

Module: Essential Skills

Unit	Learning Activity	Find and Use Information	Communicate Ideas and Information	Understand and Use Numbers	Use Digital Technology	Manage Learning
Why Should I Take this Training?	1	A.1.1	B1.2 B3.2		D1	E1
What are the Essential Skills?	2	A1.1	B3.2			
	3	A1.1	B3.2			
Essential Skills Job Profiles	4	A2.2	B3.1		D2	
	5	A1.2	B3.2			
	6	A2.1 A2.2	B3.1		D2	
Learning for Work	7	A2.2	B1.1 B2.2		D2	

Module: The Clerical Field

Unit	Learning Activity	Find and Use Information	Communicate Ideas and Information	Understand and Use Numbers	Use Digital Technology	Manage Learning
Clerical Work Overview	1	A1.2 A1.3 A2.3	B1.1 B2.2 B3.3		D2	
Computer Job Skills	2	A1.2 A2.2	B1.1 B2.2 B3.2		D2	
Keyboarding	<i>Supplemental</i>	A2.1			D2	
	3	A1.2	B1.1 B3.1 B3.2		D2	E1
	4		B2.2			
Office Machines	5	A1.2 A2.1	B1.1 B2.2 B3.1 B3.2		D2	
	6		B3.2			
Confidentiality	7	A1.2 A2.1	B2.2 B3.1			

Module: Thinking Skills

Unit	Learning Activity	Find and Use Information	Communicate Ideas and Information	Understand and Use Numbers	Use Digital Technology	Manage Learning
Finding Information	1	A2.2	B2.2 B3.1 B3.2			
	2	A1.2	B2.2		D2	
	3	A1.2 A2.2	B2.2 B3.2			E2
Critical Thinking	4	A1.2	B3.2			
	5	A1.2	B3.2			
	6	A1.2	B1.2	C4.1		
Job Task Planning and Organizing	7	A1.2	B2.2 B3.2	C2.1		
	8	A1.2	B2.2 B3.2		D2	
	9	A1.2	B1.1 B2.2 B3.2			
Decision Making	10	A1.2	B3.2			
Problem Solving	11	A1.2	B3.2			
Memory Use	12	A1.2	B2.2 B3.2			

Module: Documents and Forms

Unit	Learning Activity	Find and Use Information	Communicate Ideas and Information	Understand and Use Numbers	Use Digital Technology	Manage Learning
Reading for Learning and Doing	1	A1.2 A2.2	B2.1 B3.2			
	2	A2.2	B3.2		D2	
Workplace Documents	3	A2.2	B2.2 B3.2			
	4	A1.2	B2.2 B3.2			
	5	A2.2	B3.2			
Filling in Forms	6	A1.2	B1.1 B2.2 B3.1 B3.2 B3.3		D2	
Keeping Track	7	A1.3	B2.2 B3.2		D2	
	8		B3.2	C2.2		
Graphs and Charts	9		B1.1 B3.2 B3.3	C4.2		
	10	A2.2	B2.1 B3.1 B3.2	C4.1		
	11	A2.2	B2.1 B3.1 B3.2	C4.1		
	12	A1.2 A2.2	B2.1 B3.1 B3.2	C4.1 C4.2	D3	

Module: Records Management

Unit	Learning Activity	Find and Use Information	Communicate Ideas and Information	Understand and Use Numbers	Use Digital Technology	Manage Learning
Introduction	1	A1.2	B2.1 B3.1 B2.3		D1	
Filing	2		B3.1 B3.2			
	3		B3.1			
	4	A1.1	B3.2		D1	
	5		B2.1 B2.2 B3.1 B3.2			
Data Entry	6	A2.2	B3.2	C2.1 C4.1		
	7	A1.1 A1.2	B1.1 B3.2		D2 D3	

Module: Communication

Unit	Learning Activity	Find and Use Information	Communicate Ideas and Information	Understand and Use Numbers	Use Digital Technology	Manage Learning
Introduction	<i>1</i>	A1.2 A2.2	B1.1 B3.2	C4.1	D2	
Non Verbal Communication	<i>2</i>	A1.1 A2.2	B1.1 B3.1			
	<i>3</i>	A1.1 A2.2	B2.2 B3.2			
Verbal Communication	<i>4</i>	A1.1	B1.1 B3.1			
Written Communication	<i>5</i>		B2.2 B3.2		D2	
Communicating with Email	<i>6</i>	A1.2 A1.3	B2.2 B3.1		D2	
The Telephone	<i>7</i>	A1.2 A3	B1.2 B3.1 B2.3			
	<i>8</i>	A1.2	B2.1			
	<i>9</i>	A1.2 A3	B2.2 B1.2			
Active Listening	<i>10</i>	A1.2	B2.2			

Module: In the Office

Unit	Learning Activity	Find and Use Information	Communicate Ideas and Information	Understand and Use Numbers	Use Digital Technology	Manage Learning
Working with Others	<i>1</i>	A1.1 A2.1	B2.2		D1	
	<i>2</i>	A1.1	B2.2 B3.2		D1	
	<i>3</i>	A1.1	B3.2			
	<i>4</i>	A1.2	B1.2 B2.2 B3.1			
	<i>5</i>	A1.1	B1.2 B3.2			
	<i>6</i>	A1.1 A2.1	B1.2 B2.2 B3.2			
	<i>7</i>	A1.1	B1.2 B3.2			
	<i>8</i>	A1.1	B2.2 B3.2			
	<i>9</i>	A1.1	B1.2 B2.2 B3.2			
Customer Service	<i>10</i>	A1.1	B1.2 B2.2 B3.2		D1	
Office Safety	<i>11</i>	A1.1	B2.2 B3.2			
	<i>12</i>	A1.1 A2.1	B2.1 B3.2		D2	