FSKDIG002
Use digital technology for routine and simple workplace tasks

Release 1

Learner guide

ASPIRE
Learning Resources

FSKDIG002

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Learner guide

Aspire Version 1.1

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If you are working, write the following information:

Place of work	
Company name:	
Address:	
Postal address (if different):	
Workplace supervisor name:	
Phone number:	
Email:	

Trainer to complete:

Registered Training Organisation (RTO)

Name:	
Address:	
Postal address (if different):	
Phone:	
RTO contact name:	
Mobile:	
Email:	

Contents

Before you begin

This learner guide is based on the unit of competency *FSKDIG002 Use digital technology for routine and 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.

Words to remember

As you read the learner guide, use this section to write down words 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

Word	What it means

Your story

Today is your first day working at Powell River Printing. People come here to have documents, pictures and brochures printed.

Your supervisor, Jake, tells you what your tasks are. Tasks are the things you need to do as part of your job.

Your tasks are to help customers. Customers come to Powell River Printing to:

- Have images and documents scanned
- Have images and documents printed on paper
- Have images printed on canvas
- Buy products

It is part of your job to take customer details and organise delivery for the customer if they need it. You will be working with your supervisor, Jake. If there is anything you need help with, you should ask Jake.

Watch this video about your tasks.

v1138

Your tasks

Use the digital point of sale (POS) cash register

You will use the POS cash register to:

- Check the price of items
- Help customers pay for items
- Check if items are in stock (available in store)
- Print a receipt
- Store information about the customer
- Store information about what has been sold

Enter customer orders

Use the computer to enter:

- Customers' personal details
- Customers' order details

Print and scan images and documents

You may need to:

- Use the printer to print documents for customers
- Use a digital scanner to make an electronic copy of images and text
- Transfer digital files
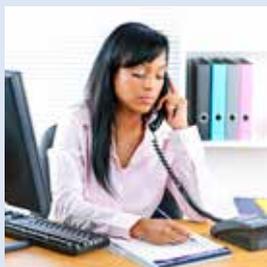
Communicate with customers

Communicate with customers by:

- Email
- Phone

You may need to send a text message or leave a voice message for a customer asking them to contact you.

Organise delivery of an order

You may need to:

- Use a GPS to find the address of a customer
- Weigh an item, such as a letter or parcel using digital scales

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.

Digital technology includes:

- Phones
- Touch screens
- Computers
- Digital scales
- Scanners
- Printers
- Point of sale cash registers
- Devices used for GPS (global positioning system)

Watch this video about the digital technology used at Powell River Printing.

V1139

Using a phone

You will need to answer the phone at Powell River Printing. Customers ring to ask for information about the services the business offers.

Here are some examples of things you may need to do when using the phone.

Transfer a call	**Check the message bank for voice messages**
If someone calls and wants to speak with your supervisor Jake, you may need to transfer the call to the phone in Jake's office by pressing the 'transfer' button and the numbers for Jake's phone. This will put the call through to Jake's phone so he can answer it.	If someone calls the print shop when the shop is closed, they may leave a message. The voice message is stored in a message bank. To hear messages, you need to check the message bank.
Put a call on hold	**Use 'call back' or 'redial'**
If a customer calls to ask about their order, you can put the call on hold until you find out the information. You can do this by pressing the 'hold' button. When a customer is on hold, they cannot hear you speak.	If you miss a phone call, you can call the person back by pressing 'call back' or 'redial'. This dials the phone number of the call you just missed.

Sending text messages

You may need to send text messages on a mobile phone as part of your work tasks. To send a message on a mobile phone, you can use a messaging app.

At Powell River Printing, Jake tells you that you may need to text him. You should text him if you:

- Are running late for work

- Need to ask her advice about something

- Need to know what task to do next

The purpose of sending text messages is to communicate with another person.

The outcome is that information is quickly communicated to another person.

Example: Sending a text message

Here is an example of how to send a text message. Messaging apps work in a similar way.

You may need to send a text message in a slightly different way, depending on the type of mobile phone you have.

