

FSKDIG003

Use digital technology for non-routine workplace tasks

Release 1



Learner guide

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non-routine workplace tasks**

Release 1

Learner guide

Aspire Version 1.1



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Company name:	
Address:	
Postal address (if different):	
Workplace supervisor name:	
Phone number:	
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Trainer to complete:

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RTO contact name:	
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Before you begin

This learner guide is based on the unit of competency *FSKDIG003 Use digital technology for non-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 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.

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



Your story

Today is your first day working at Blackhawk Warehouse. Blackhawk Warehouse is a place where businesses store their equipment and stock.

Mary is the warehouse manager. She will be your supervisor.

Mary tells you about the tasks you will do to help her. Tasks are the things you do as part of your job.

Every day when you come to work, Mary will give you notes that tell you what tasks need to be completed. You should read the notes so you know what you need to do each day.

Your tasks

Learn about your tasks below.



Print, scan and photocopy documents

You may need to:

- Use the printer to print information
- Use a digital scanner to make an electronic copy of images and text
- Use the photocopier to copy information



Scan barcodes

Use the handheld scanner to scan barcodes.



Communicate with customers

Communicate with other staff and 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.



Enter information on a computer

This may include:

- Enter customer details
- Enter inventory information
- Complete workplace forms and job sheets



Take measurements or weigh items

This may include reading a digital meter, scale or gauge.



Day 1

When you arrive at Blackhawk Warehouse for work, Mary talks to you about the different tasks that you will do that use digital technology.

At work, there are workplace forms you need to fill out. This is usually done using a computer or digital device. Workplace forms hold information about the workplace. The kind of workplace forms you need to complete depend on where you work.

Using digital technology

Digital technology refers to computer-based machines, tools or devices that produce and store information.

You may need to use different types of digital technology, depending on your job. This could involve using technology to enter, store or retrieve information.

Workplace tasks you may need to do using digital technology

- Operate machinery with computerised settings
- Read meters, scales and gauges
- Use a handheld scanner to record information
- Send and reply to emails
- Send messages on a mobile phone using messaging apps
- Use a touch screen
- Enter information into a product inventory system or database
- Complete forms, reports and job sheets



Selecting appropriate digital technology

When you are preparing to do a task, it is important to choose the right technology for the job. You also need to know where you can find the technology you need.

Some equipment and technology is specific for its purpose.

For example, if you need to write an email, you will use a different computer program from the one you would use to enter data. When you use a computer, you need to know what program to use for the task you are doing.

In your workplace, you may have different printers that are used to print different things. You need to know which printer is right for your task.



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). This will help you to complete the task correctly. It will also help you to choose the right technology for the task.

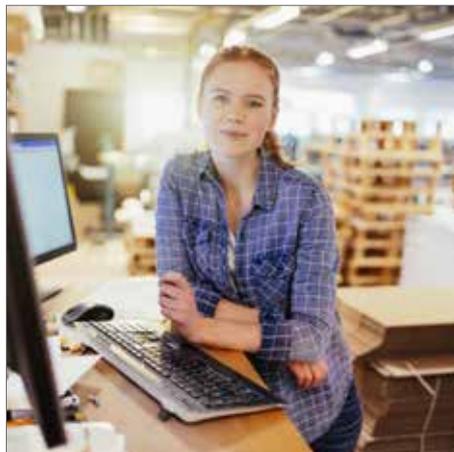
Your supervisor, Mary, asks you to print copies of a map of the warehouse. The map has different colours showing where different types of products are kept.

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 provide maps to staff. The outcome is that people will have a copy of the map to find their way around the warehouse. You need to think about the purpose and outcome to print the maps correctly.

Specific printing details you may need to set are:

- Printing in black and white
- Printing in colour
- Printing on one side only
- Printing on both sides



Computerised settings

Many workplaces use machinery with computerised settings. For example:

- If you are weighing boxes, you may need to set the computerised settings for the scales to zero. These settings make sure the weight is accurate.
- If you are printing booklets, you may need to set the computerised settings on a printer to print double-sided in colour.

