



Intermediate Apparel Production NTQF Level -II

Learning Guide#6

Unit of Competence: Participate Work place communication

Module Title: Participating Work place communication

LG Code: IND IAP2 M02 L03-LG06

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LO3. . Complete relevant work related documents



Instruction Sheet	Learning Guide #6
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This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

LO3. Complete relevant work related documents

3.1 Completing employment condition forms

3.1.1 Personnel forms, telephone message forms, safety reports

3.2 Recording workplace data

3.3 Using basic mathematical processes

3.4 Identifying and acting upon Errors in recording information

3.5 Completing reporting requirements

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 Range of forms relating to conditions of employment
- ❖ Record and document Workplace data on standard workplace forms
- ❖ Use Basic mathematical processes for routine calculations
- ❖ Identify and properly acted upon Errors in recording information on forms/ documents
- ❖ Complete Reporting requirements to supervisor

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described in number 3 to 7.
3. Read the information written in the “Information Sheets 1-5 Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.
4. Accomplish the “Self-check”



5. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You are to get the key answer only after you finished answering the Self-check 1).
6. If you earned a satisfactory evaluation proceed to “Information Sheet 2”. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #1.
1. Submit your accomplished Self-check. This will form part of your training portfolio

Information Sheet: 1	Completing employment condition documents/ forms
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Introduction

Employment is a relationship between two [parties](#), usually based on a [contract](#) where work is paid for, where one party, which may be a [corporation](#), [for profit](#), [not-for-profit organization](#), [co-operative](#) or other entity is the [employer](#) and the other is the [employee](#). Employees work in return for [payment](#), which may be in the form of an hourly wage, by [piecework](#) or an annual [salary](#), depending on the type of work an employee does or which sector they are working in.

Most organizations will have a basic record of workers from their original application form. A well designed form can provide not only the necessary information to aid short listing, but also a guide for the interview. Only questions directly relevant to the job requirements should be asked, as to do otherwise may be potentially discriminatory. For instance, questions relating to trade union membership and marital status should not be included on any application form as they may be construed as evidence of intention to discriminate.

Information may be requested about any disability that might affect someone's



application - for instance if there are any reasonable adjustments that the organization may make to assist in the application process or in the job itself.

Other records useful in the recruitment and selection process are:

- Job descriptions, setting out the purpose, duties and responsibilities of each job.
- Person specification, setting out the characteristics and competencies necessary in the person who is best suited to perform each job – for instance, skill, qualifications, particular experience.

Some Forms of Employee

Forms that are common to most enterprises include:

➤ **Personnel forms:** - personnel forms or Employee information forms provide key data on employees that can be used to keep track of who worked for the company, when, and in what positions. It can also be used as an emergency contact information form in the event of any serious workplace injury.

Personnel record forms are necessary for the formulation and implementation of employment policies and procedures for recruitment, training, promotion, dismissal etc. Some of these are required by law and others enable personnel to monitor other processes. For instance, personnel records, and the statistics they provide, are important in helping to develop policies free from any bias on grounds of sex, race,



age or disability.



- Telephone message forms
- Safety reports
- Dockets, invoices and receipts
- Petty cash vouchers
- Time sheets
- Telephone message forms
- Leave forms.

Other enterprise forms might include:

- Chemical records
- weather records
- vehicle and machinery log books
- Registration, license and insurance forms
- Equipment inspection records.

Self-Check -1

Written Test

Directions: Answer all the questions listed below. Illustrations may be necessary to aid



Some explanations /answers:

Say True or False

1. ----- Personnel record forms are necessary for the formulation and implementation of employment policies and Procedure? (2 point)
2. ----- Telephone message is one of a type of employee forms?(2 point)

Short answer question

3. Explain at least 4 forms of employee? (4 point)

Note: Satisfactory rating – 4 & above points

Unsatisfactory - below 4

points

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

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Short Answer Questions



Information Sheet: 2

Recording workplace data

Introduction

All organizations, however large or small, need to keep certain records, some because of the law requires them, and some for internal purposes. For instance, keeping records of hours worked by most workers (for the purposes of the implementation of the Working Time Regulations), and pay rates will enable employers to monitor legislation compliance. Every employer also needs records of workers joining them, their job title, and pay and so on.

Why personnel records are important

All organizations, private or public, need to plan and to formulate policies and procedures which will enable them to remain competitive and provide good service to their customers. Planning depends on information, and personnel planning equally depend on effective, **accurate record keeping enabling** the organization to recruit, train and developing staff to their full potential, and being as effective as possible within the organization, thereby making a strategic contribution to its goals.

Good records can help managers:

- **Make** decisions based on fact rather than guesswork
- **Know** what staff resources are available to meet production/service requirements
- **More** accurately assess levels of performance and productivity
- **Know** what is happening with absence levels, labor turnover, sickness,



accidents, lateness, discipline etc, and take appropriate and timely action.

What records are needed?

