

# LITERACY

## Applied Vocational Booklet

# VM 1&2

Contents.....	i
Progress Record .....	ii
Applied Activities - Unit 1 .....	1
Applied Activities - Unit 2 .....	36
Review .....	54

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	p	Part A	Done	Date	Level	Part B	Done	Date	Level
1 Different Literacies	1								
2 Work Words	2-3	Spelling				Meaning			
3 Industry	4-5	Industry names				Firms and occupations			
4 Getting Technical	6-7	Technical terms				Technical images			
5 Instructions	8-9	Personal situations				Vocational situations			
6 Another Language	10-11	Sacré bleu				Wominjeka			
7 What's in a Name?	12-13	It's in the genes				Name game			
8 Hey You!	14-15	Honorifics				What about them?			
9 The Commercial World	16-17	Business words				Business documents			
10 Down to Specifics	18-19	Worksite locations				Industry-specific			
11 Who and What?	20-21	Who are they?				What are they?			
12 Digital Work	22-23	Communications and devices				Better or worse?			
13 Work Communication	24-25	Workplace communication				Applied communication			
14 Communication Mistakes	26-27	Workplace communication				Right an email			
15 Got the Message?	28-29	Listening				Giving the message			
16 How's Your Form?	30-31	Tricky forms				My biodata			
17 A Common Form of Text	32-33	My forms				Reporting forms			
18 What's the Story?	34-35	Show me				What's going on?			
19 What? About Me?	36-37	Ask yourself...				Asking others...			
20 Got the Knowhow	38-39	Knowledge for life				Knowledge for work			
21 Workplace Safety	40-41	Symbols and signs				In the workplace			
22 It's Up to You	42-43	First-aid terms				First-aid at work			
23 The Hard Sell	44-45	Advertising				Show me the money			
24 Truth or Consequence	46-47	It's a dilemma				Talking it up			
25 Different Viewpoints	48-49	Points of view				Work-related issue			
26 Not Everyone Agrees	50-51	Discussion brainstorm				What's the problem?			
27 Look at Me Now	52-53	I know better now				A better me			
28 Review and Reflection	54								

# Different Literacies 1

Describe examples from over your break when you demonstrated each of these eight types of literacy. What were you 'best' at and why?

Literacy	Descriptions		
verbal			
listening			
written			
reading			
visual			
technological			
cultural			
financial			

**COMPLETE  
PREVIEW  
SAMPLE**

## 2 Work Words

### Part A: Spelling

In the world of work there are a number of common words that get spelled incorrectly. This can make the worker look unprofessional and reflect badly on their employer. So you don't want to make those common mistakes.

1. Choose the correct spelling to complete each sentence. Write the word. This will improve recall and build spelling memory.

a. People employed in the private sector work in a:	business / buisness
b. A shop making a sale will issue a:	receipt / receipt
c. Customers and clients must be issued a tax:	invoice / invioce
d. Eager customers will need to form an orderly:	cue/ queue
e. A manager will need to organise tasks using a:	schedule / shedule
f. Many hospitality workers are employed in a:	restaurant / restaraunt
g. Café workers upsell by encouraging diners to order a:	desert / dessert
h. One of the favourite take-away items features the:	potato / potatoe
i. You should record your upcoming appointments in a:	calendar / calender
j. A warehouse area for deliveries of goods is called a:	receiving / recieving
k. Experienced workers help apprentices with a:	advise/ advice
l. Athletes can improve performance with a sports:	psychologist / pyschologist
m. Dancers and musicians need a good sense of:	rhythm / rhythym
n. A self-starting business person can be called an:	entrepreneur / entrepeneur
o. An understanding of workplace safety is always:	necessary / neccessary

2. Four of the word pairs above are not misspellings, but are examples of words that might be used incorrectly because they have different meanings. Which are they?
3. Your teacher will discuss their meanings. When might these apply in vocational situations?

**Part B: Meaning**

In the world of work there are occupational and industry-specific words and terms that you will need to become familiar with. But sometimes, the same word will have a different meaning because of the vocational context in which it is used.

Explain how these words have a different applied meaning for each of these occupations. Add 2 more related to your own vocational interests.

a. <b>landscape</b>	designer	gardener
b. <b>pipng</b>	plumber	pastry chef
c. <b>injection</b>	vet nurse	mechanic
d. <b>trim</b>	hairdresser	panel beater
e. <b>present</b>	teacher	gift wrapper
f. <b>deal</b>	salesperson	croupier
g. <b>reflection</b>	reflector	writer
h. <b>drive</b>	cloudfear	carpenter
i. <b>drill</b>	metalworker	personal trainer
j. <b>menu</b>	chef	website designer
k. <b>change</b>	retail salesperson	farmer
l. <b>credit</b>	retail manager	bank worker
m. <b>rig</b>	truck driver	police officer
n.		
o.		

COMPLETE  
PREVIEW  
SAMPLE

### 3 Industry

#### Part A: Industry names

As you know, the industries are named according to the ANZSIC 2006 classification system using 19 official titles. However, many work-related stakeholders don't use these names when describing the industry to which they belong.

