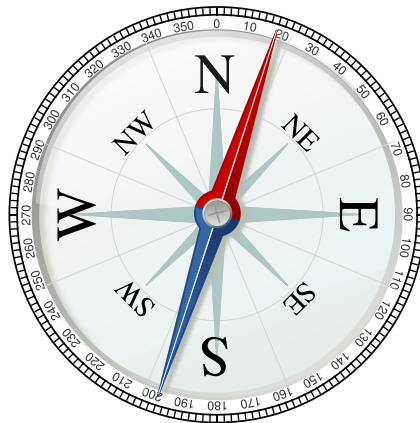
When you're reading a map, orientation means matching what you see on the map to what you see around you.

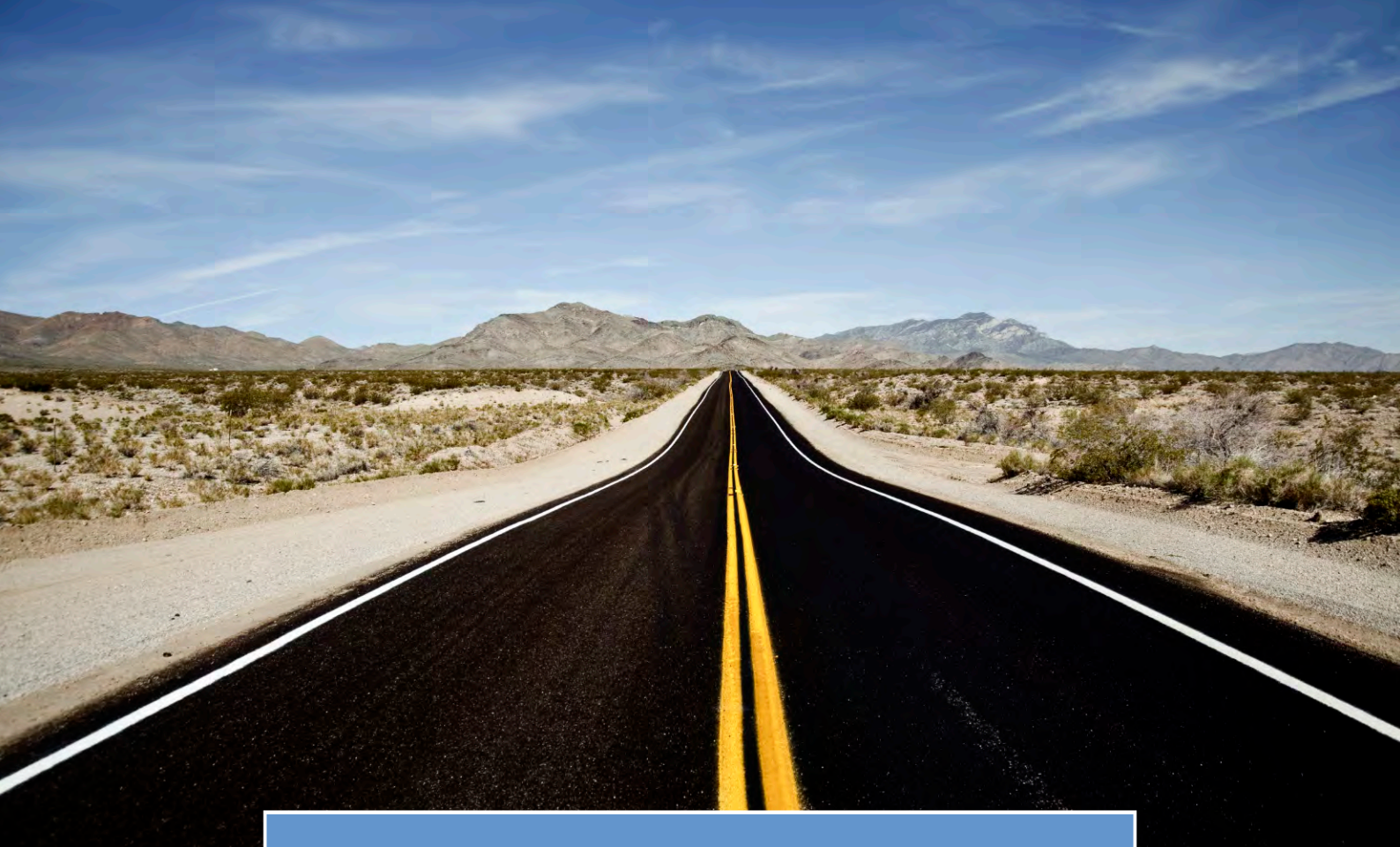
North, south, east and west are known as the cardinal points. Cardinal means 'most important'. Most maps are drawn with north at the top. That means south is at the bottom, east is on the right and west is on the left. On an interactive map, north is automatically at the top, but you can often rotate the map if you want to. Some maps also have an arrow pointing north. The arrow is may be labelled with the letter N.