Every organization should keep information about individual workers - for example:

- **Personal details:-** name, address, emergency contact, date of birth, sex, education and qualifications, tax code, national insurance number, details of any known work-relevant disability, work experience.
- **Employment history with the organization:-** date employment began, promotions, present job, and job title.
- **Details of terms and conditions:** - pay, hours of work, holiday entitlement, any other benefits, e.g. car, private health insurance. A copy of the written main terms and conditions of employment, or the employment contract must be kept to avoid any future query on the terms and conditions agreed on starting. Copies of any changes to the contract and, if appropriate, a copy of the worker's agreement to exceed the Working Time Regulations limits must also be kept.
- **Absence details:-** lateness, sickness, any other authorized or unauthorized absence e.g. annual holiday, maternity/paternity/dependents leave, **Details of any accidents connected with work, including on way to and from work.**
- **Details of training/further education** undertaken with the organization, whether internal or external. Any worker on a Modern Apprenticeship with the organization is normally entitled to a written agreement setting out the terms of the apprenticeship



- **Details of any disciplinary action.**
- **Details of termination of employment.**

Some of Key areas that need records

Statutory records

This section covers the main areas that anyone dealing with personnel matters will need for record keeping. Good records help managers. Records required by law include:

- Tax and national insurance
- For most workers it is advisable to keep records of individual hours worked to enable averaging over a period to meet the requirements of the Working Time Regulations
- Holidays, again for the Working Time Regulations
- Pay, to ensure the requirements of the Minimum Wage Act are being met, and to meet the statutory requirement that workers are issued with pay statements.
- Paid sickness and Statutory Sick Pay



Self-Check -2

Written Test

Directions: Answer all the questions listed below. Illustrations may be necessary to aid

Some explanations /answers:

Short answer question

1. Write at least 3 key areas that need records? (5 point)
2. How good records can help managers?(6 point)



Note: Satisfactory rating – 5.5 & above points points

Unsatisfactory - below 5.5

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

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Short Answer Questions

Information Sheet: 3

Using basic mathematical processes

Introduction



Statistics is the study of the collection, organization, analysis, interpretation, and presentation of [data](#). It deals with all aspects of this, including the planning of data collection in terms of the design of [surveys](#) and [experiments](#).

A [statistician](#) is someone who is particularly well-versed in the ways of thinking necessary to successfully apply statistical analysis. Such people often gain experience through working in any of a [wide number of fields](#). A discipline called [mathematical statistics](#) studies statistics mathematically.

The word *statistics*, when referring to the scientific discipline, is singular, as in "Statistics is an art." This should not be confused with the word *statistic*, referring to a quantity (such as [mean](#) or [median](#)) calculated from a set of data, whose plural is *statistics*.

Scope

Some consider statistics a mathematical body of science that pertains to the collection, analysis, interpretation or explanation, and presentation of [data](#), while others consider it a branch of [mathematics](#) concerned with collecting and interpreting data. Because of its empirical roots and its focus on applications, statistics is usually considered a distinct mathematical science rather than a branch of mathematics.

Much of statistics is non-mathematical: ensuring that [data collection](#) is undertaken in a way that produces valid conclusions; coding and archiving data so that information is retained and made useful for international comparisons of [official statistics](#); reporting of results and summarized data (tables and graphs) in ways comprehensible to those who must use them; implementing procedures that ensure the [privacy of census information](#).

Statisticians improve data quality by developing specific [experiment designs](#) and [survey samples](#).



Statistical methods can summarize or describe a collection of data. This is called [descriptive statistics](#). This is particularly useful in communicating the results of experiments and research. In addition, data patterns may be [modeled](#) in a way that accounts for [randomness](#) and uncertainty in the observations.

Mean, median, and mode are three kinds of "averages". There are many "averages" in statistics, but these are, I think, the three most common, and are certainly the three you are most likely to encounter in your pre-statistics courses, if the topic comes up at all.

The "mean" is the "average" you're used to, where you add up all the numbers and then divide by the number of numbers.

The "median" is the "middle" value in the list of numbers. To find the median, your numbers have to be listed in numerical order from smallest to largest, so you may have to rewrite your list before you can find the median.

The "mode" is the value that occurs most often. If no number in the list is repeated, then there is no mode for the list.

The "range" of a list a numbers is just the difference between the largest and smallest value

Example Find the mean, median, mode, and range for the following list of values:

13, 18, 13, 14, 13, 16, 14, 21, 13

The mean is the usual average, so I'll add and then divide:

$$(13 + 18 + 13 + 14 + 13 + 16 + 14 + 21 + 13) \div 9 = 15$$

Note that the mean, in this case, isn't a value from the original list. This is a common result. You should not assume that your mean will be one of your original numbers.

The median is the middle value, so first I'll have to rewrite the list in numerical order:

13, 13, 13, 13, 14, 14, 16, 18, 21



There are nine numbers in the list, so the middle one will be the $(9 + 1) \div 2 = 10 \div 2 = 5$ th number:

13, 13, 13, 13, 14, 14, 16, 18, 21

So the median is 14.

The mode is the number that is repeated more often than any other, so 13 is the mode.

The largest value in the list is 21, and the smallest is 13, so the range is $21 - 13 = 8$.

Mean: 15

median: 14

mode: 13

range: 8

Note: The formula for the place to find the median is " $([\text{the number of data points}] + 1) \div 2$ ", but you don't have to use this formula. You can just count in from both ends of the list until you meet in the middle, if you prefer, especially if your list is short. Either way will work.