1. Complete the 19 correct ANZSIC industry names.
2. Add an 'informal' name that might be commonly used for this industry, or for a sector of this industry.

A. A	F	& F	
B. M			
C. M			
D. E	G	W	& W Services
E. C			
F. W		T	
G. R	T		
H. A		& F	Services
I. T		P	
J. I	M	& T	
K. F		& I	Services
L. R	H	& R	E Services
M. P	S	& T	Services
N. A		& S	Services
O. P	A		& S
P. E		& T	
Q. H	C		& S A
R. A	& R		Services
S. O			Services

COMPLETE  
PREVIEW  
SAMPLE

**Part B: Industry firms and occupations**

Apply your knowledge of work-related situations to complete this table for each of the 19 ANZSIC industries.

List the industry, an organisation operating within that industry, and common occupations within that industry. Work on correct spelling as well.

ANZSIC Industry name	Example of an organisation	Common occupations
A.		
B.		
C.		
D.		
E.		
F.		
G.		
H.		
I.		
J.		
K.		
L.		
M.		
N.		
O.		
P.		
Q.		
R.		
S.		

**COMPLETE  
PREVIEW  
SAMPLE**

## 4 Getting Technical

### Part A: Technical terms

When participating in the world of work you will be exposed to a whole new range of words and terms that are industry, work or commerce-related. So, it is important to develop a professional or technical vocabulary to communicate effectively with other stakeholders in the industry.

List specific and technical words and terms for each of the prompts, based on your own applied vocational knowledge and experiences.

Industry: \_\_\_\_\_

Products or services

Tools and implements

Machinery and equipment

Technology and devices

Processes and work tasks

Abbreviations and codes

Personal protective equipment

Other relevant terms

COMPLETE  
PREVIEW  
SAMPLE



### Part B: Technical images

Ok. What you did in Part A was 'word-related'. But when working we often have to use and apply visual literacy for different work tasks. So this time, find or create images that illustrate industry or occupational-specific terminology.

When finished, pair up and see if your partner can identify what is 'going on' from your images.

Industry: \_\_\_\_\_

Product or service

Tool or implement

Machinery and equipment

Technology and device

Process or work task

Abbreviation or code

Personal protective equipment

Another relevant term

COMPLETE  
PREVIEW  
SAMPLE

## 5 Instructions

### Part A: Personal situations

1. List 4 examples of the types of situations when you find it easy to follow instructions.

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2. List 4 examples of the types of situations when you struggle to follow instructions.

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**COMPLETE  
PREVIEW  
SAMPLE**

3. List and discuss the types of instructions that you prefer and explain why. Consider: oral, written, manuals, images, video, phone, numerical, step-by-step and so on.


**Part B: Vocational situations**

1. Reflect on your vocational and work-related experiences. List situations when you were given instructions by a manager or a supervisor.
2. What methods for giving instructions did they use?
3. Explain whether these methods were effective for you.

Work-related situation	Instructions // methods	Were these effective?
i.		
ii.		
iii.		
iv.		
v.		

4. Again reflect on your vocational and work-related experiences. This time, list situations when you gave instructions to a colleague or customer/client.
5. What methods for giving instructions did you use?
6. Explain whether these methods were effective for them.

Work-related situation	Instructions // methods	Were these effective?
i.		
ii.		
iii.		
iv.		
v.		

**Summary:** So what do you think are your preferred methods for instructions? Does this indicate anything about your communication preferences?

## 6 Another Language

### Part A: Sacré bleu

The 'hospitality' industry is one of the largest employers of young workers. And many terms used in cafés and restaurants derive from other languages and have a specific meaning.

What do these terms mean specifically, and from which languages are they derived?

entree	bistro	a la carte
al fresco	cuisine	sauté
pâtisserie	flambe	hors d'oeuvre
mocha	frappe	dolce
maître d'	frappe	barista
sommelier	Champagne	frappé
taverna	caffè	sous chef
hangi	Dim sum	ragout

**Part B: Wominjeka**

Australia is one of the most culturally-diverse countries in the world. When you are working you are likely to deal with people from varied backgrounds who have different 'first' languages. And some others might be less proficient in English than you.

Find out how to say basic greetings in a range of different languages. Add other languages that are more relevant to your own circumstances. Share with the class.

<b>The local First Nations language</b>	<b>Greek</b>
<b>Italian</b>	<b>Filipino</b>
<b>Arabic</b>	<b>Chinese</b>
<b>Hindi</b>	<b>French</b>
<b>Indonesian</b>	<b>Spanish</b>
<b>Maori</b>	<b>Dinka</b>
<b>Auslan</b>	

**COMPLETE  
PREVIEW  
SAMPLE**

## 7 What's in a Name?

### Part A: It's in the genes

Many Anglo surnames derive from the occupation or trade that a person did in their village back in the 'old' days. Find out the occupation of each of these surnames.

