



# **INFORMATION TECHNOLOGY SUPPORT SERVICE**

**Level I**

# **LEARNING GUIDE 03**

<b>Unit of Competence:</b>	<b>Receive and Responded workplace environment</b>
<b>Module Title:</b>	<b>Receive and Responded workplace environment</b>
<b>LG Code:</b>	<b>ICT ITS1 M09 L02 03</b>
<b>TTLM Code:</b>	<b>ICT ITS1 TTLM09 0919</b>

**LO 2: Perform workplace duties following  
written notice**





<b>Information Sheet 1</b>	<b>Receiving and Following Instructions</b>
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### 1.1 Receiving and Following Instructions

Receiving Instructions from someone else, especially if they are speaking to you:

- Stop whatever else you are doing
- Focus on the person speaking
- If you can, make notes about the details
- When the person has finished, tell them what you understood from their instructions to make sure you have understood them correctly

The instructions were not heard correctly due to:

- Too much noise around – ask to move to a quieter place
- The person not speaking loudly or clearly enough – ask them to speak up

Not enough detail was given:

- Ask for more information – don't assume you know what they mean

The meaning was unclear:

- Check the outcome and the purpose of the task

### 1.2 Written Information Sources

In the workplace, written information can take the form of:

- Letters
- Memos
- Informal Notes
- Faxes
- E-mails
- Text Messages
- Workplace Signs
- Instruction Manuals



The following points should help you to follow written instructions in a more effective way.

- Read through all the instructions or steps before beginning the task. This will give a clear picture of what the whole task involves
- If diagrams are provided take the time to look at them carefully. As you work through the task check the diagrams to make sure that your work matches the example given.
- If you are not sure of the meaning of any words or terms take the time to find out the correct meaning. Ask your workplace supervisor if you guess correctly you may find that you cannot complete the task or that the finished task is not done properly.
- Avoid the temptation to try to complete the task before reading all the instructions. Although the job may take a little longer, it will save time in the long run as you may avoid mistakes.

#### Following Spoken Instructions

- Spoken instructions are generally received face to face or via the telephone. The following points should help you follow spoken instructions in a more effective way.
- When following spoken instructions, it is absolutely essential that you listen. Avoid jumping to conclusions or assuming that you know how to complete the task. Use all your listening skills to ensure that you receive the message accurately.
- Ask questions if you are uncertain about particular steps. Sometimes people are afraid to ask questions because they think they will look stupid. Remember questioning shows that you are keen and interested and it is always better to ask questions rather than make a mistake.
- Be sure that you understand all the words or terms being used.
- If you are receiving instructions over the telephone, always write down the information accurately.
- Repeat the instructions back to the instructor to be sure that you have fully understood all the details.
- It often helps if you can complete the task once with the instructor. This will give you a chance to ask questions and check other things as you work through the job.



<b>Self-Check -1</b>	<b>Test</b>
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**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page:

- \_\_\_\_\_ 1. In the workplace, written information can take the form of:
- A. Letters
  - B. Memos
  - C. Informal Notes
  - D. All
- \_\_\_\_\_ 2. \_\_\_\_\_ Instructions are generally received face to face or via the telephone.
- A. Spoken
  - B. Written
  - C. A and B
  - D. None



**Note: Satisfactory rating - \_\_\_\_ points      Unsatisfactory - below \_\_\_\_ points**  
You can ask you teacher for the copy of the correct answers.

**Answer Sheet**

Score = \_\_\_\_\_

Rating: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_



## List of Reference Materials

### Reference

<https://www.quora.com/What-is-the-difference-between-upgrade-and-update>

<https://www.intowindows.com/how-to-upgrade-office-2007-to-office-2010/>

Posted by [Synopsys Editorial Team](#) on Friday, October 7th, 2016

<https://www.synopsys.com/blogs/software-security/5-types-of-software-licenses-you-need-to-understand/>

### Experts

The development of this Learning Guide for the TVET Program Information technology support service Level I.

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