



Bar Bending & Concreting Level-II

Learning Guide-#06

**Unit of Competence: Participate in workplace
Communication**

**Module Title: Participating in workplace
Communication**

LG Code: EIS BBC2 M02 1019 LO1-LG-06

TTLM Code: EIS BBC2 M02 TTLM 0919v1

**LO3: Complete relevant work-
related documents**



Instruction Sheet	Learning Guide #06
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This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics:

- Completing range of forms relating to condition of employment
- Recording workplace data
- Basic mathematical operation
- Checking error recording information
- Preparing report

This guide will also assist you to attain the learning outcome stated in the cover page.

Specifically, **upon completion of this Learning Guide, you will be able to:**

- Complete accurately and legibly range of forms relating to conditions of employment
- record workplace data on standard workplace forms and documents
- use basic mathematical processes for routine calculations
- identify and properly act upon Errors in recording information on forms/ documents
- complete reporting requirements to supervisor according to organizational guideline

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below 3 to 6.
3. Read the information written in the information “Sheet 1, Sheet 2, and Sheet 3”.
4. Accomplish the “Self-check 1, Self-check t 2, and Self-check 3”.
5. If you earned a satisfactory evaluation from the “Self-check” proceed to “Operation Sheet 1, Operation Sheet 2 and Operation Sheet 3”.
6. Do the “LAP test” (if you are ready).



Information Sheet-1	Completing range of forms relating to condition of employment
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Range of forms relating to conditions of employment

Types of Forms

In every workplace you will be required to complete forms. Each workplace will have forms specific to their requirements. You must make sure that you know which forms to fill in, when you need to use forms and where to find the necessary forms.

When filling in a form:

- read the form carefully
- fill in all the required details
- Only include necessary information
- write clearly and simply
- check that you have completed it properly
- send or give it to the appropriate person, or file in the appropriate place

Work instructions are the most basic tool used in every business or organization to help workers follow a sequence of steps. Inadequate work instructions are likely to result in a variety of problems in the workplace that could range from:

- returned products
- Loss of materials
- Customer complaints
- Liability issues
- Poor work performance

Work instructions can have a **major impact** on the effectiveness and productivity of a workplace. If instructions are difficult to follow, workers will make errors in implementing the steps.

A good work instruction is a detailed sequence of steps that workers need to follow each time they perform a task. The purpose of a work instruction is to organize steps in a logical and systematic way so that workers can easily follow it independently.

This means a consistent format for your work instructions is important. Workers can read the information faster and absorb it more quickly if it follows a consistent font and format. It also makes the development of further work instructions far simpler as you have a template to follow:

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Technical Writing

Definition of Technical Writing

Technical writing is a type of writing where the author is writing about a particular subject that requires direction, instruction, or explanation. This style of writing has a very different purpose and different characteristics than other writing styles such as creative writing, academic writing or business writing.

Uses for Technical Writing

Technical writing is straightforward, easy to understand explanations and/or instructions dealing with a particular subject. It is an efficient and clear way of explaining something and how it works.

The subject of technical writing can either be:

- Tangible – Something that can be seen or touched, such as a computer or software program, or information on how to assemble a piece of furniture.
- Abstract – Something that involved a series of steps that aren't related to a tangible object. One example of this might be steps required to complete an office process.

Some examples of technical writing include:

- Instruction manuals
- Policy manuals
- Process manuals
- User manuals
- Reports of analysis
- Instructions for assembling a product
- A summarization of a long report that highlights and shortens the most important elements

Tips for Good Technical Writing

Regardless of the type of document which is written, technical writing requires the writer to follow the properties of knowing their audience, writing in a clear, non-personal style and doing extensive research on the topic. By including these properties, the writer can create clear instructions and explanations for the reader.

- Know your audience. An expert in the field will understand certain abbreviations, acronyms, and lingo that directly applies to such a field. The novice will not

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understand in the same manner and, therefore, every detail must be explained and spelled out for them.

- Use an impersonal style. Write from a third person perspective, like a teacher instructing a student. Any opinions should be omitted.
- The writing should be straightforward, to the point, and as simple as possible to make sure the reader understands the process or instruction. This at times may appear as simply a list of steps to take to achieve the desired goal or may be a short or lengthy explanation of a concept or abstract idea.
- Know how to research. Gather information from a number of sources, understand the information gathered so that it can be analyzed thoroughly, and then put the information into an easy to understand format to instruct those who read it. The more inexperienced your audience, the more information you will need to gather and explain.
- Be thorough in description and provide enough detail to make your points; but, you also have to consider that you need to use an economy of words so that you do not bore your reader with gratuitous details.



Self-Check -1	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. the workplace that could range from refers
 - A) returned products
 - B) Loss of materials
 - C) Customer complaints
 - D) All

Note: Satisfactory rating - 5 and 5 points

Unsatisfactory - below 5 and 5 points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____

Short Answer Questions

**Recording Information**

- ✓ Workplaces rely on large amounts of information from many different sources to operate effectively.
- ✓ Most of that information is recorded either manually (on paper) or electronically (on computer).
- ✓ Work schedules, product catalogues, orders and receipts, time sheets and memos are all examples of written information, or records, found in most workplaces.

Locating written information

- ✓ Before you can use records, you need to know where to find them. Written information may be located in:
 - Computer databases
 - filing cabinets
 - shelving
 - drawers
 - counters
 - pin boards or whiteboards.

Organising written information

- ✓ Records need to be kept in the same place all the time so that everyone knows - where to get them when they want to use them.
- ✓ It would very frustrating to find that the vehicle logbook was not in the truck as it should be, or that someone had moved the order book just when you needed it to answer a customer inquiry.
- ✓ Sometimes many records are kept together in one place, such as in a filing cabinet.
- ✓ They are often organised in alphabetical order so that they are easy to find.
- ✓ There are many ways to organise records, so you must use the method preferred in your workplace.