Smith	Cook	Carpenter
Tailor	Gardener	Fisher
Farmer	Clark	Thatcher
Fowler	Hunter	Miller
Weaver	Skinner	Draper
Wright	Blacksmith	Archer
Piper	Potter	Shepherd
Tanner	Shoemaker	Brewer
Forrester	Fisher	Mason
Baker	Dyer	Cooper
Fletcher	Coleman	Sawyer

**Part B: Name game**

Of course, being named for an occupation or trade is not just a part of Anglo history. Many different languages and cultures also used this convention.

1. Find out occupational surnames from a range of different languages. Make sure you identify the language/culture.


**COMPLETE  
PREVIEW  
SAMPLE**

You might already realise, but some naming conventions may change based on different cultural and linguistic conventions.

2. Find out different naming conventions (such as family name, first name, repeat names, gendered family names) that might apply for different CALD groups.

Your classmates might have specific insight about some of these. Report back to the class and build up a big applied skills-bank.






**Part B: What about them?**

- In the contemporary world, and at work, you will experience the growing acceptance and expectation of using non-gendered pronouns. But it can be tricky if you are not sure how to address people by their preferred pronoun. You can't just judge a book by its cover!

**a. So, how do you know which pronouns to use?**

**b. How could you ask to find out the suitable pronoun?**

**c. And then, what would you say when you use these?**

It is important to both realise and acknowledge that there are very real cross-cultural expectations and conventions related to non-verbal communication and physical actions between people.

- For these actions, explain potential cross-cultural differences. Add 3 more.

**Shaking hands**

**Handing a pen**

**Physical proximity**

**Pat on the back**

**Pat on the head**

**Hello hug**

COMPLETE  
PREVIEW  
SAMPLE

## 9 The Commercial World

### Part A: Business words

When you are working, you are likely to be exposed to a range of specific terminology relating to the world of business and commerce.

Find out the meaning of each of these terms. Describe a brief example for relevant work-related situations.

cost	price	mark-up
margin	revenue	profit
gross profit	net profit	cost of sales
fixed cost	variable cost	expenses
overheads	fraud	mark-down
GST inc.	GST exc.	write-off
super	cashflow	outgoings
asset	liability	equity

**Part B: Business documents**

When you are working you will also have to use, interpret and create a variety of commercial business documents.

Find out the purpose of each of these commercial documents. Describe a brief example of when each might be used in work-related situations

receipt	tax invoice	bill
purchase order	credit note	quote
packing slip	consignment note	
incident report	hazard report	petty cash book

COMPLETE  
PREVIEW  
SAMPLE

**Applied**

There are strict requirements that govern what must be included on a tax invoice. These are set down in law.

- a. What information do you think needs to be included on a tax invoice?
- b. Research to find out how correct you were.
- c. Find a tax invoice from 'your' workplace. Annotate this to identify the required information on a tax invoice.

## 10 Down to Specifics

### Part A: Worksite locations

In the world of work, there are specific names that describe the function of different locations in workplaces, including both front-of-house and back-of-house areas.

1. Explain the meaning of each of these workplace location terms. Add 3 more relevant to your workplaces of interest.
2. What type of workplace would commonly have these locations?

<b>Dispatch</b>	<b>Receiving</b>	<b>Reception</b>
<b>Storeroom</b>	<b>Warehouse</b>	<b>Goods inward</b>
<b>Loading bay/dock</b>	<b>Shop/entry floor</b>	<b>Assembly area</b>

**COMPLETE PREVIEW SAMPLE**

### Part B: Industry-specific

You will be expected to understand and use different types of industry-specific and occupational-specific words and phrases, depending on the type of occupation in which you are employed.

1. Use industry-specific terms to describe work tasks, processes, systems and other actions performed by workers within an industry in which you are interested.  
e.g. In the Construction industry tradespeople will perform caulking to...

Industry: \_\_\_\_\_


2. Use the correct names to describe tools, equipment, machinery used by workers within an industry which you are interested. Source images.

Workplace(s): \_\_\_\_\_


COMPLETE  
PREVIEW  
SAMPLE

# 11 Who and What?

## Part A: Who are they?

The way that we describe our 'customers' changes depending on the type of interaction they have with us, and the nature of their user-experience.

Describe 3 examples of different work-related situations where a worker would be expected to use these terms when dealing with people. Add 1 more.

<b>Customer</b> ⇒ ⇒ ⇒	<b>Client</b> ⇒ ⇒ ⇒	<b>Resident</b> ⇒ ⇒ ⇒
<b>Diner</b> ⇒ ⇒ ⇒	<b>Patron</b> ⇒ ⇒ ⇒	<b>Guest</b> ⇒ ⇒ ⇒
<b>Passenger</b> ⇒ ⇒ ⇒	<b>Viewer</b> ⇒ ⇒ ⇒	<b>Visitor</b> ⇒ ⇒ ⇒
<b>User</b> ⇒ ⇒ ⇒	<b>Member</b> ⇒ ⇒ ⇒	 ⇒ ⇒ ⇒

COMPLETE  
PREVIEW  
SAMPLE

**Part B: What are they?**

When you are working, especially in larger organisations, there will be a whole range of other employees who work in different roles, departments, divisions and locations from you. So you should really know what they do generally, and how what they do is an important part of the entire operation.