The purpose of the task is to program a machine so that it operates the way you need it to.

The outcome of the task is that the machine completes the required action.



Reading meters, scales and gauges

Meters, scales and gauges are used for a range of tasks. Depending on where you work, you may need to read a meter, scale or gauge to complete a task.

The purpose of this is to find out a measurement so that you know how to complete the task properly.

The outcome is that you will have an accurate measurement.



Reading digital scales

Digital scales may be used to weigh boxes or parcels, so you can work out how much an item costs to post.

Scales 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.



Handheld scanner

A handheld scanner is used to scan the barcodes on products. A barcode is a set of lines and numbers that hold information about a product.

When a barcode is scanned, information about the product is displayed or recorded.

The purpose of this task is to find out or record information about a product.

The outcome is that the right product information is identified or recorded.



Example: Using a handheld scanner

Here is an example of how to use a handheld scanner in a warehouse.



Point the scanner at the barcode.



Press the button on the scanner.

When the button is pressed, a red line will show across the barcode and the scanner reads the product information.

Digital applications

You may need to use a program on a computer or an application on a digital device to complete a work task. The type of program or application you need to use will depend on the job.

You may need to use a computer program or application to:

- Enter numbers into a spreadsheet
- Research information on the internet
- Search a database or inventory system
- Answer a question from a customer on social media

The purpose of using applications and programs is to complete tasks using a computer or digital device.

The outcome is that a computer or digital device is used to complete a task.



Sending and replying to emails

Emails are an electronic way of communicating information. Emails can be sent to one person or to many people. When you write an email back to someone who has emailed you, it is called a reply.

Emails can hold a lot of information or a small amount of information. They can also be used to attach and send files. This depends on why the email is being sent. Emails are used at Blackhawk Warehouse to communicate with staff and customers.

Mary shows you where to find the email program on the computer. She tells you that as part of your job, you need to check for new emails regularly and reply to customers' emails.

Email programs can also be used for other tasks, such as:

- Organising your work
- Sending a meeting request
- Updating your calendar with appointments and meeting times

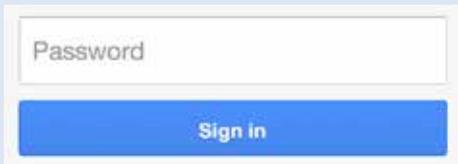
The purpose of sending and replying to emails is to communicate with customers and other staff.

The outcome is that customers receive the information they are after and staff receive information they need to do their job.



Email terminology

Here is some terminology that relates to emails.

	<p>Email account</p> <p>The place where emails are accessed and sent from.</p> <p>An email account has a username. The username is the first part of the email address before the @ sign. This may be your full name or your first initial along with your surname.</p> <p>Example:</p> <p>Mary's email address is maryspencer@cloudstream.com. Mary's username is mspencer.</p> <p>You will also need a password to access your email. This is a combination of numbers and letters that lets you sign into your email account. A password may also contain symbols such as _, ! or ?.</p>
	<p>Cc</p> <p>'Cc' stands for 'carbon copy'.</p> <p>When you put a person's name (or email address) in the field beside 'Cc', it means they will get a copy of the email.</p> <p>Example:</p> <p>This email is sent to Jason Tomas.</p> <p>Bill Jackson also gets a copy of the email because his name is beside Cc.</p>

To...	jasontomas
Cc...	billjackson
Bcc...	johnnylue

Bcc

'Bcc' stands for 'blind carbon copy'.

The people in the 'To' or 'Cc' fields can't see the person's name in the 'Bcc' field. In some cases, the person in the Bcc field can't see who else the email is sent to.

Example:

This email is sent to Jason Tomas.

Bill Jackson is sent a copy of the email.

Johnny Lue is sent a blind carbon copy. This means that Jason and Bill don't know that Johnny has been sent the email.

