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Before you begin

This learner guide is based on the unit of competency
FSKWTG06 Write simple workplace information, 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 working as an early childhood educator (childcare worker) at Hillsberry Day Care. When you arrive Sarah says hello to you. Sarah is your supervisor. If you have any questions about your job, you should ask Sarah.

Sarah introduces you to Matt and Jamie. Matt and Jamie are educators who you will work with. She shows you the reading, play and eating areas of the daycare centre. Sarah takes you to the meeting room and explains that this is where the team meetings and staff meetings are held.

Sarah explains the tasks you will do at Hillsberry Day Care. Tasks are things you do, to do your job.



Day 1

When you arrive at work, Sarah talks to you about the texts that are used at Hillsberry Day Care. She explains the importance of using the right text for the right purpose. A text is a document that holds information.

A workplace text is a document with information that relates to the workplace or that you use within your workplace.

It is important to recognise the different documents used at Hillsberry Day Care, and understand what they are used for.

You will write workplace documents at Hillsberry Day Care for different reasons.



A colleague

A colleague is a co-worker or someone you work with. You work with Sarah, Matt and Jamie. They are your work colleagues. You may write an email to your work colleagues to ask for information. Your work colleagues are the audience of the email.



Team members

Team members are people who work on the same team. At Hillsberry Day Care you are part of the childcare team with Matt and Jamie. If there is information that you need to share with the rest of the team, you may write a note or send an email. When you write information for your team members, they are the audience.

Record

Recording means to write something down and keep it.

When information is recorded, it can be referred to again. The information is not forgotten.

Depending on where you work, you may need to record information in a diary or a log sheet. A log sheet keeps track of information such as how long a task takes to complete.

Here is an example of a log sheet. Jack Smith has come to talk to Sarah. Jack writes in the following information. The purpose of the log sheet is to record when Jack Smith came into Hillsberry Day Care and then when he left.

Visitors Log Book					
Date	Visitor name	Person visiting	Time in	Time out	Signature
24/09/15	Jack Smith	Sarah Jameson	10.00 am	10.30 am	Jack Smith

Request

The purpose of some documents is to make a request. Request means to ask for something. Here are types of documents that are used to request something.

Type of text	What is it used for	Example of how it is used
Purchase order	To request items from a company	At Hillsberry Day Care, Sarah sends a purchase order to Happy Kids Toy Company to order toys for the children.
Invoice	To request payment for something	Happy Kids Toy Company sends an invoice to Hillsberry Day Care. The invoice states the amount of money the centre needs to pay for the toys.
Petty cash claim	To request small amounts of money	On her way to work, Sarah bought some paint for the centre. The paint cost \$20.00 so Sarah fills out a petty cash claim form. Hillsberry Day Care will replace the \$20.00 that Sarah spent on the paint.

Verbs

A verb is a 'doing' word. A verb is used to describe an action. For example:

- A physical action: swim, write, jump
- A mental action: think, guess, imagine
- A state of being: I am, it was, there were

Tenses

Verbs have a tense. They may be past tense, present tense or future tense. The tense used in a sentence shows the time you are talking about.

Here are some examples.

Word	Past tense (means you have already done it)	Present tense (means you are doing it now)	Future tense (means that you are going to do it)
Write	I wrote a message.	I write a message.	I will write a message.
Speak	I spoke with Sarah.	I speak with Sarah.	I will speak with Sarah.
Email	I emailed Jamie.	I email Jamie.	I will email Jamie.

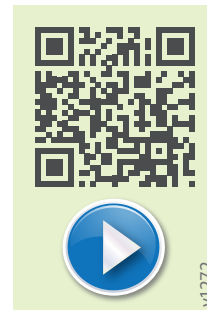
Telegraphic language



Telegraphic language is when a sentence is shortened to key words. The sentence is written using verbs and nouns only.

For example, you may leave a note for Jamie using telegraphic language that says:

- getting milk
- be back
- email sent
- report finished.



Abbreviations

Abbreviations are words that have been shortened. They contain the first letter of a word and some other letters (but not the last letter) and then a full stop. For example, 'Aust.' for Australia.

Different workplaces will use different abbreviations.

Abbreviations may be used in messages. Here are examples of abbreviations you may use at Hillsberry Day Care.

Abbreviation	What it stands for
Mon.	Monday
Tel.	Telephone
Apr.	April
min.	minute

Example of text characteristics

Here is an example of text characteristics used in a workplace document.

Important message

For: Sarah
From: Jamie
Time: 5.00
Date: 14 March 2015

Message:
Sarah, I didn't have time to finish cleaning the children's toys. I have put the toys that still need cleaning in a box on the top shelf.

I put a sign on the box that says:
Do not use

I will finish cleaning them first thing tomorrow morning.

What has happened on Day 1

On Day 1 of work at Hillsberry Day Care you have learned about:

- identifying the audience of a document
- identifying the purpose of a document
- writing documents
- using the right grammar
- using different text features.

Checkpoint: Day 1

Read the following sentences. Place a tick ✓ inside the box beside the correct answer.

1. When you write a document, the reason the document is written is the:
☐ audience of the document.
☐ purpose of the document.
2. The audience of an email is:
☐ the person who sent you the email.
☐ the person who you are sending the email to.
3. Two clauses in a sentence are joined by a:
☐ verb.
☐ conjunction.
☐ pronoun.
4. What tense is the following sentence written in?
'I wrote the email.'
☐ Present
☐ Past
☐ Future
5. High-frequency words are:
☐ words you do not understand.
☐ words used often.
6. A document that contains text fields:
☐ uses telegraphic language.
☐ has a space to write information.

What you have learned

Well done. While working at Hillsberry Day Care, you have learned about:

- identifying the audience of a document
- identifying the purpose of a document
- writing documents
- using the right grammar
- using different text features
- writing strategies
- drafting strategies
- writing conventions
- checking a draft document
- using a checklist
- finalising the document.

You are now ready for the final assessment.

Are you ready for assessment?

Make sure you are ready to begin the final assessment.

Complete the following checklist.

This is to review what you have learned. It will also show if you are ready to do the assessment.

Talk to your supervisor if you are not ready to do the assessment.

Key outcomes

- ☐ I know what the audience and purpose of a document means.
- ☐ I know what document features are.
- ☐ I know how to plan to write a workplace document.
- ☐ I know the different writing strategies I can use.
- ☐ I know the rules I have to follow when writing documents.
- ☐ I know how to use the right layout for a document.
- ☐ I know how to write and check a draft.
- ☐ I know how to ask my supervisor for help writing a draft.
- ☐ I know how to make the changes and make a final copy.

Final assessment overview

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

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

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: The audience of a document is:

Answer:

- ☐ the person the document is written to.
- ☐ the person the document is from.

Marking: ☐ Satisfactory ☐ Unsatisfactory

Question 2: What tense is this sentence written in?
I am talking to the children.

Answer:

- ☐ Present tense
- ☐ Past tense

Marking: ☐ Satisfactory ☐ Unsatisfactory

Question 3: A prefix is:

Answer:

- ☐ at the end of a word.
- ☐ at the start of a word.

Marking: ☐ Satisfactory ☐ Unsatisfactory

Question 4: A writing convention is a rule about:

Answer:

- ☐ adjectives.
- ☐ spelling.
- ☐ prepositions.

Marking: ☐ Satisfactory ☐ Unsatisfactory