What is the role of these organisational functions? What types of job roles/occupations would you expect workers to be employed as? Add 2 more.

<b>Production</b>	<b>Management</b>	<b>Finance/Accounting</b>
<b>Sales</b>	<b>Marketing</b>	<b>Procurement</b>
<b>Payroll</b>	<b>Maintenance</b>	<b>Human Resources</b>
<b>IT/Communications</b>	<b>Logistics</b>	<b>Warehouse</b>
<b>Design</b>	<b>R&amp;D</b>	<b>Auditing</b>
<b>Quality assurance</b>		

COMPLETE  
PREVIEW  
SAMPLE

## 12 Digital Work

### Part A: Communication and devices

In the contemporary world of work, digital communication methods and digital devices have become even more prevalent and important.

1. Choose a workplace within an industry in which you are interested. Describe examples of digital communication and devices used by workers for their work tasks.
2. For each example, how do workers learn to communicate effectively using digital methods and devices?

**Workplace:** \_\_\_\_\_

	<b>COMPLETE PREVIEW SAMPLE</b>	



**Part B: Better or worse?**

1. Interview different workers in a workplace (could be the same workplace for Part A).
2. Ask them how the use of digital communication techniques and devices has impacted on their job roles. Use the prompts in the table.

**Workplace:** \_\_\_\_\_

How has going digital...	Worker 1	Worker 2
Person and their job role.		
Made their job easier?		
Made their job harder?		
Made their job faster?		
Made their job slower?		
Changed communication with colleagues?		
Changed communication with customers/clients?		
Changed communication with managers?		
Made their job safer?		
Made their job better?		
Made their job worse?		

**COMPLETE  
PREVIEW  
SAMPLE**

## 13 Work Communication

### Part A: What you did

Describe examples of how you used these communication methods in 2 different work-related situations. Comment on your effectiveness using each method. Add 1 more

Example		Description
using a manual	⇒ ⇒	⇒ ⇒
giving instructions	⇒ ⇒	⇒ ⇒
following instructions	⇒ ⇒	⇒ ⇒
handwriting instructions	⇒ ⇒	⇒ ⇒
completing forms	⇒ ⇒	⇒ ⇒
leaving and taking a message	⇒ ⇒	⇒ ⇒
following visual signs	⇒ ⇒	⇒ ⇒
sending a formal email	⇒ ⇒	⇒ ⇒
writing a note or a letter	⇒ ⇒	⇒ ⇒
analysing numerical information	⇒ ⇒	⇒ ⇒
	⇒ ⇒	⇒ ⇒

**COMPLETE  
PREVIEW  
SAMPLE**

**Part B: Applied communication**

1. What do you think are the 3 most important skills that make a person a good communicator? How can you apply these to work-related situations?

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2. Describe the ways of communicating that you feel you are most accomplished at. How can you apply these to work-related situations?

--	--	--

3. Explain the areas/skills of communication that you think you need to improve in. How could you improve these skills in work-related situations?

--	--	--

4. Interview a manager or supervisor in a workplace in which you are interested. Ask them to explain the most important communication skills needed by new workers.

--	--	--

**COMPLETE  
PREVIEW  
SAMPLE**

## 14 Communication Mistakes

### Part A: Nobody's perfect

1. Give an example when you made each of these communication mistakes in personal situations. Explain what happened, and how you would correct these mistakes.
2. Repeat this for when you experienced communication mistakes (by you or others) in work-related situations

Mistake	Example of mistake// What happened?//	How could the mistake be corrected?
Rushing the message.	⇒ ⇒	⇒ ⇒
Making it up as I/they went along.	⇒ ⇒	⇒ ⇒
Giving more than 3 verbal instructions.	⇒ ⇒	⇒ ⇒
Using language the listener didn't understand.	⇒ ⇒	⇒ ⇒
Wrongly assuming that the listener had understood.	⇒ ⇒	⇒ ⇒

**COMPLETE  
PREVIEW  
SAMPLE**

**Part B: Right an email**

Look at the following vocational email.

1. Describe the tone of the email. Is it suitable for vocational communication?
2. Identify specific words/phrases that show that it is a vocational communication.
3. Identify specific words that seem to be 'out of place'. Why so?
4. Is Les likely to get what they want? Why/why not? Consider, the assumptions, knowledge or lack thereof, that Les is showing.
5. How do you think this email would be judged by the reader?

To: deirdredweeber@dweebernco  
 Date: April 8th, 2023  
 Cc: reply all  
 From: lesclu@Clules.com.au  
 Dear Mr./Mrs Dweeber,  
 Just checking in on the recruitment process. I haven't as yet heard anything about the timeframe for interviewing. I assumed that interviews would be taking place within a couple of weeks of applications closing? If that's not the case, please keep me informed as I am planning a holiday from 12th-24th and you'll be available. Please loop me in to the work-arounds you have in place for my absence during these dates. I understand that efficiency isn't always optimal in these situations.  
 Go well, and I look forward to hearing from you regarding my application and a date for interview.  
 Cheers,  
 Les Clu

COMPLETE  
 PREVIEW  
 SAMPLE

6. Create appropriate emails for these work-related scenarios. You will need to create some information that relates specifically to your vocational experiences.  
 Start drafting ideas below, then create the emails and send these to your teacher.