To...	jasontomas
Cc...	billjackson
Bcc...	johnnylue
Subject:	quote for garden work

Subject:

The subject is the topic of the email. This is where you write what the email is about.

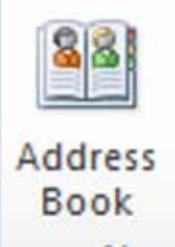
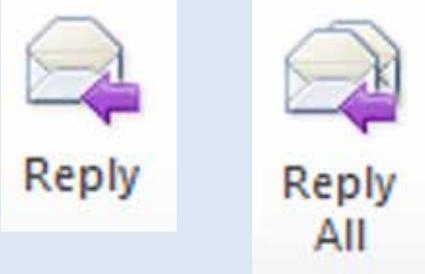
Jenny Green
Senior Designer

Greener Gardens
12 Tree Street,
Ocean Bay, Vic. 3288

Signature

The signature is your name and may appear at the bottom of every email. You can set a signature with information such as:

- Your name
- Your job title
- The organisation where you work
- The address of your workplace

 <p style="text-align: center;">Address Book</p>	<p>Address book</p> <p>The address book is where email addresses are kept.</p> <p>To see who is in your address book, click on the 'Address book' icon.</p>
	<p>Attach file</p> <p>Use 'Attach file' when you want to add a file to the email you are sending.</p> <p>If you want to send a photo to someone, click on the 'Attach file' icon to find the photo on your computer.</p>
	<p>Reply and Reply all</p> <p>'Reply' is used when you want to send an email back to the person who emailed you.</p> <p>'Reply all' is used when you want to send a reply to all the people who were included in the original email, including people in the 'Cc' and 'Bcc' fields.</p>
	<p>Forward</p> <p>If you receive an email that you want to send to someone else, this is called forwarding the email.</p>
	<p>Delete</p> <p>'Delete' is used to remove emails that you do not want to keep.</p>

Using a phone

A phone may help you complete your tasks in the workplace. If you use a phone at work, you may need to:

- Answer the phone
- Transfer a call
- Put a call on hold
- Check the phone message bank for voice messages
- Return a call

At Blackhawk Warehouse, you use a phone to contact your supervisor and customers.

The purpose of using a phone is to communicate with other staff and customers.

The outcome is that information is exchanged that helps the business to run successfully.



Sending text messages

You may need to send 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 Blackhawk Warehouse, Mary tells you that you may need to text her. You should text her 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.

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



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.

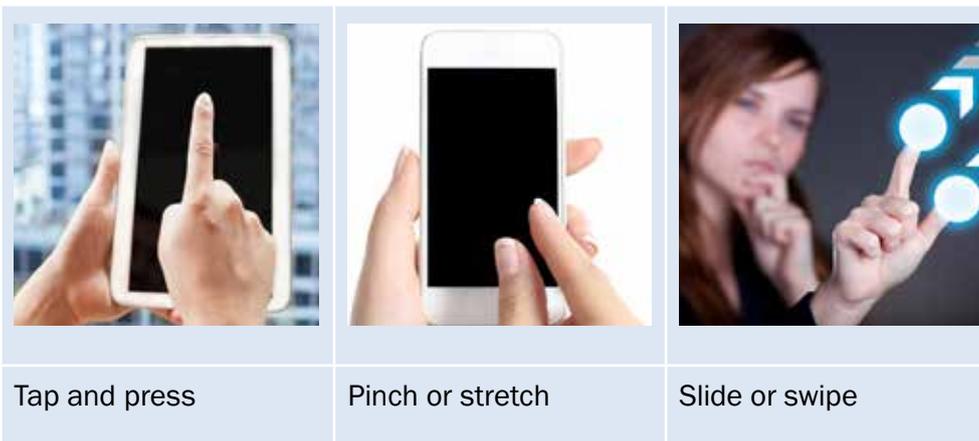
Using a touch screen

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

Touch screens are used on:

- Tablets
- Mobile phones
- Some computers
- Printers and scanners

At Blackhawk Warehouse, Mary shows you how to enter information on the touch screen on the scanner. You need to scan a booklet with instructions on how to operate equipment.