Use the key pad to:

- Enter the name or phone number of the person you are sending the message to
- Type the message

Touch 'Send' to send the message.

Using a touch screen

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

- Tablets

- Mobile phones

- Some computers

- Some cash registers

At Powell River Printing, Mary shows you how to use the touch screen on a tablet to find a manual for how to operate equipment.

To access information, you may need to do the following.

Tap and press	**Pinch or stretch**	**Slide or swipe**
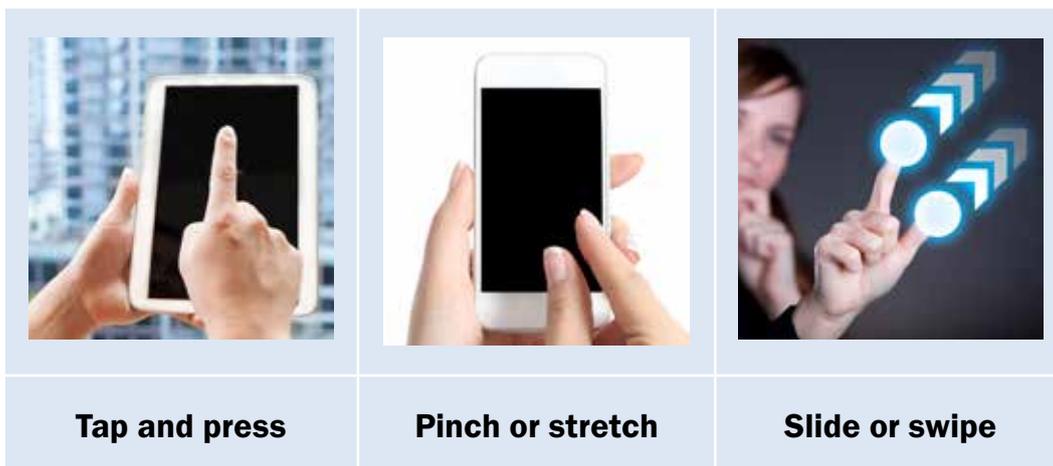
Using a computer

A computer is a digital device that can store, find and process information. You can use a computer to email, type documents and access the internet.

The programs or software you use on the computer depends on what workplace you are in.

At Powell River Printing, computers are used to:

- Send emails
- Record and store customer data
- Transfer digital files
- Edit and save images

Sending emails

Emails are an electronic way of sending information. You can send information to other people inside or outside the workplace by email.

An email can hold a lot of information or a small amount of information, depending on its purpose.

Here is an example of sending a small amount of information in an email.
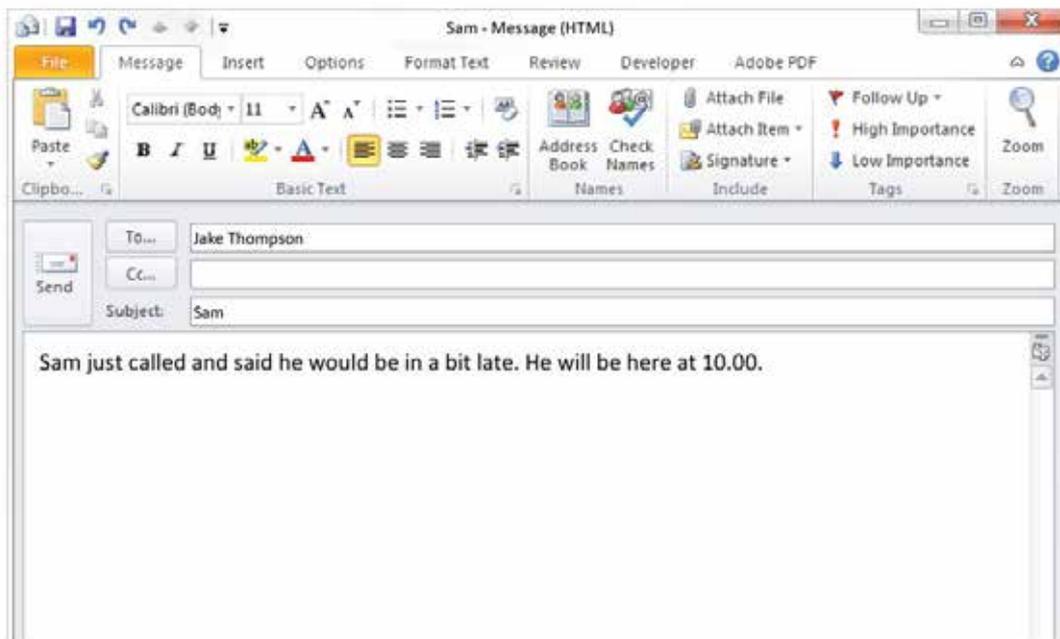
Entering customer details