A cold-call application for a work placement in a business or workplace that interests you.

A reply to an email from an employer about changes to your roster, hours, or some other details of your job. Respond to the changes and explain their potential impacts on you.

An email responding to a customer enquiry or complaint.

## 15 Got the Message?

### Part A: Listen up

An important part of working is the ability to listen to spoken information and create messages on the spot. This is about listening, summarising and note-taking.

1. Work with a partner. Your partner will call you on the phone and say these messages. Take the message while you are still on the phone. No peeking now! Swap over and do 3 messages each. How did you go?

"My name is Algernon Persepaniadedes. I am calling from Glykon Industries. We are pleased to offer you a job interview for the position of HR trainee. We intend to run interviews on the afternoon of Monday 10th and morning of Tuesday 11th. Please get back to Monica in recruiting on 03961385 between 8-4 to ensure a suitable time can be arranged".

callmarvinediasurgent-before404504456765

"Hello, I wanna see a doctor today. I've got a really sore hand and I think it was a bee or a spider. It really hurts. I usually talk to Dr Greg. Is he free? My name is Tom Smart. My number is 04079727359. Oh wait, that's wrong, it's ...um 04079722759 - I think. Thanks!"

"Hi, booking for 5, maybe 6. 7pm on the 2nd. Table needs to be accessible, so not in the main dining room but in the other dining room. We have one vegan and one lactose free. And a quiet table if possible. Squaw on 04286300001."

"Hello...hello...there's no-one there again...you still want our business - well if you jokers ever decide to come in today, it's Grim Enterprises where's our order of the jar of pickled onions well it was express post yesterday and it's 11am and it's still not here - it's not good enough we are giving you a bad review."

"Giddy, I want to order 6 Resbit 2 length of 4 sheets of Perspex 140 x 120mm, 400 rust-proof roofing nails - one long one and 1000 of Bulux Weatherproof it's Gary."

2. Many workplace instructions are given verbally; and often quickly and without warning. Pair up again and 'speak' 2 of these messages to one another. Create a summary message. Again no peeking. So how did you go this time?

"Hi Jamu, please send an email to Khalid asap. He needs to get some orders ready for three clients. Trihard Enterprises needs 6 pallets of dry chook pellets. Bill to A. Gretchen, 530 muleshead Road, Baskerville, 8236. agretch@Tri-inds.com.au. Ally wants some Chrunchin Cowboys - you need to double check quantities. 0466105344. Before 4. 20 Loop n Snoops for a Mr. Pat Bearn at Wow Chow. First time order so get it out soon. p.bearn@dittodog.wetlake.com.au

"Can you get some toilet paper from the storeroom - 6x6 - for restrooms in centre, west, (M and F), All ability on level 2 and women's on first floor (what do they do - eat it?)".

"Hey Robbi, don't forget to give Jenkins a large-order discount. On his bill of \$2,000 make it 15% off which means the new total will be \$1,800. It's very important not to upset him!"

"Hey Chumley you need to do the lunch orders, 6 pies, 2 sausages rolls, dimmies let's say 12, 3 pot cakes, 6 bucks of chips, a piece of Bream, 4 cokes, 3 pepsis, 2 salad rolls, 1 chocky donut, 1 iced coffee and their big size serve of snot block.

See Rita for petty cash but she'll be on lunch by 12 so you only have 6 minutes to get to her and get the cash for this.

How much do you reckon. And you better get them to give us a freebie for a big order discount.

**Part B: Giving the message**

When you give a message, you need to think before you speak! No-one can read your mind. Cut the padding - just give the bare bones of what the listener needs to know.

1. Consider these topics and then make a recording of a short message for 4 of these. You can add other situations relevant to you.
  - a. Information on how to locate something in your room that you need.
  - b. Locating an important file on a computer.
  - c. A grocery shopping list, with details of brands, and prices you are willing to pay.
  - d. Instructions on how to properly walk a dog.
  - e. Giving directions to the local post office.
  - f. How to set a table.
  - g. How to cook tofu.
  - h. How to change a tap washer.
  - i. How to parallel park.
  - j. Instructions for someone to buy a gift for someone else on your behalf. Include details of price, likes and dislikes of the recipient, age range and other relevant information.
2. Get someone to listen and take notes. Then together, evaluate how successful your message was. Identify strengths and areas for improvement.

COMPLETE  
PREVIEW  
SAMPLE

3. Now swap over, and listen to their created messages. Repeat the evaluation process.

## 16 How's Your Form?

### Part A: Tricky forms

1. List some of the main difficulties that you (or people you know) have completing forms.

2. Describe a time when you had to fill in a form but were unable to do so. What were the major problems?

3. Describe a time when you had to assist or complete a form for someone else. Why did you have to do this?

4. In what circumstances might you have to assist a customer, client, supplier, contractor, visitor, volunteer or other workplace stakeholder to fill out a form?