The purpose of using a touch screen is to operate a device to complete a task.

The outcome is that the task is completed. For example, you have accessed the instructions you need.

Collecting and organising numerical data

Data is information. Numerical data is information made up of numbers. All workplaces need to use numerical data to organise information so it can be understood.

Data can be presented in a spreadsheet. A spreadsheet can show numerical information on a screen, represented as a single sheet. A spreadsheet organises information into columns and rows. The data can then be presented in a table, graph or chart.

Spreadsheets can be used to show:

- Income (money coming into the business)
- Expenses (money used by the business to pay for things)
- The number of customers who purchase different products
- The products held in a warehouse

You may need to enter numerical data into a spreadsheet, chart, table or graph.

Blackhawk Warehouse uses spreadsheets for inventory, timesheets and the customer database.



Inventory details

Inventory is the items or products a business holds. When a business takes inventory, it means that each item or product in the store or warehouse is counted and recorded. A business takes inventory so they can work out the total value of the products they have and keep track of the items.

Inventory may be taken once a year, twice a year or monthly.

A database is part of an inventory system. For example, you may need to enter customer information into a database. This is used to keep track of customer information.

Retail stores use an inventory system to keep track of the items they sell. If you work in a warehouse or shop, you may need to enter inventory information into the database.



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 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 Blackhawk Warehouse.

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
- Customers' 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.

Simple forms on a database

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.

Form	What the form is used for	Information that may be on the form
Complaints form	<p>To record information from a customer about something they are unhappy with.</p> <p>Example: Mrs Ford is unhappy about the cost of storage. You write the information on the complaints form.</p>	<ul style="list-style-type: none"> • The person's details, including their: <ul style="list-style-type: none"> – Name – Phone number – Mailing address – Email address • What they are unhappy about
Injury form	<p>To record information about someone who has been hurt in the workplace.</p> <p>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.</p>	<ul style="list-style-type: none"> • Who was hurt, including their: <ul style="list-style-type: none"> – Name – Phone number – Emergency contact details • How they were hurt • Where they were hurt • What action was taken to help them

Form	What the form is used for	Information that may be on the form
Personal details form	<p>To record information about a person in the workplace.</p> <p>Personal information is about you.</p> <p>Example:</p> <p>When you started work at Blackhawk Warehouse, you filled out a personal details form.</p>	<ul style="list-style-type: none"> • The person's <ul style="list-style-type: none"> – Name – Phone number – Home address – Email address – Date of birth – Bank details – Emergency contact details
Timesheet	<p>To record information about the hours you work.</p> <p>Example:</p> <p>You write information into your timesheet so Blackhawk Warehouse knows how many hours to pay you for.</p>	<ul style="list-style-type: none"> • Details such as: <ul style="list-style-type: none"> – The person's name – Start time – Finish time – Date of work – Total hours worked

Example: Timesheet**Blackhawk Warehouse Timesheet****Name: Habib Kassab**

Day	Date	Start Time	Finish Time	Lunch Break	Hours Worked
Monday	6 April	7:00am	1:00pm	30 minutes	5.5 hours
Tuesday	7 April	7:00am	1:00pm	30 minutes	5.5 hours
Wednesday	8 April	11:00am	5:00pm	30 minutes	5.5 hours
Thursday	9 April	11:00am	5:00pm	30 minutes	5.5 hours
Friday	10 April	11:00am	7:00pm	1 hour	7 hours

What has happened on Day 1

On Day 1 of working at Blackhawk Warehouse you have learned about:

- Workplace tasks that use digital technology
- Identifying the purpose and outcome of a task
- Selecting digital technology for workplace tasks

