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Community Services and Health Workplace English Language and Literacy Broker Program

www.cshisc.com.au/index.php?option=com_content&task=view&id=386&Itemid=518



Alphabetical Order

a b c d e f g h i j k l m n o p q r s t u v w x y z
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z



Word List

- **Alphabet** = the 26 letters in the English language (see top of page). We use these letters to make all our words.
- **Alphabetical order** = all the words that start with the letter **a** come first, then words starting with **b** and then we go through all the letters to **z**.

If two words start with the same letter, we use the second letter to work out the order.

- **For example:** **C**arter comes before **M**oore in an alphabetical list of family names, because **C** comes before **M** in the alphabet.
Moore comes before **M**unro, because they both start with M, but the second letter **o** comes before **u** in the alphabet.

A word list is your own dictionary – a list of the words you need to know and use.

Keeping a word list is a way of teaching yourself about words and remembering them. What you write in a word list does not have to be perfect. It's just a way of remembering.

Other cards in this kit have their own word lists.

- **Example:**

Here are four words people sometimes use to talk about children's development:

- **cognitive** – to do with the mind
- **emotional** – to do with feelings
- **physical** – to do with the body
- **social** – to do with relationships

I must put
that word in my
word list

Alphabetical Order



Watch - Observe

Some workplaces keep records in alphabetical order and some use number order.

- family contact details
- reports about each child
- children's medicine details.

We also find alphabetical order in:

- phone books
- dictionary



When do we use it? *Context*

We use alphabetical order for:

- most files
- telephone books
- dictionaries.

In the Western cultures, the names of people and places are grouped by the first letter and then follow the order of the other letters in the alphabet.

Α Β Χ Δ Ε Φ Γ Η Ι
Θ Κ Λ Μ Ν Ο Π Θ
Ρ Σ Τ Υ ς Ω Ξ Ψ Ζ

History

- The word alphabet comes from the words 'alpha' and 'beta', the first two letters of the Greek alphabet. It's like saying 'a, b'.
- There are a few different alphabets such as the Greek alphabet and the Cyrillic or Russian alphabet. The Hindu and Vietnamese alphabets are also used widely in different countries (and in Australia too – check the front pages of your phone book).

The English language uses the 26 letters of the Latin alphabet.

Alphabetical Order

a b c d e f g h i j k l m n o p q r s t u v w x y z
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z



Write

Write the letters of the alphabet in order using both capital (big) letters and small letters.

.....

.....

.....

Write these words in alphabetical order.

bandit blocks table fence paint nappy bucket medicine slide puzzle

1.	6.
2.	7.
3.	8.
4.	9.
5.	10.

Write these words in alphabetical order.

clinic massage needle health kidney babies tablet medicine

1.	5.
2.	6.
3.	7.
4.	8.

Remember

Remember - if the first letter is the same, you go to the second letter of the word to get the order. Susie Brown, Dave Bennett and Adam Billings all have the last names which begin with 'B'.

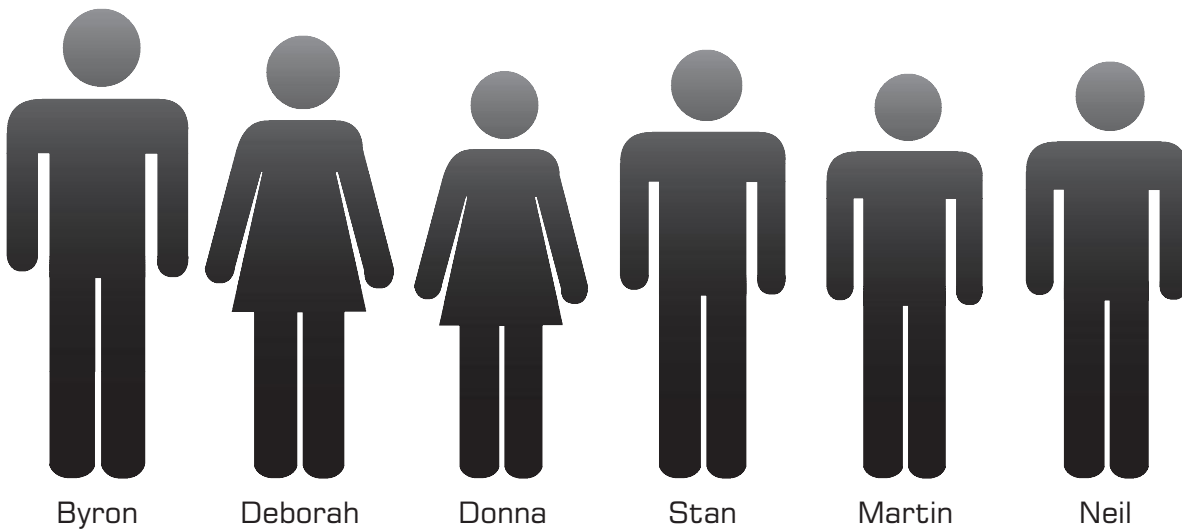
To put their files in alphabetical order you need to look at the second letter of their last name - Susie **B**rown, Dave **B**ennett, Adam **B**illings