At Powell River Printing, there is a program that stores customer information. This type of program is called a database. A database is a collection of organised information. When the information is organised, you can search the information to find out specific details, such as names, addresses and phone numbers of customers.

When customers place an order at Powell River Printing, you enter their details into the database. You do this so you can later find the information you need about the customer, such as their phone number.

The data you enter about a customer can include their:

- Name
- Address
- Phone number
- Email address

Transferring digital files

Computer files store digital information. In a workplace, you need to transfer digital files from one computer or device to another. You can do this by:

- Attaching the file to an email
- Using a data storage device, such as a USB
- Using an online file storage service, such as the cloud

At Powell River Printing, you need to transfer customers' files to a computer so you can print them.

Editing and saving images

Computer programs are used to edit and save images. At Powell River Printing, you may need to edit customers' images so that they print correctly. This might involve changing the size of an image so that it fits on the page, cropping an image or adding a border.

Reading digital scales

It is part of your job at Powell River Printing to organise the delivery of items for customers. You will need to weigh an item, such as a letter or parcel. Digital scales can be used to measure the weight of an item in grams (g) and kilograms (kg).

The weight of the parcel is shown on the display screen of the digital scales.

Using a scanner

A scanner makes an electronic copy of a document that can be printed, viewed on a computer or sent in an email. A document scanner may be used to scan letters, forms and workplace information. A flatbed scanner may be used to scan pages in a book.

Scanners can be used for small to large documents.

Here are different types of scanners and what they are most commonly used for.

	Document scanner (often part of a photocopy machine) Used for scanning single pages or groups of pages
	Flatbed scanner Used for scanning things that are thicker than a page, such as: • Pages in a book • Flat objects, such as leaves • Photos
	Large-format scanner Used for scanning large documents such as: • Maps • House plans • Posters

Printing documents

A printer is a device that is connected to a computer by a cable or wireless connection. You can use a computer to send a document to the printer.

You can change the settings of the printer using a computer or a digital screen attached to the printer. Some settings you may need to change include:

- The margins (the space around the edge of the page)

- The size of the paper

- The orientation (landscape means the longest sides are at the top and bottom and portrait means the longest sides are on the left and right)

You may need to adjust the way a document or image will be printed. This might involve changing the size and colour, and positioning of the document or image.

Point of sale cash registers

A point of sale (POS) cash register uses a computer program to record and store information about the products that are sold. It stores information about the price of items, what stock is currently in the shop and items that have been sold.

It can also calculate the total value of items sold and provide customers with a receipt.

You may enter information in a POS cash register using a keypad or a touch screen.

Using a GPS

GPS stands for 'global positioning system'. A GPS is a digital device that shows you:

- Where you are on the map

- Nearby streets, shops and other places of interest

- How to get to a location

- The time and distance to a location

At Powell River Printing, you need to use a GPS when you deliver customer orders. A GPS helps you to find the address of the customer.

Choosing appropriate digital technology

When you are preparing to do a task, you need to make sure you choose the appropriate technology and equipment. Some equipment and technology is specific for its purpose.

For example:

- If you are weighing large or heavy boxes, you will use a digital scale different from the one you would use to weigh a letter.
- If you need to write a letter, you will use a different computer program from the one you would use to enter data.

When customers come into Powell River Printing, you need to choose the right equipment and technology so you can organise their orders.