Learning checkpoint: Day 1

1. Which of these workplace tasks would require you to send an email? Tick the correct answer.
 - Checking inventory
 - Telling customers about a sale
 - Entering information into a database
2. Mary, your supervisor, asks you to photocopy a document to give to everyone in a meeting. What is the purpose of this task? Tick the correct answer.
 - To make sure everyone knows what time the meeting starts
 - To provide everyone in the meeting with the information they need
 - To make sure everyone comes to the meeting
3. What is the outcome of this task? Tick the correct answer.
 - Everyone in the meeting will have a copy of the document
 - Everyone will attend the meeting on time
 - Everyone will know that the meeting is happening
4. You have customer information that you need to keep. What type of program would you use to store the information? Tick the correct answer.
 - An email program
 - A printing program
 - A database program
5. In an email program, what does 'Bcc' stand for? Tick the correct answer.
 - Big company copy
 - Blind carbon copy
 - Blank case copy



Day 2

Today Blackhawk Warehouse is very busy. Mary is busy organising staff at the warehouse, so she leaves instructions about the tasks for you. Mary needs you to scan some information for her so it can be given to staff.

You have not used the scanner before, so you need to read the instructions carefully. The information outlines a step-by-step procedure for how to use the scanner. The instructions have images that help you understand what you need to do.

Instructions and workplace terminology

In your workplace, you may need to follow instructions to complete your tasks using digital technology. Instructions may be written information, may use images only, or may use written information and images together.

Different workplaces use different workplace information and terminology. Workplace terminology refers to the specific words that are used in a workplace.

When you follow instructions, ensure you understand what the words and images mean.

If you do not understand what is written or do not understand what an image means, ask your supervisor for help.

Here are explanations of terminology that may be used when reading specific workplace information.

Hazardous substances	Any substances that can cause harm to a person's health
Protective clothing guidelines	Rules for when you must wear clothing to protect yourself from harm
Loading area	The place where trucks dock and are loaded



Following instructions

Instructions may be used to:

- Outline each step of a task
- Tell you the order in which the task must be completed
- Tell you how to do the task safely

Written instructions may use numbers or dot points to organise the steps of the task.

Example: Instructions

Written instructions may be in a manual, on an instruction sheet or on a poster. They may be electronic or in hard copy.

Here is an example of instructions to tell you how to weigh letters on digital scales.

Instructions for weighing letters on the digital scales

- Step 1** Place the digital scales on a flat surface. Switch the scales on by pressing the 'On' button.
-
- Step 2** Make sure the display reads '0000'.
-
- Step 3** Place the letter or letters flat on the scales, making sure the letters are centred on the scales.
-
- Step 4** Wait for a few seconds before taking a weight reading in grams (g).

Entering, storing and retrieving information

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

Entering information	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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

Finding information and instructions

When you are completing a task, you may need to find information from different sources. Sources are where you get information from. For example, your workplace may have a procedure for completing a task, but you might also need to look at an operating manual to find out how to use a particular function of the equipment.

Your task may have involve several steps and you might need to find out some information before you can proceed to the next part of a task. For example, if you are calculating how much it costs to post an item, you need to weigh the object with digital scales first. You need to record the weight and then type it into a postage calculator to find the cost.

Techniques for using information from different sources

- Search for key words – look at an index or use the search function in a digital document.
- Write down important information.
- Think about whether your task has more than one step. Do you need to do something first before you can complete the next step?
- Think about what information is missing from your source so you know exactly what to search for.
- Think about what you already know. You can use your own skills and knowledge to add to the information or instructions.

Adapting to new situations

There may be times where workplace instructions do not explain exactly what you need to do to complete a task. The situation might be a little different or the equipment may have changed slightly. You may need to use your knowledge and skills to adapt the instructions.

For example, Blackhawk Warehouse has a procedure explaining how to scan a document, but has recently upgraded its scanner to a newer model. The process of scanning is similar, but some of the buttons are in a different place. You check the position of the buttons in the operating manual and you are able to adapt the instructions to use them with the new scanner.