- ✓ Records stored together must be replaced in the correct order to make it easy for everyone to find them.
- ✓ Some records are only needed for a short time. E.g. A message telling you to collect a parcel from the post office can be thrown away afterwards, and the social club newsletter can be replaced on the pin board when the new one arrives.

Recording information accurately and legibly

- ✓ Written information is only useful if it is accurate and readable.
- ✓ A great deal of time and effort can be saved in the longer term if you take care to check that the information is correct before you write it down.
- ✓ If your handwriting is not very clear, it might be better to print the information so that it can be easily read. Communicating with people in the workplace

Communicating courteously and clearly

- ✓ An important part of your job is to pass on information to other people. Lots of messages and instructions that you receive in person, or by telephone or radio, have to be passed on to someone else.
- ✓ You could use the phone or a written note to pass on the information, or you could speak to the other person face to face.
- ✓ Much of the time you will be communicating with co-workers or your supervisor, but you might also have to talk to clients.
- ✓ Anyone that you provide with a product or service is your client. You can have both internal and external clients.
- ✓ Internal clients are the people you deal with in other sections of your workplace.
- ✓ External clients are customers, suppliers, industry bodies, government employees, contractors or anyone else in your industry network.
- ✓ There is good reason for you to communicate courteously and clearly with all these people.
- ✓ You have to get along with the people at your workplace, and you can do that better if you treat them with respect and help them as much as you can.

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- ✓ When you are dealing with people from outside your workplace, you are representing your employer and you need to present a good image.

Self-Check -2	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Internal clients are the people you deal with in other sections of your workplace.

- A) True
- B) False

2. External clients are customers, suppliers, industry bodies, government employees, contractors or anyone else in your industry network.

- A) True
- B) False

Note: Satisfactory rating - 6 points

Unsatisfactory - below 6 points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____

Short Answer Questions

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Information Sheet- 3	Basic mathematical operation
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3.3 Using basic mathematical processes

The four basic mathematical operations--addition, subtraction, multiplication, and division--have application even in the most advanced mathematical theories. Thus, mastering them is one of the keys to progressing in an understanding of math and, specifically, of algebra. Electronic calculators have made these (and other) operations simple to perform, but these devices can also create a dependency that makes really understanding mathematics quite difficult. Calculators can be a handy tool for checking answers, but if you rely too heavily on one, you may deprive yourself of the kind of rigorous mental exercises that will help you not just to do math, but to fully understand what you are doing.

In this course the necessity of talking about basic mathematical problems is, when we record a document it may be numerical, it needs basic mathematical processes and operations to organize the data.



Self-Check -3	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. What are four basic mathematical operations?

Note: Satisfactory rating - 5 and 5 points

Unsatisfactory - below 5 and 5 points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____

Short Answer Questions



Information Sheet-4	Checking error recording information
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3.4 Identify and acting on errors in recording on forms

The first phase of the error control is to define the known errors. Once the problem has been diagnosed and the possible root cause analysis is done the known error is then passed to the error control. The error control iteratively diagnoses known errors until they are eliminated by successful implementation of a change.

Recording requirements

Records of incidents covered by RIDDOR are also important. They ensure that you collect sufficient information to allow you to properly manage health and safety risks. This information is a valuable management tool that can be used as an aid to risk assessment, helping to develop solutions to potential risks. In this way, records also help to prevent injuries and ill health, and control costs from accidental loss.

You must keep a record of:

- Any accident, occupational disease or dangerous occurrence which requires reporting under RIDDOR.
- Any other occupational accident causing injuries that result in a worker being away from work or incapacitated for more than three consecutive days (not counting the day of the accident but including any weekends or other rest days). You do not have to report over-three-day injuries, unless the incapacitation period goes on to exceed seven days.



Self-Check -4	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

Note: Satisfactory rating - 5 and 5 points

Unsatisfactory - below 5 and 5 points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____

Short Answer Questions



Information Sheet- 5	Preparing report
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3.5. Completing reporting requirements to supervisor

Procedure of report writing and record results

A report is a systematic, well organized document which defines and analyses a subject or problem,

Reports must always be:

- ✓ Accurate
- ✓ Concise
- ✓ Clear
- ✓ well structure
- ✓ Report structure

Title page always include the title your name and the date of submission.

Acknowledgement, a list of people and organization within and outside the organization.

Terms of reference definition of the task your specific objective and purpose of writing

Procedure how your reasserted was carried out how the information was gathered

Summery usually included in longer report may be called executive summery

Content clear well formatted sections and sub-sections of the report

Writing a fieldwork report that summarizes your fieldwork experiences, observations and preliminary conclusions helps clarify both qualitative and quantitative data collected while offering insight into how different sets of data work together to answer the planned questions implied in your objectives.

A well written report will help to assess the design of your field work and assess the reliability of the information you acquired to solve the problem under investigation.

Choose your approach to report your findings and drawing conclusions. Feedback from facilitators will assist you to organize the final report

When you are writing a report the main topics you want to cover are:

Why write reports? (How important is the task?);

Who should receive reports?

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What should reports contain? (Content; what are the different kinds of reports?);
How should reports be organized? And
How can we write better reports? (How can we make report writing easier?)

Self-Check -5	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Reports must be _____
 - A) Accurate
 - B) Concise
 - C) Clear
 - D) well structure
 - E) All

Note: Satisfactory rating - 5 and 5 points

Unsatisfactory - below 5 and 5 points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____

Short Answer Questions

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Annex II References

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