Basic mathematics process

1. Addition

2. Division

3. Subtraction

4. Multiplication



Self-Check -3

Written Test

Directions: Answer all the questions listed below. Illustrations may be necessary to aid

Some explanations /answers:

Fill in the black space

1. ----- is the study of the collection, organization, analysis, interpretation, and presentation of [data](#)? (2 point)
2. ----- is the "middle" value in the list of numbers. (2 point)
3. -----" is the "average value in the list of numbers. (2 point)

Short answer questions

4. Write the basic mathematics process in recording? (3 point)



**Note: Satisfactory rating – 3 & above points
3points**

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

Answer Sheet



Unsatisfactory - below

Score = _____

Rating: _____

Name: _____

Date: _____

Information Sheet: 4

**Identifying and acting upon Errors in recording
information**

Introduction

An error of accounting is an accounting mistake in which an entry is recorded in the incorrect account.

Administratively, incorrect or inconsistent data can lead to false conclusions and misdirected investments on both public and private scales. For instance, the government may want to analyze population census figures to decide which regions



require further spending and investment on infrastructure and services. In this case, it will be important to have access to reliable data to avoid erroneous fiscal decisions.

In the business world, incorrect data can be costly. Many companies use customer information databases that record data like contact information, addresses, and preferences.

Identifying, rectifying and referring errors

There will be times when you are checking or processing financial transactions in your organization and you identify an error or discrepancy which needs to be rectified (corrected.) You may be able to do this yourself. If you are unable to do this because you don't know how, or you are not authorized to do so, you will need to refer the discrepancy to an authorized work colleague.

Discrepancies may occur for a variety of reasons, including:

- Miss keyed data; for example, making a mistake when entering information such as an item code, price or quantity;
- Arithmetic errors; for example, adding amounts together instead of subtracting
- Counting errors; for example, incorrectly counting cash in a trial balance.
- Accounting errors; for example, entering debit amounts as credits.

Self-Check -4

Written Test



Directions: Answer all the questions listed below. Illustrations may be necessary to aid

Some explanations /answers:

Short answer questions

1. What is Errors? (2 point)
2. Why recording error may occur? (8 point)

Note: Satisfactory rating – 5 & above points points

Unsatisfactory - below 5

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

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Short Answer Questions



Information Sheet: 5

Completing reporting requirements

Definition

What is reporting?

Reporting is the regular provision of information to decision-makers within an organization to support them in their work. These reports can take the form of **graphs**, **text** and **tables** and, typically, are disseminated through an intranet as a set of regularly updated web pages (or "enterprise portal"). Alternatively, they may be emailed directly to users or simply printed out and handed around, in the time-honored fashion.

What is a Business Report?

Business reports are documents prepared by employees or managers that provide regulators, investors and creditors with information about the performance and strategies of the business.

Reporting Methods

A) **Written Reporting**:- Written reporting is the most common mode of reporting. It may be in form of a letter, circular or manual. Written reporting is most popular mode, reason being, reports can be kept as legal records by using this mode and can be used as reference sources. Written reports are always carefully formulated. Written reporting, sometimes saves time and money. However it suffers from poor expression of senders.



B) Graphic Reporting:- The reports may be presented in the form of charts, diagrams and pictures. These reports have the advantage of quick grasp of trends of information presented.

A look at the chart or diagram may enable the reader to have an idea about the information. In the modern times graphs and charts are becoming more popular as a mode of presenting any kind of information. Various management professionals express their views through graphs and charts. Graphical presentation being most effective medium of reporting removes dullness and confusions which we usually find in other forms of reporting.

C) Oral Reporting

Oral reporting may be done in the following forms:

(a) Group meetings

(b) Conversation with individuals

- Oral reporting is helpful only to a limited extent.
- It cannot form a part of important managerial decision making. For the purpose, the reports must be in writing so that these may be referred in future discussions too. A combination of written, graphic and oral reporting may be useful for effective and efficient reporting in an organization.

Advantages of Reporting

- Assess Performance and Comparison
- Regulatory and Creditor Compliance

Disadvantages of Reporting



- Cost of Time
- Not Always Accurate
- Potential to Neglect Qualitative Information

Self-Check -5	Written Test
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Directions: Answer all the questions listed below. Illustrations may be necessary to aid

Some explanations /answers:

Say True or False

1. ----- Reporting is the regular provision of information to decision-makers within an organization to support them in their work? (1 point)



2. ----- Oral reporting is helpful only to a limited extent? (1 point)

Short answer question

3. write the advantages of reporting? (3 point)
4. Write the disadvantages of reporting? (3 point)
5. Explain the methods of reporting? (4 point)

Note: Satisfactory rating – 5 & above points points

Unsatisfactory - below 5

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

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Short Answer Questions

References books and materials



1. DeIuliis, David, PhD. (2016). *Workplace Communication*. Communication Research Trends.
2. Henson, Baden (2007). *Communication in the workplace*. Milton, Old: Wiley. [ISBN 0-7314-0650-8](#).