### Part B: My biodata

1. Write your biodata the exact way it should be written on a form. Discuss the sorts of forms that might ask for this biodata and whether any should be private and personal.
2. For each example, briefly explain any precautions that should be taken when supplying this data for a job application, or for an online profile or registration form.



Biodata	What precautions should be taken?
Surname:	
First name:	
Middle name:	
Gender:	
Ethnicity:	
Religion:	
Height & weight:	
Hair colour & eye colour:	
Known allergies:	
Address:	
State/Postcode:	
Mobile:	
Home phone:	
Date of Birth: DDMMYYYY	
Place of birth:	
email:	
School:	
School address:	
School phone:	
School email:	
Qualifications achieved 1:	
Qualifications achieved 2:	
Tax file number:	
Employer/work details:	
Supervisor's name and phone:	
Next of kin/Emergency contact person:	
Their relationship:	
Emergency contact number:	
Car details & registration:	
License/learner's permit number:	

**COMPLETE  
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SAMPLE**

## 17 A Common Form of Text

### Part A: My forms

1. List the forms that you have to use as part of your life. Include where you can locate these forms either online or in hardcopy.

Form	Location

COMPLETE  
PREVIEW  
SAMPLE

2. Your teacher will instruct you to collect and then fill in a range of important forms in class. List these below and/or add these in the table above.



- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_
- d. \_\_\_\_\_
- e. \_\_\_\_\_

**Part B: Reporting forms**

Collect 3 incident/accident reporting forms from your school, workplace or another source.

1. List the types of information that are the same on all forms.
2. List the types of information that are specific to each form.

Form 1:		
Form 2:		
Form 3:		
Information that is the same or similar on each of the forms:		
Information specific to form 1:	Information specific to form 2:	Information specific to form 3:
Describe which forms are set out better or worse. Explain why. Suggest improvements.		

COMPLETE  
PREVIEW  
SAMPLE

## 18 What's the Story?

### Part A: Show me

Create or capture an image of you, or someone you know, using each of these non-verbal ways of communication in work-related situations. Add 1 more.



<p>gestures</p>	<p>eye contact</p>
<p>facial expressions</p>	<p>physical orientation</p>
<p>posture</p>	

**COMPLETE  
PREVIEW  
SAMPLE**

**Part B: What's going on?**

1. Create a 6-panel narrative that uses images of people using non-verbal communication in a work-related situation relevant to your own career interests. No text!
2. Get other class members to interpret your narrative.
3. Who was good at interpreting, and who was good at creating?



1.	2.
3.	4.
5.	6.

**COMPLETE  
PREVIEW  
SAMPLE**

## 19 What? About Me?

### Part A: Ask yourself...

1. If you had to interview yourself about your skills, experiences, hopes and ambitions, what 12 questions would you ask? Include both closed and open questions.


2. If you were in a job interview situation, how would you respond to those questions, so as to communicate the best impression of yourself to a potential employer?


**COMPLETE  
PREVIEW  
SAMPLE**

**Part B: Asking Others...**

1. Pair up with someone in the class that you don't know that well. Ask them **your** questions and record their answers.
2. Discuss the similarities and differences in the answers


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SAMPLE

3. Now it's your turn to answer the question from Part A, 1.
4. When finished discuss the similarities and differences in the answers.


## 20 Got the Knowhow

### Part A: Knowledge for life

1. List 10 items of knowledge that you have, that are not likely to be known by anyone else in the class. (Not personal stuff that no-one else could know!)
2. Why is this knowledge important for people in their personal lives?
3. How and why did you develop this knowledge?

Your knowledge	Why important for life?	How/why I developed this.

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PREVIEW  
SAMPLE



**Part B: Knowledge for work**

1. List 10 items of knowledge that you have about a specific industry, relevant occupations and related work tasks that are unlikely to be known by others in the class.
2. Why is this knowledge important in that industry/occupation?
3. How and why did you develop this knowledge?

Your knowledge	Why important for work?	How/why I developed this.

**COMPLETE  
PREVIEW  
SAMPLE**

## 21 Workplace Safety

### Part A: Symbols and signs

Workplace safety is one of the most important work-related issues affecting all workplace stakeholders. And young workers are especially at risk.


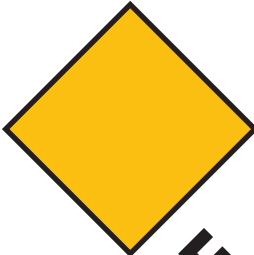
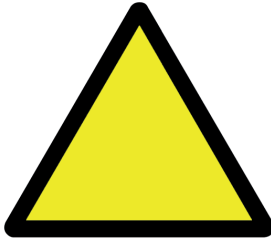



- Briefly explain the potential risk or hazard indicated by each of these warning signs. (Complete the 3 danger signs.)
- Suggest an occupation that has each sign as part of the work environment.

