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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  
*FSKWTG09 Write routine workplace texts*, 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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## Your story

Today is your first day working as a Shop Assistant at Millie's Flower Shop. When you arrive, Millie says hello to you. Millie is your supervisor. If you have any questions about your job, you should ask Millie.

Millie introduces you to Jane, Louise and Sally. Jane, Louise and Sally are the people you will work with at Millie's Flower Shop.

Millie shows you the gift shop, the coolroom and the place where people work with the flowers. She talks to you about your tasks. Tasks are the things you do, to do your job.



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## Day 1

After showing you around the flower shop, Millie takes you to her office. Millie shows you some workplace forms that you will need to use when you work there. Workplace forms or texts are papers you need to write information on.

Each form or text that you will use at Millie's Flower Shop has a purpose and an audience.

In a small business, these forms are needed by the owner or supervisor. Millie is the owner and supervisor at Millie's Flower Shop.

In a large business, these forms are needed by the Human Resources Department. This is the department that records information about your job at Millie's Flower Shop. This department is sometimes called the HR Department, or just HR.

## Workplace forms

There are different types of forms or texts. Texts may be used for different things. Here are some examples.

### Time Sheets

To record the hours you work



### Emergency Information Forms

To record emergency contacts if you are hurt at work or if there is a fire at work

A photograph of an 'Emergency Information' form. It has fields for 'First contact', 'Name', 'Relationship', 'Address', and 'Postcode'. At the bottom, there are fields for 'emergency contact number' with sub-labels '(Work)' and '(Mobile)'.

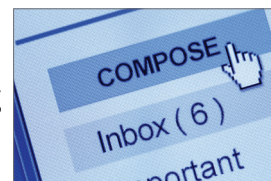
### Messages

To inform someone of something they need to know

A photograph of a 'WHILE YOU WERE OUT' message form. It has fields for 'For', 'Date', 'M.', and 'Of'. Below these are checkboxes for 'Phone', 'Fax', and 'Mobile'. There are also fields for 'Area Code', 'Number', and 'PLEASE CALL'.

### Emails

To advise someone of something  
To ask someone something



This is what your Time Sheet looks like.

## Millie's Flower Shop

### Time Sheet

Name:

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



## Information on a Time Sheet

When you write information on a form or workplace text, the place where you write each piece of information is called a field. The information fields on a Time Sheet are as follows:

- Name** \_\_\_\_\_ The name of the person who is working.  
When you work at Millie's Flower Shop and fill in your Time Sheet, you will put your name here.
- Day** \_\_\_\_\_ The day of the week that you are working.  
The days of the week are listed on the Time Sheet. Today is Wednesday. You need to write your information in the boxes beside Wednesday.
- Date** \_\_\_\_\_ The number of the day in the month is called the 'date'.  
When you look at the calendar, today is the 8th day of April. You need to write the number 8 under the word 'Date'.
- Month** \_\_\_\_\_ The month of the year.  
When you look at the calendar, this month is April. You need to write 'April' under the word 'Month'.
- Start time** \_\_\_\_\_ The time that you start your shift at work.  
Today you have started work at 11 o'clock.  
When you type this into your Time Sheet, you type it like this: 11.00
- Finish time** \_\_\_\_\_ The time that you finish your shift at work.  
Today you go home at 5 o'clock.  
When you type this into your Time Sheet, you type it like this: 5.00

## Checking emails

Millie tells you that it is important to check for new emails. Customers email Millie's Flower Shop to ask if flowers can be ordered, what time the flower shop is open or when they can come to talk to Millie about flowers for their wedding.

Millie shows you how to check for new emails. Here are the instructions for logging on to the computer and checking your emails.

### Logging on instructions

1. Turn on your computer by pressing the 'On' button.
2. Type your password in the white space and press 'Enter'. A password is like a code or word that only you know. A password lets you into the computer.
3. Using the mouse, click on the picture of the email program. It is usually at the bottom of your computer screen. Sometimes you may need to click it twice.



## What has happened on Day 1

On your first day of work at Millie's Flower Shop you have learned about:

- Time Sheets
- Emergency Information Form
- messages
- emails.

## Checkpoint: Day 1

1. Millie has asked you to write information on your Time Sheet. Here is the information about when you have worked:

Tuesday 9 December	Started at 11.00 in the morning Finished at 5.00 in the afternoon
Thursday 11 December	Started at 8.00 in the morning Finished at 5.00 in the afternoon
Friday 12 December	Started at 8.00 in the morning Finished at 3.00 in the afternoon
Saturday 13 December	Started at 9.00 in the morning Finished at 4.00 in the afternoon

Use this Time Sheet to write in the hours you have worked.

Time Sheet				
Name:				
Day	Date	Month	Start time	Finish time
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Signature:				
Date:				

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## What you have learned

Well done. Since you started work at Millie's Flower Shop you have learned about:

- Time Sheets
- Emergency Information Forms
- messages
- emails
- different workplace texts
- how to write workplace texts
- parts of workplace texts.

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 *FSKWTG09 Write routine workplace texts*, 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.

## 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 text means.
- ☐ I know what text features are.
- ☐ I know how to plan to write workplace text.
- ☐ I know the structure of different texts.
- ☐ I know the rules I have to follow when writing text.
- ☐ I know how to write sentences.
- ☐ I know how to write a draft.
- ☐ I know how to review and check text.
- ☐ I know how to make changes and make a final copy.

**Question 1:** What is the purpose of a Time Sheet that you fill out in the workplace?

**Answer:**

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**Marking:**      ☐ Satisfactory                      ☐ Unsatisfactory

**Question 2:** Who is the audience for a Time Sheet?

**Answer:**

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**Marking:**      ☐ Satisfactory                      ☐ Unsatisfactory

**Question 3:** When you write information on a form, what is the place where you write the information called?

**Answer:**

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**Marking:**      ☐ Satisfactory                      ☐ Unsatisfactory



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# Solutions to Checkpoints

## Checkpoint: Day 1

1. The learner must have filled the Time Sheet out as follows:

Time Sheet				
Name:				
Day	Date	Month	Start time	Finish time
Monday				
Tuesday	9	December	11.00	5.00
Wednesday				
Thursday	11	December	8.00	5.00
Friday	12	December	8.00	3.00
Saturday	13	December	9.00	4.00
Signature:				
Date:				

2. The learner should have placed a tick beside 'To record information'.
3. The learner should have placed a tick beside 'The person who the email is written for'.
4. The learner must have filled out each information field for a first contact and second contact.