|  |  |  |  |
| --- | --- | --- | --- |
| Name of student |  | Date |  |
| Name of assessor |  | | |
| Unit/s (code and name) | FSKDIG01 Use digital technology for basic workplace tasks | | |
| Method of assessment | Written  Verbal | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Instructions** | | | | |
| * This assessment consists of **7** questions * Answers must be clear, concise and in your own words * All writing, notes, and responses to be done in the spaces provided, in pen * You must answer all questions correctly to be deemed satisfactory in this assessment * Re-assessment of any incorrect responses will be undertaken verbally and noted on the assessment * Identified special needs students may be able to undertake this assessment in a slightly different way please speak with your assessor if you believe that you are eligible for a modified assessment item | | | | |
| **EDUCATIONAL ADJUSTMENTS MADE** | | | | |
| **Formatting** | Altered print size and layout  Audio Provided     Images to support text  Simplified language | | | |
| **Time** | Extra Time      Rest Break     Administered in segments | | | |
| **Assistive Technology** | Word Processor     Speech to text     Calculator | | | |
| **Environmental** | Alternate location      Reduced audience     Support person present | | | |
| **Satisfactory**  **Not Satisfactory** | | | **Due date for reassessment (if required):** |  |
| **Feedback to student:** | | | | |
|  | | | | |
| **Assessor Signature:** | |  | | |

**Note to assessor: - Knowledge questions should cover the knowledge evidence of the unit.**

The Business Services Implementation Manual for Version 7.0 of the Training Package provides additional advice to provide trainers and assessors with insight from industry practitioners, peak bodies and other RTOs that will assist with creating meaningful and effective support material for learners. <https://vetnet.gov.au/Pages/download.aspx?url=https://vetnet.gov.au/Public%20Documents/Business%20Services%20Interpretation%20Manual%20V1.0.pdf>

**Q1 Name 2 ways of communicating in the workplace using digital technology.**

Responses may vary but could include any of email, smart phones, internet, social media programs, online web-meetings, instant messaging

**Q2 You have tried calling a customer and they do not answer; what is another way you can get in contact with them?**

Responses may vary but could include any of email, SMS, hard copy letter

**Q3 Name a browser you can use to access the internet.**

Responses may vary but could include any of Firefox, Google Chrome, Internet Explorer, Safari, Microsoft Edge

**Q4 Match the right digital technology to the task.**

|  |  |
| --- | --- |
| Casual conversation with friend. | Facebook/ Instagram |
| Sharing Photo’s and feelings. | Email |
| A formal question or query you are asking of your boss or Co-worker. | Messenger/ Text/ Snapchat |

**Q5 Match the “quick key shortcut” with the task it performs.**

|  |  |
| --- | --- |
| Ctrl+C | Cut |
| Ctrl+X | Paste |
| Ctrl+V | Copy |

**Q6 Assign a letter for the meanings listed to applicable terms commonly used in “Emails”**

|  |  |  |
| --- | --- | --- |
| **Terms** | **↓** | **Descriptions** |
| BCC | B | 1. Write a key word/words on what the email is about |
| Cc | D | 1. Blind Carbon Copy |
| Subject | A | 1. Add a file to your email from a folder on the computer |
| Attachment | C | 1. Carbon copy |

**Q7 Match the icon symbols with what it means in the “Email World”**

|  |  |  |
| --- | --- | --- |
| **Icon Symbols** | **↓** | **Icon Symbol Meaning** |
| A close-up of a person's face  Description automatically generated with medium confidence | C | 1. Calendar file |
|  | G | 1. Date |
|  | B | 1. Email script |
|  | E | 1. Number |
|  | A | 1. Rich text |
|  | D | 1. Score |
|  | F | 1. Text |