If you know where north is on the map, but don't know which way you should be facing, you can use a compass to check. Most smartphones have a compass app.

Other maps include landmarks, such as train stations or town halls, to help you establish where you are.

Luka's sales territory map is called 'Southern Sales Territory', which suggests his area is in the south. Look at the showroom and at the customers' houses to plan your route. You may need to give Luka directions.





Day 2

Luka tells you that he has to visit three customers today. He asks you to use Google Maps to plan your travel route so he can call the customers to confirm when you'll be arriving. He wants to leave at 10am, and each visit should take 30 minutes.

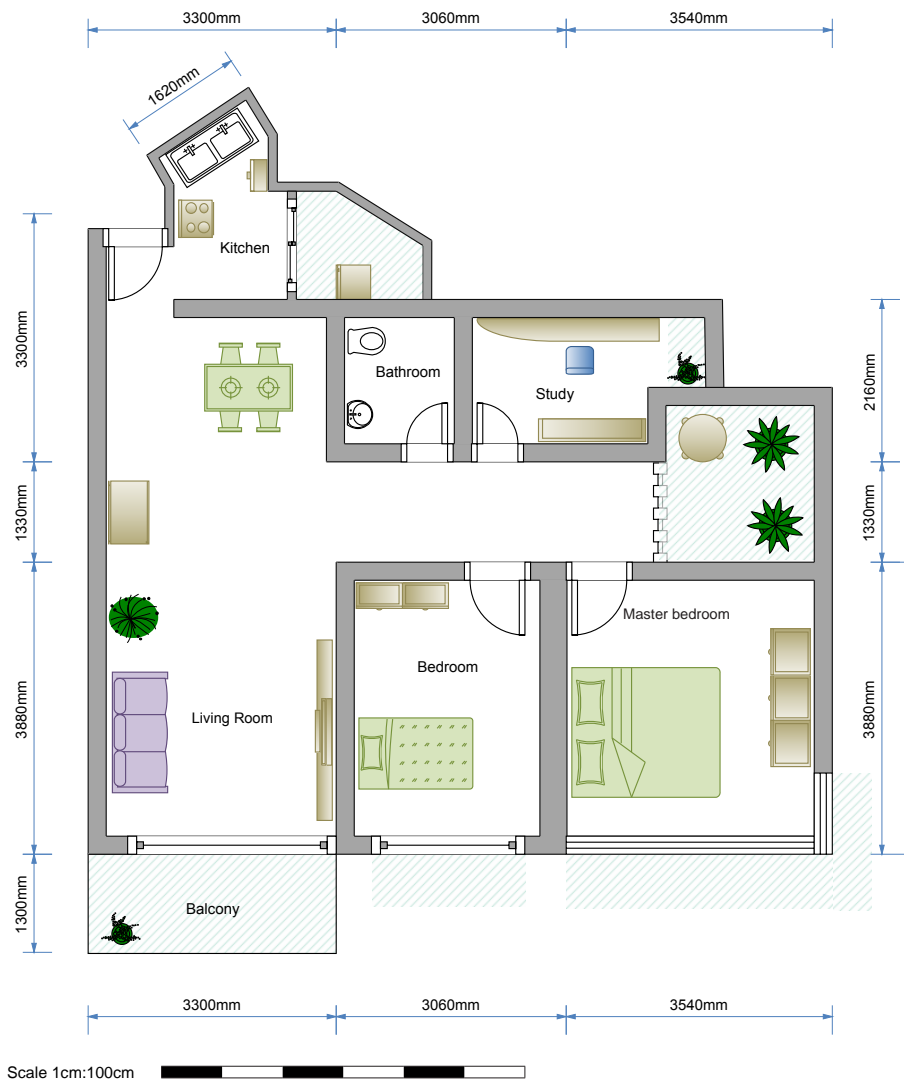
Luka also gives you a pad of paper with grid lines marked on it. He promises to show you how to draw a floor plan of a house and record measurements on it. Luka explains that he needs this information to prepare quotes for customers.