Alphabetical Order



Do

These people were asked to line up in alphabetical order. One of them is standing in the wrong place.



Who is standing in the wrong place?



Write

Write these family names in alphabetical order.

Jackson Long Ward Kelly Devlin Strange lang Parry

- | | |
|------------------|----------|
| 1. Devlin | 5. _____ |
| 2. _____ | 6. _____ |
| 3. _____ | 7. _____ |
| 4. _____ | 8. _____ |

READING • LEVEL 1 •

Capital Letters

a b c d e f g h i j k l m n o p q r s t u v w x y z
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z



Word List

capital letters = THESE ARE CAPITAL LETTERS. They are the big letters of the alphabet.

You can see them at the top of this card and also on a computer keyboard.

Capital letters are also called upper case letters.



When do we use it? Context

We use capital letters to begin a new sentence. This helps to make written English easier to understand.

Please clean the car after you use it.

Don't forget to fill in the log book.

We also use capital letters for:

- the first letter of a person's first and family name
- the first letter of a person's title (for example: Mr or Mrs)
- the first letter of a town, city, country, place or organisation
- the first letter of a day or month.

a b c d e f
g h i j k l m
n o p q r s t
u v w x y z
A B C D E
F G H I J K
L M N O P
Q R S T U
V W X Y Z

Capital Letters



When do we use it? Context

Peter is going to Darwin in October. He is studying with Mrs Garvin at University.

We can use capital letters for:

- acronyms. An acronym is a word made from the first letters of other words. For example, AHW means **A**boriginal **H**ealth **W**orker.
- filling in forms. Often we are told to fill in forms using BLOCK LETTERS. This means writing words in all capital letters. It makes it easier for other people to read what we have written.

Capital letters can also show that something is very important.

If you write a word or a message in capital letters it makes other people pay attention. It's like shouting.

**URGENT!
BILL FORGOT
TO TAKE HIS
TABLETS.**



Capital Letters



Write

This sign is very important. Write it in capital letters so that people will see it.

danger
broken
glass



Capital Letters



Write

Write each word again and put in a capital letter if it is needed.

emma . **Emma** _____
medicine . _____
sunday . _____
park street health centre . _____
mr jackson . _____
australia . _____
diet . _____
ohs (occupational health and safety) . _____



Do

Read these sentences. Ask someone at work to help you with any words that you don't know.

Circle the letters that should be capitals.

keith lives in a small town in nsw. he is a diabetic and has to be very careful with his diet. every monday and thursday keith goes swimming . keith's wife is called theresa. she works at park street health centre.

How many letters did you circle? . _____

Understanding Signs and Labels

Understanding Signs



When do we use it? *Context*

We use labels and signs to find out important information about what is inside a package and what to do with it.

Sometimes there are symbols (pictures) on labels.



KEEP OUT OF REACH OF CHILDREN.

Don't let children touch this. Put it in a safe place.