		
	<p><b>COMPLETE PREVIEW SAMPLE</b></p>	
		
		

**Part B: In the workplace**

1. Choose a workplace to investigate. Find examples in this workplace for each of the 6 blank signs below.
2. Draw or describe 3 other types of OH&S/WHS information on display in this workplace.
3. Suggest or develop 3 other signs or visuals that might be useful in this workplace.

Workplace: \_\_\_\_\_

## 22 It's Up to You

### Part A: First-aid terms

When you are working, you are quite likely to experience a range of medical or health issues in people you have to deal with, including colleagues and customers/clients.

In some cases, it might be you dealing directly with the afflicted person. Or you might be assisting a first-aid responder, perhaps by communicating on the phone to '000'.

People are relying on you to understand basic medical and health terminology. So find out and explain the meaning of each of these medical terms.

<b>injury</b>	<b>illness</b>	<b>infection</b>
<b>sprain/strain</b>	<b>fracture</b>	<b>dislocation</b>
<b>wound</b>	<b>abrasion</b>	<b>puncture (marks)</b>
<b>allergy</b>	<b>anaphylaxis</b>	<b>EpiPen</b>
<b>cardiac arrest</b>	<b>anaphylaxis</b>	<b>defibrillator</b>
<b>respiratory</b>	<b>airwaves</b>	<b>mouth-to-mouth</b>
<b>delirium</b>	<b>seizure</b>	<b>shock</b>
<b>laceration</b>	<b>haemorrhage</b>	<b>impalement</b>
<b>hyperglycaemia</b>	<b>hypoglycaemia</b>	<b>diabetic</b>
<b>hypothermia</b>	<b>poison</b>	<b>ingestion</b>

**Part B: First-aid at work**

Working involves many hazards and risks that can cause a range of injuries and illnesses. Some workplaces have a trained and designated first-aid officer, as well as a 'second' for when that person isn't on duty.

But some smaller businesses might not have a trained first-aid person. And if you are working in a micro business, and it's just you and the boss, then who looks after who?

Investigate 3 different-sized workplaces to find out the first-aid actions and procedures to follow when dealing with common medical and health issues, as well as emergencies.

	Micro/Small Workplace	Medium Workplace	Large Workplace
Details:			
First-aid person(s)?			
First-aid equipment			
Common risks and accidents?			
Common injuries or afflictions?			
What is the process?			
Handling emergencies?			
What if I'm on my own?			
Training I could do?			
Other guidance?			

**COMPLETE  
PREVIEW  
SAMPLE**

## 23 The Hard Sell

### Part A: Advertising

1. Source 3 different advertisements for products aimed at your age group. Describe the persuasive language and other techniques used by the advertisers to try to persuade you to buy their products.
2. Discuss whether their techniques are effective.

Product/ advertisement 1	Persuasive language and techniques. // Effectiveness?
Product/ advertisement 2	Persuasive language and techniques. // Effectiveness?
Product/ advertisement 3	Persuasive language and techniques. // Effectiveness?

3. Compile a list of 10 persuasive words or terms that act as a 'red flag', and for which you should always be on the lookout. *e.g. "According to experts..."*

- |            |             |
|------------|-------------|
| i. _____   | vi. _____   |
| ii. _____  | vii. _____  |
| iii. _____ | viii. _____ |
| iv. _____  | ix. _____   |
| v. _____   | x. _____    |

**Part B: Show me the money**

Businesses love using celebrities and other ‘famous’ people to promote their products and brands. And celebs seem to like it just as much (perhaps they must need the money because it is so tough at the top to make a living!)

1. Investigate 4 products/brands/businesses and summarise the celebrity engagement, endorsement or advertising that is being used. Images would be good as well!
2. Does this make you more receptive to the ‘product’? Why/why not?

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SAMPLE

In the digital age, we are seeing more paid endorsement and promotion than ever before. And some ‘celebs’ seem to promote a whole range of different brands or products; or they shift from paid endorsement to another paid endorsement, one after the other.

3. Research a celebrity with a history of multiple endorsements. Create a timeline of their endorsement history.
4. How might this affect the credibility of these paid endorsements?
5. What does this say about the credibility of the celebrity? Or does it not matter to you?

## 24 Truth or Consequence

### Part A: It's a dilemma

When you are an employee you are expected to be an enthusiastic, loyal and strong advocate of your organisation, its goods or services, its quality levels and many other factors.

In fact, you may be governed by internal codes of conduct (even if you didn't read them) that prohibit criticising the 'business', including on social media. Breaching these codes might have severe sanctions - including dismissal.

1. You've just been employed as a casual, working in a diner. They have told you to make these 'claims'. How do these sit with you?

"The best fried chicken in town."

"Burgers so juicy that they would make the cow proud."

"An ice cream sundae that will make you forget all your troubles."

2. Sometimes you might be put in a position where you have to defend a claim made by your employing business. How would you respond in these situations?