What has happened on Day 1

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

- Different types of digital equipment
- Routine workplace tasks that use digital technology
- Choosing the right technology for the task

Learning checkpoint: Day 1

1. Which technology would you use to send a message to your supervisor? Tick the correct answer.
   - ❑ Photocopier
   - ❑ Email
   - ❑ GPS

2. When would you use a GPS? Tick the correct answer.
   - ❑ To check a customer's details
   - ❑ To find a customer's location
   - ❑ To email a customer

3. What can a computer be used for? Tick the correct answer.
   - ❑ Weighing an object
   - ❑ Checking for voice messages
   - ❑ Entering customer details

4. How can you make sure you choose the right technology for a task? Tick the correct answer.
   - ❑ Read the instructions
   - ❑ Think about the purpose of the task
   - ❑ Ask the customer

Day 2

On your second day of work at Powell River Printing, Jake asks you to help the customers. This means that when customers come into the printing shop, you should ask them what they need. For example:

- Some customers may want to buy an item
- Some customers may need a document scanned
- Some customers may need images printed

When you are serving customers, you should think about what task you need to do, the purpose of the task and what you need to achieve (the outcome the customer wants). You also need to know what type of technology to use so you can help them.

Purpose and outcome of a task

When you do a task using digital technology, think about the reason for the task. You should also think about the end result (the outcome). The outcome is what you will achieve by completing a task. If you think about the outcome you need to achieve, you can judge whether you have completed a task successfully.

You need to think about the purpose and outcome to provide the customer with their correct order.

For example, your supervisor, Jake, asks you to print copies for a customer order. The job requires that you print in colour. This means that you will need to select colour printing. You also need to send the print job to the colour printer.

The purpose of the task is to print a customer order. The outcome is that the customer will get their printed documents.

Here are other examples of tasks, their purpose and the outcome required.

Task	Purpose	Outcome
A customer asks you to print copies of a document. You enter the customer order into a database.	To record the products that the customer wants to order.	The customer order will be saved on the database. It can be found if needed. The customer receives the product that they ordered.
A customer asks you whether a picture frame is in stock (available in the shop). You check the stock level of the picture frame using the point of sale cash register.	To tell a customer if an item is available to buy.	The customer will know if the product is available in the shop to buy.
A customer asks for an order to be delivered. You need to calculate the price of postage. You need to weigh a package on the digital scales. Then you need to enter information into the postage calculator to work out the price.	To find the price of postage for the customer.	The price of postage will be calculated. The customer will know how much they need to pay.

Workplace procedures

A procedure describes how to do something. Workplace procedures are step-by-step instructions outlining how to perform tasks. They also help to make sure tasks are done safely, correctly and the same way every time.

Workplace procedures may give information about:

- Protecting privacy and confidentiality
- Following security protocols
- Using appropriate language
- Maintaining work health and safety (WHS)

Each workplace procedure may use terminology specific to the workplace.

Some workplace procedures will be based on laws. All businesses need to follow the law and workplace procedures help to make sure this happens. For example, there are laws about privacy and WHS.

If you have any questions about any procedures used in your workplace, talk to your supervisor.

Types of workplace procedures

Procedures may include:

- A set of steps
- Images
- Diagrams

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

Using equipment with settings

Workplace procedures may include:

- Using printers
- Using photocopiers

Using a digital device

Workplace procedures may include:

- Using point of sale cash registers
- Using digital scales
- How to fix an error

Using a gauge or meter

Workplace procedures may include:

- Using temperature gauges
- How to increase or decrease temperature

Putting information into the computer

Workplace procedures may include:

- How to access databases
- Entering information into a database
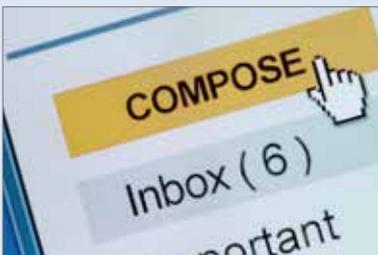
Using email

Workplace procedures may include:

- Sending group emails
- Sending emails with attachments
- Using an electronic dictionary, spell checker or thesaurus

Using graphs and charts

Workplace procedures may include:

- Showing sales by month
- How to put data into a graph or chart software

Using the phone

Workplace procedures may include:

- Transferring phone calls
- How to put calls on hold

Protecting privacy and confidentiality

Privacy and confidentiality relates to how personal information is managed. This includes how someone's information is gathered, used, stored and shared.