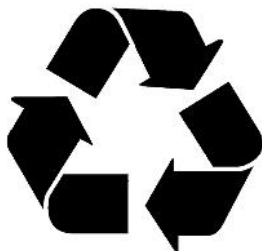
FLAMMABLE LIQUID.

This can catch fire easily and will burn quickly.



POISON.

This can kill or hurt you.



RECYCLE.

We can use this material to produce new products.

Understanding Signs and Labels

Understanding Signs



Word List

sign = a public notice that gives information. Signs can have words, numbers or symbols (pictures) on them.

symbol = a picture that is used instead of a word or a group of words.

These signs all look a bit different but they all mean the same thing.



Ladies



Why?

Signs are like a special language. When we understand this language, we can understand most signs. Many signs use symbols so that we don't need to read words. Some signs are the same all over the world.



When do we use it? Context

We use signs to tell people something important. Signs tell us what the rules are.

There are signs everywhere – at work, on the road and in most public places.



Speed Limit 50
kilometres an hour.



For People using a
wheelchair or
walking aid



Wash your hands.



Understanding Signs and Labels

Understanding Labels



Word List

label = writing on a container or package that gives you information about what is inside.

brand name = the name given to something by the company that makes it. One kind of thing can have many different brand names.

contents = whatever is inside a packet or a container.

directions or instructions = tell you what to do or how to use something.

quantity = how much.

warning = tells if something is dangerous or poisonous.

expiry date (EXP) or use by date = the throwaway date. After this date you shouldn't use this product because it might not be safe or it might not work properly.

Sticky Tape



Rexel

3M

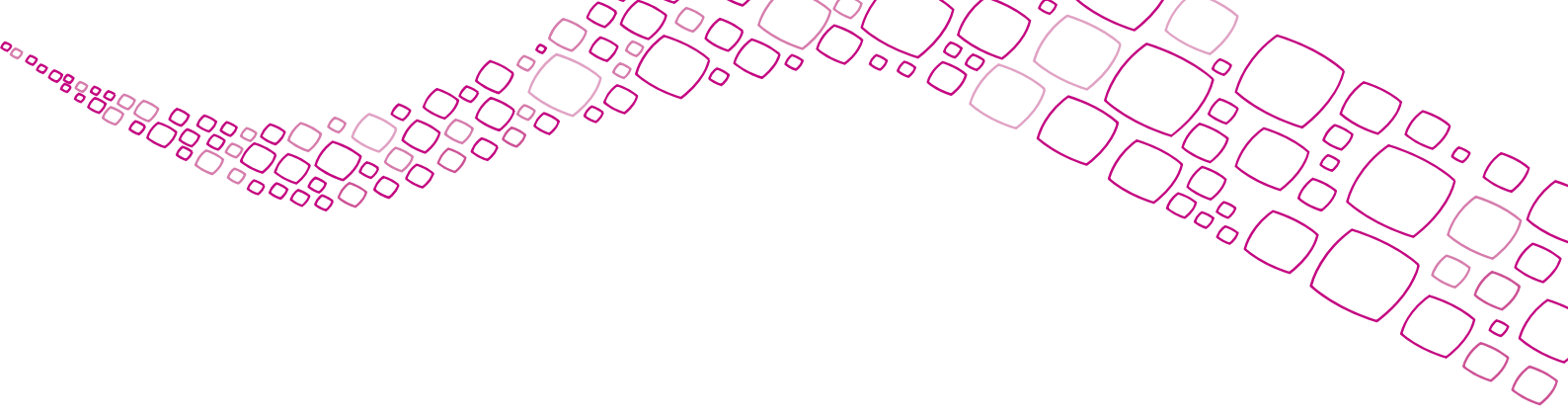
Sellotape



Month = 03 (March)

Year = 2010

Don't eat these beans after March 2010



Understanding Signs and Labels

Understanding Warning Signs



Word List

warning = information that something is dangerous.

caution = be careful, look out.

prohibited = something that you must not do. For example, smoking is prohibited.



When do we use it? Context

Warning signs tell us that something is dangerous or prohibited.



Why?