Following workplace procedures

Workplace procedures are step-by-step instructions for how to do a task. Some workplace procedures include how and when to use digital technology.

Procedures that are used in the workplace are usually located on the intranet. Blackhawk Warehouse's intranet contains procedures that must be followed by all staff. Only the people who work at Blackhawk Warehouse can access the procedures. You must always follow the procedures that are in your workplace.

Some workplace procedures you may need to follow when performing a task are:

- Privacy and confidentiality procedures
- Appropriate workplace language
- Ethical work practices
- Work health and safety (WHS) procedures
- Security protocols

Protecting privacy and confidentiality

Privacy and confidentiality refers to how information about the organisation, its staff and customers is managed. This includes how the information is gathered, used, stored and shared.

Some workplaces have very specific instructions about how to handle personal and company information. You may be asked to sign a privacy and confidentiality agreement, depending on where you work. This means that you agree not to share or pass on any information about the business's activities to people outside the business. This also means that you agree not to share or pass on personal information about customers or the people you work with, unless required to by law.

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



Maintaining work health and safety (WHS)

Wherever you work, there will be procedures to follow to keep the workplace healthy and safe for employees and visitors, such as customers. The owners, managers and employees at every workplace are responsible for following laws to keep workers safe.

The procedures you follow will depend on the tasks you do. For example, there may be procedures about:

- How to operate a forklift safely
- How to store hazardous chemicals safely
- Working safely at heights, such as on an elevated work platform

At Blackhawk Warehouse, there are also procedures about how to use digital equipment in a safe way, such as:

- Taking a break from sitting at a computer
- Using electrical equipment and power boards safely
- Identifying and deleting suspicious emails



Cyber security

Workplaces have procedures to make sure information stored digitally is protected. This is called cyber security. There are certain instructions that employees need to follow to make sure the workplace is safe.

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

Cyber security	Actions taken to protect digital technology and information.
Malware	Short for malicious software. It can steal information or cause harm to your computer or device.
Data	Information that is stored in a computer or device.



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

Passwords

Employees will usually be given a login name and password that they need to type in when they are using digital technology, such as computers at work. You should keep your password private.

At Blackhawk Warehouse, you are asked to choose your own password. 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 online

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.

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.

Businesses have standard procedures you must follow when using digital technology. Read and understand the procedures that apply in your workplace.

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 use, 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.

Shutting down or resetting technology

After you have finished using digital technology, you may need to shut it down or reset it correctly. Workplaces often have a procedure for this task.

Some examples where you might need to do this are:

- Logging out and shutting down a computer
- Closing an application on a computer
- Turning off a tablet
- Resetting a printer or other machine

Blackhawk Warehouse has a procedure for what to do with computers at the end of the day. You must log out of the computer, but not shut it down. The computer needs to be left on after work hours so that software updates can be installed.

Reviewing your performance

Reviewing your performance means thinking about how well you did the task after you have finished it.

You need to think about:

- How the task was done
- What was done correctly
- What could have been done better
- What you should change in future

To help you review your performance at Blackhawk Warehouse, you can ask for feedback from your supervisor, Mary.



Feedback

Feedback is when someone tells you what they think or gives you information about something you have done.

Feedback is used to evaluate your performance. This means to check or assess how well you did something. If Mary provides you with feedback at Blackhawk Warehouse, she is evaluating your work. Feedback helps you to improve how you do things.

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

- Formal feedback
- Informal feedback
- Self-evaluation checklists



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 provided by your supervisor.

Formal feedback is written down so that:

- 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.

You may be given informal feedback every day or once a week, depending on your tasks.

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 help to 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 given.



Self-evaluation checklists

You can use a self-evaluation checklist to evaluate how 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.

You should 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
Finding data in a spreadsheet	✓		I am able to find the information I need by using the search function.
Scanning barcodes		✓	I would like to know more about the settings on the barcode scanner.
Using the email program		✓	I want to learn about setting up meetings and appointments.
Knowing how to do my job	✓		I always ask Mary to explain things if I don't understand what I am supposed to do. Then I am able to do the task correctly.