Creating floor plans

When you arrive at the first customer's house, Luka asks you to help him take the measurements. He explains that first you need to draw a floor plan of the house.

A floor plan is similar to a map: it shows where things are, but at a size that is useful to you. Your floor plan should show all the rooms of the house, and you will add the measurements of each room so that Luka can work out how much flooring is needed for each room.

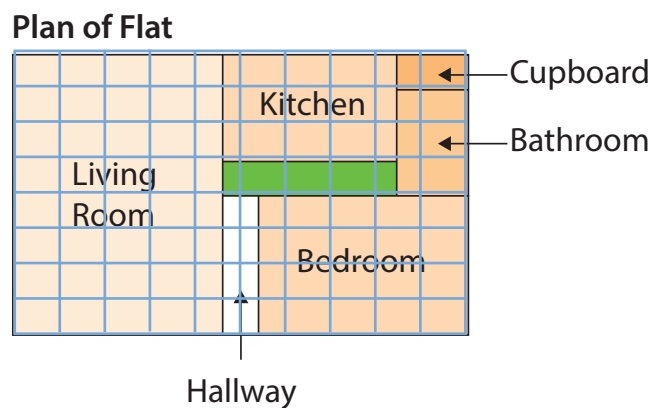
Luka shows you a floor plan of a similar flat as an example.



Using a simple scale

After you have left, another customer calls and asks if you can include flooring for the hallway in your quote. Luka didn't measure the hallway, but he says he can estimate what is needed because he drew the floor plan to scale. For the estimate, Luka calculates the area of each room or floor in square metres using the area calculation: $\text{length} \times \text{width}$.

To estimate the length and width of the hallway, Luka divides the hallway into two rectangles. They are shown in green and white on the plan below.



Using the scale, you can count the grid squares to work out the length and width of the green rectangle.

Length = 4m

Width = 1m

The area of a rectangle is its length multiplied by its width. For the green rectangle, that's $4\text{m} \times 1\text{m}$ so the total area is 4m^2 .

The white rectangle is also $4\text{m} \times 1\text{m}$, so its total area is also 4m^2 .

The total area of the hallway is the area of the green rectangle plus the area of the white rectangle: $4\text{m}^2 + 4\text{m}^2 = 8\text{m}^2$.

You can use a calculator to help you with these measurements.



Day 3

On your third day, Alice asks you about your day out with Luka. She is pleased that you have been learning about maps, plans and scales.

Alice asks you look at the 'How to find us' page on the company website and see if you can suggest how to improve the directions to the showroom.

You will need to make a list of any changes you think are required, and then present these ideas to Alice for discussion.

Documenting and reporting your ideas

When reporting your findings to Alice, it is important that you use the right tools and words to describe the features you are suggesting should be included on the website.

On your first day, you learned about map symbols, scales and cardinal directions. You will need to explain in writing how these should be included on the 'How to find us' page on the company's website.

Making a rough drawing or sketch of what you think should be on the map would be a good way to share your ideas with Alice.

From your research, you have decided that the following should be included on a larger, more detailed map:

- Scale
- Symbols for nearby landmarks
- Cardinal directions
- Nearby towns, with distances and travel times to the showroom
- Legend.

You decide to suggest to Alice that the map is professionally redrawn to incorporate the features in your sketch, or that they include an image from Google Maps so customers can click on it to find their own route to the showroom.

Google has tools you can use to create your own map and add places, lines and shapes to it. You can learn how to use these tools at: aspirelr.link/create-google-map.

You also want to include another sketch showing the available parking in front of and behind the showroom, so customers know where to park when visiting.

What you have learned

Well done. While working at Fabulous Floors, you have learned about:

- Reading maps
- Common features of maps
- Meanings of symbols on maps
- Using map references to find an address
- The cardinal directions: north, south, east and west
- Using a scale to estimate distance
- Choosing the right process for completing work tasks
- Using Google Maps
- Creating floor plans
- Using a simple scale
- Giving directions
- Identifying the work task
- Documenting and reporting your ideas
- Presenting your ideas.

You are now ready for the Final Assessment.