Signs are like a special language. When we understand this language, we can understand most signs. Many signs use symbols so that we don't need to read words. Some signs are the same all over the world.



NO SMOKING

Understanding Signs and Labels



Why?

If a sign has a circle with a line through it, it means this thing is prohibited.



NO SMOKING



NO DOGS



NO FOOD

Red is a warning colour. It means we must be very careful and do what the sign says. The signs below are usually **red**.



Caution signs tell us to look out and be careful. Often caution signs are **yellow**.



Understanding Signs and Labels

Reading Medicine Labels



Word List

active ingredient = the drug that makes a medicine work.

brand name = the name given to a type of medicine by a particular company that makes it. One type of medicine can have many different brand names.

dosage, dose = how much to give at one time. exceed = give more than.

strength or concentration = how much of the active ingredient is in each dose.

expiry date (EXP) or **use by date** = do not use the medicine after this date.

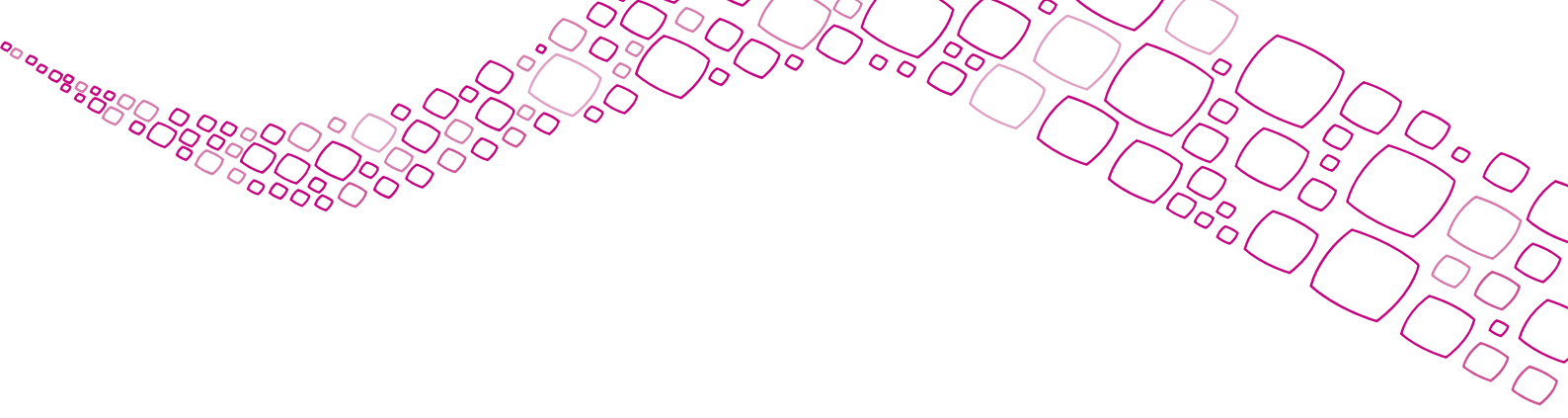


When do we use it? Context

By law, companies have to give this information about a drug:

1. the brand **name**
2. the name of the part that works (active **ingredient**; generic name)
3. how much of the active ingredient is in each dose (**strength**; concentration)
4. what it is for
5. how much to give (dose)
6. special directions
7. how to store it
8. its **expiry** (use before) date
9. warnings





Understanding Signs and Labels



Write

Look at the label below. You can ask someone at work to help you.

Fill in these answers:

What is the brand name?

What is in it?

When it is full, how much does it hold?

What is the expiry date?

What else does the label say?



Find a packet or bottle of medication used in your workplace and fill in the answers:

What is the brand name

What it is for?

How old does a child have to be to take this? mls

What is the weight range for a child of this age? kgs

How much do you give a child of this age? mls

What is the last month you can use the medicine?

Where should you keep this medicine?



Understanding Signs and Labels



Write

Write the meaning of each word into the table.

Use a dictionary to help you if you need it.