Using feedback to improve

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 'How I can improve'.

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

For example, you might ask Mary where the instruction manual is or if she can show you how to use advanced settings on the photocopier.

Example: Self-evaluation checklist

Self-evaluation checklist				
Task	Strength	Weakness	Comments	Ways to improve
Finding data in a spreadsheet	✓		I am able to find the information I need by using the search function.	
Scanning barcodes		✓	I would like to know more about the settings on the barcode scanner.	Read the instructions for using the barcode scanner.
Using the email program		✓	I need to learn about setting up meetings and appointments.	Follow the procedure to send a meeting request and update the calendar.
Knowing how to do my job	✓		I always ask Mary to explain things if I don't understand what I am supposed to do. Then I am able to do the task.	

What has happened on Day 2

On your second day working at Blackhawk Warehouse you have learned about:

- Following workplace instructions
- Following workplace procedures
- Locating and understanding workplace information and terminology
- Completing and checking your work
- Getting feedback
- Reviewing your performance
- Using feedback to improve

Learning checkpoint: Day 2

Read the following instructions.

Instructions for weighing letters on the digital scales

- Step 1** Place the digital scales on a flat surface. Switch the scales on by pressing the 'On' button.
-
- Step 2** Make sure the display reads '0000'.
-
- Step 3** Place the letter or letters flat on the scales, making sure the letters are centred on the scales.
-
- Step 4** Wait for a few seconds before taking a weight reading in grams (g).

1. What do you need to check after you have turned on the scales and before you place a letter on the scales?
 - Make sure the display reads '0000'
 - Wait for a few seconds before taking a weight reading
 - Check with your supervisor

2. Mary, your supervisor, asks you to add a new event into an online calendar. What are you doing with the information? Tick the correct answer.
- Entering information
 - Deleting information
 - Retrieving information
3. What must you do when you receive an email with an attachment from a sender you do not know? Tick the correct answer.
- Open the attachment
 - Delete the email
 - Forward the email to everyone in the company
4. What can help you understand information from different sources? There are **two (2)** correct answers. Tick all the correct answers.
- Search for key words
 - Do a self-evaluation checklist
 - Review your performance
 - Write down important information
5. What should you do if there are workplace instructions for a task, but the task has changed? Tick the correct answer.
- Try to adapt the instructions
 - Tell the customer that you can't do the task
 - Write new instructions
6. Why do you need to follow a privacy and confidentiality procedure? Tick the correct answer.
- To manage personal information correctly
 - To do your tasks safely
 - So everyone has access to customer information

7. What should you do after you have finished a task using digital technology? Tick the correct answer.
- Leave the technology for the next person to shut down or reset
 - Never shut down or reset the technology
 - Shut down or reset the technology according to workplace procedures
8. Which of the following are examples of ethical interactions? Tick the correct answer.
- Being honest and trustworthy with customers
 - Using formal language with other staff
 - Making sure you do not get hurt at work
9. What type of language should you use when emailing a customer? Tick the correct answer.
- Polite, friendly and respectful language
 - Pushy and direct language
 - Informal language
10. Which of the following are examples of reviewing your work performance? Tick the correct answer.
- Thinking about how you can do a task better
 - Asking for help to do your task
 - Doing a task correctly
11. What can you do to understand feedback about your work performance? Tick the correct answer.
- Use a self-evaluation checklist
 - Talk to your supervisor about ways to improve
 - Ask about it at your next six-month performance review

What you have learned

Well done. Since you started working at Blackhawk Warehouse you have learned about:

- Workplace tasks that use digital technology
- Identifying the purpose and outcome of a task
- Identifying, choosing and locating digital technology for the task
- Locating and understanding workplace information and terminology
- Understanding and following workplace instructions
- Using technology to enter, store and retrieve information
- Following workplace procedures
- Reviewing your performance

You are now ready for the final assessment.