A diner has finished everything on their plate.  
"How was it?"  
"It says, 100% satisfied or your money back. I'm still hungry. I want my money back."

A customer says they dislike something at their office.  
"Gee, so well like the best price in town to me."

A diner calls you over.  
"You said the chips were fresh. These are frozen, I saw him take the bag from the freezer."

3. Sometimes you can avoid untruths and better deal with a situation by what you 'don't' say. How could you deal with these situations, but yet not 'admit' any fault?

"Gee for a store that says the 'best prices in town', you're not really very cheap at all. What a rip-off!"

"You call yourself the 'Fresh Food Family', but have you looked at, or let alone tasted, your produce lately?"

"Take a look at my burger, and look at the picture you have up there. Not even close man - that's false advertising!"



**Part B: Talking it up**

Focus on a business or organisation that you are interested in working for (your subject).

1. Source 3 different advertisements or public relations communications from this organisation. Try to find examples from varied media sources, e.g. Website, social media, print, video, e-catalogue, etc..
2. Describe the use of persuasive language, and other techniques, used by your subject to try to persuade the reader or viewer.
3. Discuss whether the techniques of your subject are effective.

Advertisement/ PR comm. 1	Persuasive language and techniques. // Effectiveness?
Advertisement/ PR comm. 2	Persuasive language and techniques. // Effectiveness?
Advertisement/ PR comm. 3	Persuasive language and techniques. // Effectiveness?

**COMPLETE  
PREVIEW  
SAMPLE**

4. How would you describe the tone of the advertising and PR communications of your subject? How does this make you feel? Focus on key words.

## 25 Different Viewpoints

### Part A: Points of view

When working you may encounter work-related stakeholders who hold a different view from you. Sometimes this is a normal part of discussion. But at other times it can create conflict.

1. Consider these work-related stakeholder relationships. Describe situations where the stakeholders might not only hold, but also communicate, a different point of view.
2. Develop examples that match industries and workplaces within which you are more likely to work.

<b>Customers vs Workers</b>	<b>Workers vs Customers</b>
<b>Managers vs Workers</b>	<b>Workers vs Managers</b>
<b>Workers vs Workers</b>	<b>Workers vs Suppliers</b>

**COMPLETE PREVIEW SAMPLE**

Conflict is one of the most stressful work-related issues that affects workers.

3. What types of conflict would you most likely have to deal with in work-related situations?
4. What assistance might you need, or could you get, to help with conflict resolution?

--	--

**Part B: Work-related issue**

List a work-related issue you feel strongly about. Outline 3 reasons why you feel this way.

Issue: \_\_\_\_\_

i: \_\_\_\_\_

\_\_\_\_\_

ii: \_\_\_\_\_

\_\_\_\_\_

iii: \_\_\_\_\_

\_\_\_\_\_

2. Now you are required to argue against and refute each of your own reasons outlined above! Try to find and use evidence to support your refutation.

i: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

ii: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

iii: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**COMPLETE  
PREVIEW  
SAMPLE**

## 26 Not Everyone Agrees

### Part A: Discussion brainstorm

1. Brainstorm 20 different terms related to the following issue. (You choose how to set this out.)

“Dealing respectfully with discussion and different points of view in the workplace.”

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2. Choose 6 of the most appropriate terms. For each one, write a 1-sentence action statement to help you achieve that outcome. e.g. I will use empathy to understand a customer’s point of view when they are making a complaint.


3. How might these actions create transferable literacy skills for your vocational career?

**Part B: What's the problem?**

1. Identify customer/client issues that commonly occur in work-related situations. Describe who is involved and why this issue might happen. What is the role of communication in contributing to these issues?

Customer/client issue.	Who is involved in the issue?	Why might this happen?	Role of communication.

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PREVIEW  
SAMPLE**

2. Suggest some possible strategies for dealing with these customer/client issues. What role could you play as a worker? How could you apply effective communication to help?

Customer/client issue.	How to deal with this issue.	What I could do as a worker.	Applying effective communication.

## 27 Look at Me Now

### Part A: I know better now

Explain 5 things or issues that you previously believed or thought were true, but for which you've changed your mind, primarily as a result of your VM: Literacy studies. For each one, explain why you changed your mind/opinion. At least 1 must be vocational-related.

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**Part B: A better me**

Now that you have completed your VM: Literacy 1&2 units, create an **'after'** representation of yourself to illustrate you and your literacy skills. You might create an artwork, a graphic, an image, a song, a profile, a CV or some other representation.



**COMPLETE  
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SAMPLE**

## 28 Review and Reflection

Complete this journal to reflect on your study of the Literacy units.

Journal of: \_\_\_\_\_ Date: \_\_\_\_\_

⇒ What did I most enjoy during this year as part of my Literacy studies?

⇒ What major Literacy skills and strategies did I develop and apply?

⇒ How did I use and apply what I learned for my personal and social activities?

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⇒ How did I use and apply what I learned in my work-related activities?

⇒ What might be the most important things for me to focus on next, and why?

⇒ What other information can I share and/or how would I summarise my experiences?



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