- Meanings:**
- not serious
 - a short time
 - medicine
 - sickness
 - for a long time
 - give
 - exactly as you are told

word	meaning
preparation	
minor	
temporary	
ailment	

- Write the brand name of a medication . _____.
- Write what it treats . _____.
- Write how much medicine is: in the bottle . _____.
in the packet. _____.

Find and complete

Find and complete the line on each label that starts:

- Each tablet contains . _____.
- Each 5ml contains . _____.

This is the **strength** (concentration) of the drug.



Understanding Signs and Labels



Write

Read and Answer

Find the dosage on a medication.

1. How many tablets does an adult take each time? _____.
2. An adult can take tablets every _____ hours.
3. What is the most (maximum) number an adult can take in 24 hours (one day and one night)? _____.
4. What is the most a child aged 7 to 12 can take in 24 hours? _____.



Do

Match the correct expiry dates, the first one is done for you:

EXP 02/15	31 December 2009
Best before 09 Apr 08	February 2015
31.08.09	31 August 2009
Use by 0709	9th April 2008
31.12.2009	July 2009

Read and Answer

Find the dosage on a bottle of syrup.

1. What is the the youngest age you can give this syrup? _____.
2. What is the usual weight of a child of this age? _____ Kgs
3. How much can you give a child of this age? _____ mls
4. You give the syrup at 4pm. What time is the next dose? _____ pm

Understanding Signs and Labels



Do

Look at these signs. Write what they mean.









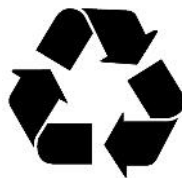












READING • LEVEL 1 •

Reading and writing on forms



Word List

form = pages with spaces for writing information.

fill in (or **complete**) **a form** = write information in the spaces.

records = stored information about someone or something.

file = a folder keeping lots of paper records in order.

N/A or **not applicable** = what you write if a question does not match the real situation e.g. you could write 'N/A' under the heading 'second parent' if a child has only one parent.

signature = a special way of writing your name by hand that only you do. Your signature should look nearly the same every time you write it. You have to sign (write your signature on) many forms.

initial = the first letter of a word.

to initial = write the initial letters of your first and last names only.



Watch - Observe

When do people in your workplace read and fill in forms?

Where are the completed forms kept?



Why?

Forms are an easy way to collect and record information that we need to know in the workplace.

Forms are kept in files that are usually stored in alphabetical order or in order of the day they were written (date order). This means the information will be easy to find when we need to look at it again.



Reading and writing on forms



When do we use it? Context

We use forms when we need to collect and record information about children, staff and our service. For example:

- enrolment forms
- sign in and out forms
- medication forms
- incident report forms
- time sheets.

We have to fill in some forms every day or every week. Other forms, such as enrolment forms, only have to be filled out once.

Most forms have a heading. Many have subheadings. Some have instructions on how to complete the form.

Forms often use boxes and dotted lines. These are to make sure the information goes in the right place. They also help to keep the information short.

Enrolment form

Please read this form carefully and answer all applicable questions. For any sections that do not apply. Write N/A.

Parent information		
	First parent	Second parent
First name		
Last name		
Home address		
	Suburb. _____	Suburb. _____
	Post code. _____	Post code. _____
Work contact details		

Labels and arrows pointing to form features:

- Instruction: Points to the text "Please read this form carefully..."
- subheading: Points to "Parent information"
- Boxes: Points to the table structure
- Heading: Points to "Enrolment form"
- Dotted lines: Points to the dotted lines in the suburb and post code fields

Reading and writing on forms



Write

Sally Lim's parents are Nancy and Leonel Lim.

Sally's mum Nancy lives in 3/12 Robin St, Wulagi, NT 0812.

Sally's dad lives in 16 Mango St, Nightcliff, NT 0810

Sally's parents have the same postal address: PO Box 636, Casuarina, NT 0811

Fill in the box below using the information given in the story.