Depending on where you work, you may be asked not to share any information about business activities to people outside the business. This may include agreeing not to share personal information or customer details with others without their permission.

Below is some terminology you may come across related to privacy and confidentiality.

Personal information	Private details about a person, such as their racial or ethnic origin, political opinions, religious beliefs and sexual preference or health information
Confidential	Important information that needs to be kept secret
Privacy	A person's right to keep their personal information private
Disclosure	Revealing details about a person or company

If you have any questions in your workplace about privacy and confidentiality, ask your supervisor.

Cyber security

Workplaces have procedures to make sure digital information is protected. This is called cyber security. Security protocols are instructions that employees need to follow to make sure digital information is kept safe.

You may come across the following terminology related to security protocols.

Cyber security	This refers to actions taken to protect digital technology and information.
Malware	Short for malicious software, malware can steal information or cause harm to your computer or device.
Data	This refers to information that is stored in a computer or device.

Protocols are official procedures. Examples of security protocols are outlined here.

Passwords

You need to choose a strong password. A strong password has a mixture of lower case and upper case letters and includes numbers and symbols. An example of a strong password is j89$$Xi98j.

Store your password in a safe place away from the computer or device you will be using.

There may also be a passcode that you need to type in when you enter a building or room.

Suspicious emails

Some emails have attachments that contain viruses and dangerous programs. Workplaces have procedures for deleting and reporting suspicious emails. You should only open email attachments from people you know.

Storing and handling devices

Your workplace may have procedures for storing digital equipment. This could involve keeping a record of equipment use, returning equipment to a certain place or locking the equipment away in a cupboard or storage room.

Shutting down

Follow workplace procedures to shut down digital technology correctly. For example, when you go to lunch, you need to log out of your computer. At the end of the day you need to log out and shut down the computer.

Talk to your supervisor if you have any problems or if there is something you don't understand.

Using appropriate language

You must ensure that the language you use is appropriate and respectful when you are online.

You need to work ethically in all your interactions by being honest and trustworthy. This includes when sending emails and text messages.

If you are emailing a customer about a product, you should use formal language, but if you are emailing a staff member you know well, you can usually use less formal language. Informal language is relaxed, casual and familiar.

Be careful if you are making a joke in an email or text message. Sometimes these can be misunderstood because you can't use your facial expressions or tone of voice to show that you are joking.

You must read and understand the procedure in your workplace for using appropriate language.

Internet usage policies

Your workplace may have an internet usage policy with guidelines about what you are allowed to do online. There might be rules, sometimes called online etiquette, about the types of websites you can access, the types of files you can download and how you should communicate online.

Below is some terminology you may come across related to using appropriate language at work.

Offensive language	Language that upsets people. This should be avoided.
Respectful language	Using words that recognise the dignity of the person.

Maintaining work health and safety (WHS)

Work health and safety (WHS) is about staying healthy and safe in the workplace. There will be procedures to follow to keep the workplace healthy and safe for employees and visitors, such as customers. WHS procedures apply to owners, managers and employees at every workplace.

At Powell River Printing, there are procedures about how to lift and move equipment safely so you don't hurt yourself. There are also procedures for using a computer safely to make sure that staff set up their workspace correctly and take regular breaks from their computer.

Below is some terminology you may come across related to WHS.

Compliance	Following WHS procedures.
Hazard	Something that might harm you at work.
Risk	The chance that something will harm you at work.
Legal duty	Something that an employer or employee must do according to the law.

Completing digital forms, reports and job sheets

Forms, reports and job sheets are often filled out using a computer or device. The place where you enter each piece of information on a form is called a field.

Forms are used differently in different workplaces. Some workplaces have forms that are specific to the work tasks that are done in the organisation.

Forms

Some forms are similar in a range of workplaces, such as the personal details form used at Powell River Printing.

