



Vehicle servicing and repairing

NTQF Level II

Learning Guide #03

Unit of Competence: Participate In Workplace
Communication

**Module Title: Participating In Workplace
Communication**

LG Code: EIS VSR2 M01 0919 LO3-LG 3

TTLM Code: EIS VSR2 TTLM 0919V1

Lo3- Complete relevant work related documents



Instruction Sheet	Learning Guide # 03
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This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:–

- Complete range of forms
- Record workplace data
- Use basic mathematical processes
- Identify and properly act upon Errors in recording information on forms/ documents
- Complete 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 –

- ❖ Range of forms relating to conditions of employment is completed accurately and legibly.
- ❖ Workplace data is recorded on standard workplace forms and documents.
- ❖ Basic mathematical processes are used for routine calculations.
- ❖ Errors in recording information on forms/ documents are identified and properly acted upon.
- ❖ Reporting requirements to supervisor are completed according to organizational guidelines.

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below 3 to 4.
3. Read the information written in the information “Sheet 1, Sheet 2, Sheet 3 and Sheet 4 Sheet 5”.
4. Accomplish the “Self-check 1, Self-check t 2, Self-check 3 and Self-check 4, check 5” **in page -3,5,7,9, and 11** respectively.



3.1.1. Personnel forms, telephone message forms, safety reports

Forms used at workplace

Workplace forms refer to documents used by businesses that relate to employment, sales, stock, financial information, taxation, personnel, work records and messages.

The following forms commonly used at work place:

1. Personnel forms
2. Telephone message forms
3. Safety reports



Self-Check -1

Written Test

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. List the forms of used at workplace:(10 point)

Note: Satisfactory rating - 5 points Unsatisfactory - below 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-02	Record workplace data
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Process of Recording Work Place Data

Documentation is a term with many meanings, the most common of which are:

- A set of documents provided on paper.
- The process of documenting knowledge, as in scientific articles.
- The process of providing evidence.
- The writing of product documentation, such as software documentation.

Documentation and recording are important to insure accountability, facilitate coordination to of care between providers and service improvements however the importance of documentation and recording may be over locked by the focus on direct services to the community

Record –keeping and documentation are important process that facilitates

- Continuity of care
- Accountability
- Service improvement.

Record, Organize and Maintain Workplace Information By having a better understanding of what records to keep and how to keep records, you will gain the skills and knowledge to participate in your workplace more efficiently and effectively. through this process we are able to:

- satisfy various legal requirements
- assist in preparation of work place data
- To help community leaders identify areas where efficiencies can be introduced • use information from the past to plan for the future It is important when considering implementing recording systems that they are simple, easy to use, effective and suit the organization.

The 4 basic rules for record keeping are:

Useful — don't waste your time keeping records you will never use.

Easy to use Simple and neat to encourage you to use the system.

Accurate — Bad records can lead to poor decisions

Compulsory – These are the records you are Record, Organize and Maintain Workplace data I



Self-Check -2

Written Test

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. What are the four basic rules for record keeping?

Note: Satisfactory rating - 5 points Unsatisfactory - below 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-03	Use basic mathematical processes
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People who work in primary industries often need to use mathematical skills. The ability to perform basic calculation is essential to the efficiency and productivity of farms and other rural enterprises. Examples of mathematical tasks that might be required in the workplace include:

- **Measurement and calculation**
- **Tables and graphs**



Self-Check -3

Written Test

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. What are requires of mathematical tasks in the workplace (10 point)

Note: Satisfactory rating - 5 points Unsatisfactory - below 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-04**

Identify and properly act upon Errors in recording information on forms/ documents

We need to use all kinds of information at work, and when it is not being communicated from one person to another, it may need to be stored in a place from which it can easily be retrieved.

Why We Need To Store Information

We need to store information in order for it to be readily available when required. If important documents are lost, time is wasted in searching them. If they cannot be found, communication breaks down and a chain of serious problems can result. In the business world this means that information needs to be put in some sort of storage system where it can be located and retrieved easily.

Decide How to Store

There are three main ways of storing information, using:

- A manual filing system
- A microfilm filing system
- An electronic or computerized system.

Whichever way is chosen, the main aims should be:

- to keep the system as simple as possible, so that everyone can use it
- to file regularly so that files are kept up to date, and
- to protect documents from damage.

When deciding which system to use, keep the following in mind:

- The system must be quick and simple to operate.
- The files should be easily accessible
- The system should be suitable for the type of business documents to be placed in it.
- The system should be capable of expansion.
- The system should be capable of safeguarding documents, including confidential information.



Self-Check -4

Written Test

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. What are the three main ways of storing information?

Note: Satisfactory rating - 5 points Unsatisfactory - below 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-05	Complete report
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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?
- 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

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. What is report?

Note: Satisfactory rating - 5 points

Unsatisfactory - below 5 points

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

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____

Short Answer Questions



List of Reference Materials

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- Chris Simons and Blenda Naylor-Stables ,Effective Communication for Managers,1997
- Ann Dobson, Communication at work, How To Books Ltd,1995
- Indra Gandhi National Open University, Organization Theory and Behavior,2005
- Daniel Levi ,Group Dynamics For Teams, Sage Publications,2001
- Brian L. Davis ,Successful manager's Handbook, Personnel Decisions International, 1996
- Stephen E. Lucas, The art of Public Speaking, McGraw_ Hill Companies,2001