Parent Information

Child's name: Sally Lim		
	First parent	Second parent
First name		
Last name		
Home address	<p>• _____</p> <p>• _____</p> <p>Suburb _____</p> <p>Post code 0812</p>	<p>16 Mango St</p> <p>• _____</p> <p>• _____</p> <p>Suburb Nightcliff</p> <p>• _____</p> <p>Post code _____</p>
Mailing address	<p>• _____</p> <p>• _____</p> <p>Suburb _____</p> <p>Post code _____</p>	<p>• _____</p> <p>• _____</p> <p>Suburb _____</p> <p>Post code _____</p>



Talk about – Discuss

Sally's dad needs to write this information on her enrolment form:

Sally is allergic to pork, She likes preparing cheese on toast at home when her mum, Nancy is doing housework.

Nancy would like Sally to eat more vegetables but Sally hates broccoli so Nancy prepares other vegetables such as carrots and peas for Sally's dinner.

Fill in the box below using the information in the story.

Feeding routine:

Does your child have any particular dietary requirements, for religious or health reasons, for example: vegetarian or milk intolerant?	• _____.
Is there any food your child particularly likes?	• _____.
Or dislikes?	• _____.
Does your child feed him/herself at home?	• _____.



Abbreviations and Acronyms



Word List

Abbreviate = make something shorter. You abbreviate a word by using the first letter and some other letters.

Examples:

- Dr is an abbreviation of **D**octor
- tech is an abbreviation of **t**echnician
- alco-swab is an abbreviation of **a**lcohol **s**wab
- Mon is an abbreviation of **M**onday

acronym = a special kind of abbreviation. You use the first letters of the words to make a new word.

Examples:

- BP (**B**lood **P**ressure)
- AHW (**A**boriginal **H**ealth **W**orker)
- OHS (**O**ccupational **H**ealth and **S**afety)
- AFL (**A**ustralian **F**ootball **L**eague)
- QANTAS (**Q**ueensland and **N**orthern **T**erritory **A**ir **S**ervice)
- ASAP (**A**s **S**oon **A**s **P**ossible)



Watch - Observe

- How do people at work use abbreviations and acronyms?
- Look for abbreviations and acronyms at work and outside of work.
- Watch when and how people use abbreviations when they are writing about medicine.
- Watch how these abbreviations are the same – no matter who writes them.

Abbreviations and Acronyms



When do we use it? *Context*

We use abbreviations and acronyms when:

- taking phone messages
- writing notes
- talking with co-workers
- in patient records
- in medication charts
- in prescriptions

AIDS = Acquired Immunodeficiency Syndrome
CAT = Computerised Axial Tomography
HPV = Human Papilloma Virus
MRI = Magnetic Resonance Imaging
WHO = World Health Organisation

History

A lot of these abbreviations come from Latin – the traditional language of Western medicine.

p.m. = post (after) meridiem (afternoon)
a.c. = ante (before)
p.o. = per (of) oral (mouth)
p.r.n. = when required (needed)
q.i.d. = four times a day
q.q.h. = every four hours
stat. = immediately
t.d.s. = three times a day

READING • LEVEL 2 •



Why?

Abbreviations and acronyms are often easier to use than long words.

- It's easier to say 'TB' than 'tuberculosis'
- It's easier to write 'appt' than 'appointment'
- It's easier to remember 'CRANA' than '**C**ouncil of **R**emote **A**rea **N**urses of **A**ustralia.'



Abbreviations and Acronyms



Write

Write what these abbreviations and acronyms stand for. All of them are on the Information card.

BP

appt

Dr



Write

Here are some abbreviations and acronyms of words. Write them next to the words they are short for.

Qld

ASAP

RN

km

Wed

As Soon As Possible

Registered Nurse

Queensland

kilometre

Wednesday



Abbreviations and Acronyms



Do

Complete the table below. Remember:

- Use capital (upper case) letter for abbreviations.
- Check your spelling.

Full meaning	Abbreviation
Blood Pressure	BP
	DAO
	ER
	GP
	IV
	OT
	RN

Find three abbreviations or acronyms that you need to know at work.

Write them in the following table.

You can also put them in your word list.

Abbreviations or acronym	What it means

READING • LEVEL 2 •

Using a Dictionary



Word List

dictionary = a book of words and their meanings that is written in alphabetical order. You can find out what a word means by reading what it says next to the word. You can also see how to spell it.

look (it) up = look for a word in a dictionary.