Reports

If you work in a business or retail setting, you may need to complete sales reports.

Job sheets

Job sheets are used in workplaces that need to record details about each job. Job sheets keep track of:

- The date of the work
- The customer's details
- The work required
- What materials are used
- How many hours it takes to do the job
- Who does the work

The purpose of completing forms, reports and job sheets is to record information that is important for a business.

The outcome is that the information can be found when needed.

Forms

Forms are documents that hold specific information. Different workplaces will use different forms. Depending on where you work, forms may be kept on a database. Some forms may be filled in on a computer; others may need to be printed and filled in by pen. If you need help understanding the information on a form, talk to your supervisor.

To locate the information you need to do a task, you may need to look it up on a company database, hard drive or intranet (the company's private computer network). The information may be printed out and kept in a file.

Here are some examples of workplace forms.

Form	What the form is used for	Information that may be on the form

Complaints form	To record information from a customer about something they are unhappy with.
	Example:
	Mrs Ford is unhappy about the cost of her printing. You write the information on the complaints form.
		• The person's details, including:
		  – Name
		  – Phone number
		  – Mailing address
		  – Email address
		• What they are unhappy about

Injury form	To record information about someone who has been hurt.
	Example:
	When you are lifting a heavy box, it slips from your arms and falls on your foot. You write the information on the injury form.
		• Who was hurt, including:
		  – Name
		  – Phone number
		  – Emergency contact details
		• How they were hurt
		• Where they were hurt
		• What was done when they were hurt

Form	What the form is used for	Information that may be on the form

Personal details form	To record information about a person in the workplace.
	Example:
	When you started work at Powell River Printing, you filled out a personal details form.
		• The person's:
		  – Name
		  – Phone numbers
		  – Home address
		  – Email address
		  – Date of birth
		  – Bank details
		  – Emergency contact – who to contact if they are hurt at work

Timesheet	To record information about the hours you work.
	Example:
	You write information into your timesheet so Powell River Printing knows how many hours to pay you for.
		• Details such as:
		  – The person's name
		  – Start time
		  – Finish time
		  – Date
		  – Total hours worked

Entering, storing and retrieving information

Depending on your job, you may use technology for different purposes. Here are some examples.

Entering information	• Entering the price of a product in a computer or cash register • Typing an email • Filling out a timesheet • Recording a customer's details • Typing inventory numbers into a spreadsheet
Storing information	• Scanning a document and saving it on a computer • Scanning a barcode and saving the information • Saving a document after typing it • Saving a photo or video
Retrieving information	• Reading a meter, scale or gauge • Using a computer to find the price of a product for a customer • Opening a document on a computer • Opening an email • Finding an online manual for a machine or device • Finding information about an item in a database

Sources of information

You may be asked to find information using digital technology. You may need to use different types of digital technology to enter, store or retrieve information.

Here are examples of places to find and access stored information.

	Text messages Short messages sent by mobile phone, such as: 'I'm going to be late for work. I will be there by 10.00 am.'
	Emails Company information, such as: • Changes in the way something is done • Details about a new staff member
	Spreadsheets Information that needs to be organised using headings or numbers, such as: • Numerical data • Sales numbers • Times when staff are needed to work
	Website Information about: • A product that is sold in the workplace • What the company does • Company history
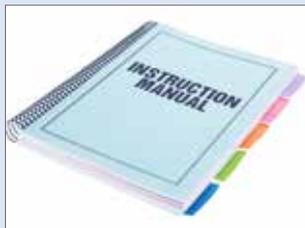
Intranet

You may find information about workplace forms and procedures on the company intranet.

The intranet may also have details about:

- Different departments of the company
- Who works at the company
- The company sales results
- Company holidays

Standard operating procedures

Information about how to use a piece of equipment, such as:

- Digital scales
- Scanners
- Printers
- The parts of the equipment
- How to use the equipment

Machinery gauges

Information about:

- How hot or cold something is
- How thick something is
- The quantity (amount) of something

What has happened on Day 2

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

- Identifying the purpose of a task and the required outcome
- Instructions and procedures in the workplace
- Workplace terminology
- Different sources of information

Learning checkpoint: Day 2

1. A customer asks you to scan some photos. What is the purpose of your task? Tick the correct answer.
   - ❑ To print the photos
   - ❑ To make a digital copy of the photos
   - ❑ To edit the photos

2. What is the outcome of this task? Tick the correct answer.
   - ❑ A digital copy of the photos will be given to the customer
   - ❑ The photos will be printed for the customer
   - ❑ The photos will be edited so that they look better

3. Which of the following digital tools would you use to enter and store customer information? Tick the correct answer.
   - ❑ A spreadsheet
   - ❑ A text message
   - ❑ A phone

4. Where could you find instructions on how to access recorded voice messages? Tick the correct answer.
   - ❑ Standard operating procedures
   - ❑ Procedure for responding to customers
   - ❑ Text message from the customer

5. You need to reply to a customer's email. What workplace procedure should you follow? Tick the correct answer.
   - ❑ Understanding copyright
   - ❑ Using appropriate language
   - ❑ Maintaining work health and safety (WHS)

6. What information is included in an internet usage policy?
    Tick the correct answer.

    - ❑ How to access the intranet
    - ❑ How you should use the internet at work
    - ❑ How to set up your workspace

7. How can you ensure documents stored on the computer
    remain secure? There are **two (2)** correct answers. Tick all the
    correct answers.

    - ❑ Follow cyber security procedures
    - ❑ Take inventory
    - ❑ Log off and shut down your computer
    - ❑ Scan and print copies of the document

8. Why should you be careful when you are making a joke
    online? Tick the correct answer.

    - ❑ Anyone could read it
    - ❑ It might contain malicious software
    - ❑ It might be misunderstood and offend someone

Day 3

Today Jake gives you a procedure to follow. It is a procedure that Powell River Printing uses for entering customer details into the database. It is important that you follow the procedure because the customer details need to be correct. Powell River Printing needs customer details to be correct so the company can send catalogues to customers and tell them when there is a sale.

Following information and instructions

In your workplace, there will be information and instructions for how to use digital technology. Information and instructions may be part of a workplace procedure or in an operation manual.

You may need to use different sources of information to complete a task. For example, you may have a workplace procedure for loading paper into the printer. You might also need to look at the operation manual or instructions on the printer screen to know which tray to load the paper into.

If you are unsure about instructions or information, you should talk to your supervisor.

Following 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'.

Entering and checking information

You may be asked to follow a written procedure to enter customer information in a database.

For example, you may need to enter the following information in the database.

Given name
'Patrick' is the first name.
Surname
'Jones' is the surname.
Address
Patrick's address is: 124 Flash Street Ocean Bay Victoria 3288
Home phone number
Patrick's home phone number is: 03 5555 3355.
Mobile phone number
Patrick's mobile number is: 0434 777 999.
Email address
Patrick's email address is: patrickjones@cloudstream.com

After you have typed the information into the form, you need to check that you have typed in information correctly.

For example, if you notice you typed the wrong address, you will need to amend the form.

Reviewing your performance

Reviewing your performance means to think about how you did a task after you have completed it. This includes thinking about:

- How the task was done
- What was done correctly
- What could have been done better
- What needs to change

When you are reviewing your work, you should think about the outcome you wanted to achieve. For example, when you entered customer details into the database, the outcome you wanted was for the details to be saved accurately in the database. If you were able to do this, you have achieved your outcome and performed the task well.

To help you review your work, you can ask for feedback from your supervisor.

Feedback

Feedback is a way of evaluating your work. Feedback is when someone tells you what they think, or talks to you about something you have done.

Feedback is used to evaluate your work. Evaluate means to check or assess something. Feedback helps you to improve how you do things.

There are different ways to evaluate your work, such as through:

- Formal feedback
- Informal feedback
- A self-evaluation checklist

Formal feedback

Formal feedback is planned with a set time and place for feedback to be given. Formal feedback may take place every six months or once a year. It is often given by your supervisor.

Formal feedback is written down so:

- You can remember what your supervisor talked to you about
- Your supervisor can remember what they told you
- The date of the feedback is recorded
- You have a record of what you are doing well
- You have a record of the improvements you need to make

Informal feedback

Informal feedback may happen at any time during the day in a manner that has not been formally planned. For example, your supervisor may talk to you when you are doing a task. Informal feedback does not take long and is not written down. It may be given to you by your supervisor or by the people you work with.

For example, Jake may give you informal feedback when you are resetting a photocopying machine.

Informal feedback can be helpful because it:
- Can be given straight away
- Can be given while you are doing a task
- Tells you what you are doing well
- Can be used to help answer a question
- Tells you how you can do something better

Watch this video to learn about the purposes of feedback and the different types of feedback that can be used.

Self-evaluation checklist

You can use a self-evaluation checklist to check how well you are doing your tasks at work.

When you review your performance, think about the things you did right and do not have to change. These are your strengths.

Also think about what you could do better. These are your weaknesses.

Here is an example of a self-evaluation checklist.

Self-evaluation checklist		
Task	**Strength/ weakness**	**Comments**
Answering the phone	Strength	I do not have any problems helping customers on the phone.
Helping customers when they come into Powell River Printing	Weakness	Sometimes I have problems understanding the customer's order.
Doing the tasks Jake asks me to do	Strength	I always ask Jake to explain things if I don't understand what I am supposed to do. Then I am able to do the task.
Printing large orders	Weakness	I would like to learn how to print large orders on the colour printer.

Planning ways to improve your performance

Once you have reviewed your feedback, you can plan how you are going to improve. You can do this by adding another column to your checklist called 'Ways to improve'.

You can look at each of your weaknesses and plan how you can make it a strength.

Jake gives you feedback about entering his details into the database. He tells you that you followed the 'Entering customer details procedure' very well.

Self-evaluation checklist			
Task	**Strength/ weakness**	**Comments**	**Ways to improve**
Answering the phone	Strength	I do not have any problems helping customers on the phone.	
Helping customers when they come into Powell River Printing	Weakness	Sometimes I have problems understanding the customer's order.	Ask Jake to help me understand the order.
Doing the tasks Jake asks me to do	Strength	I always ask Jake to explain things if I don't understand what I am supposed to do. Then I am able to do the task.	
Printing large orders	Weakness	I would like to learn how to print large orders on the colour printer.	Ask Jake to show me how to use the colour printer for large orders.

Some other strategies you could use to improve your performance are:

- Read the operation manual for the digital technology
- Practise using the digital technology
- Read over work procedures
- Ask your supervisor for more training
- Talk to team members about how to use the digital technology

What has happened on Day 3

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

- Using instructions to find and check information

- Following instructions

- Complying with workplace procedures

- Reviewing and improving your work

Learning checkpoint: Day 3

1. What is the purpose of a procedure? Tick the correct answer.
   - [ ] To explain why a task is done
   - [ ] To explain how to do a task
   - [ ] To explain how not to do a task

2. What can be included in a procedure? Tick the correct answer.
   - [ ] A set of steps
   - [ ] A report
   - [ ] General information

3. How can a procedure help you complete your tasks? Tick the correct answer.
   - [ ] It gives you informal feedback
   - [ ] It gives you formal feedback
   - [ ] It helps you do a task correctly

4. How can you check if a task has been done correctly? Tick the correct answer.
   - [ ] Do the task again
   - [ ] Write a new procedure
   - [ ] Read the procedure

5. What does a review of your work involve? Tick the correct answer.
   - [ ] Thinking about how the work was done
   - [ ] Asking for help to do your work
   - [ ] Asking your supervisor to do the work for you

6. What can improve your ability to use digital technology?
   There are **two (2)** correct answers. Tick all the correct
   answers.

   ❑ Complete training

   ❑ Shut down the technology properly

   ❑ Talk to customers

   ❑ Practise using the technology

What you have learned

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

- Using digital equipment for workplace tasks
- Choosing the right technology for the task
- Information in the workplace
- Workplace terminology
- Workplace procedures
- Reviewing your work
- Ways to improve

You are now ready for the final assessment.