Some dictionaries are on the internet as well as in books.



Watch - Observer

Is there a dictionary at work?

Watch how people at work use a dictionary.

Find a dictionary you can practise with.

Find a dictionary you can use.

How do people in the workplace find out the proper spelling or meaning of a word?

Where are dictionaries and other reference books kept?



Think about - Reflect

How do new words come into a language?

Why do words change their meaning?

How do you learn what new words mean?

So that's
what it means!



Using a Dictionary



When do we use it? *Context*

We use a dictionary when we want to find out what a word means or how to spell it.

Many words have more than one meaning, like the word wave. The dictionary gives us all the different meanings of a word.

When someone says a word that you don't know, ask them what it means and how to spell it. Write down the spelling and look it up in a dictionary later.

Bilingual dictionaries let you look up a word in one language and find the matching word in another language for example from English to Spanish, from Spanish to English.

When you write, have a dictionary close by. Use it to check how to spell a word and what it means.



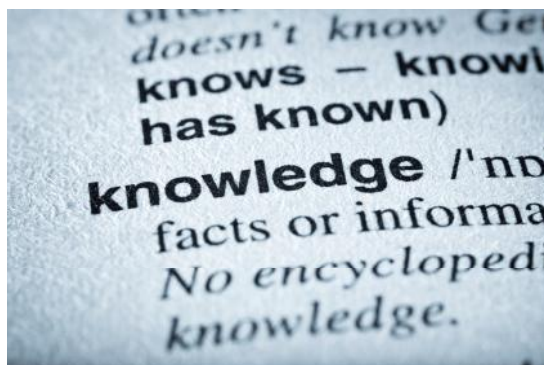
History

The first dictionary was put together by Dr Samuel Johnson in 1758. The Oxford Dictionary is named after a place in England. It gives the meaning of English words as people use them in England.

The Macquarie Dictionary is an Australian dictionary that has Australian English words. It is about how people in Australia use English words. It was first published in 1981.

There are dictionaries for different types of knowledge: for example medical, musical and dictionary of maths.

Illustrated dictionaries use pictures as well as words to show meanings.



Using a Dictionary

a b c d e f g h i j k l m n o p q r s t u v w x y z
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z



Do

Write the letters of the alphabet in the proper order using both capital letters and small letters (sometimes people call them upper case and lower case).

.....

.....

.....

You will need a dictionary to do the rest of this card.

At the top of every page, in bold type, you will see the first word that appears on that page (left hand side) and the last word (right hand side). You can use these words to find the word that you are looking for.

Some dictionaries only have one word in bold type at the top of the page

sensitive	1597	separate
<p>5. (of an issue, topic, etc.) arousing strong feelings or reaction. 6. pertaining to or connected with the senses or sensation. 7. <i>Physiol.</i> having a low threshold of sensation or feeling. 8. responding to stimulation, as leaves which move when touched. 9. highly susceptible to certain agents, as photographic plates, films, or paper to light. 10. constructed to indicate, measure, or be affected by small amounts or changes, as a balance or thermometer. 11. <i>Radio.</i> easily affected by external influences, esp. by radio waves. [ME, from ML <i>sensitivus</i>, from L <i>sensus</i> sense] -sensitively, <i>adv</i> -sensitiveness, <i>n</i>.</p> <p>sensitive plant /sensə'tiv plənt/, <i>n</i>. 1. a tropical American plant, <i>Mimosa pudica</i>, with bipinnate leaves whose leaflets fold together when touched. 2. any of various other plants sensitive to touch, as <i>Nepenthes gracilis</i>.</p> <p>sensitivity /sensə'tivəti/, <i>n</i>, <i>pl. -ties</i>. 1. the state or quality of being sensitive. 2. <i>Physiol.</i> a. the ability of an organism or part of an organism to react to stimuli; irritability. b. degree of susceptibility to stimulation. 3. <i>Radio.</i> the ability to react to incoming radio waves. 4. <i>Elect.</i> the change in deflection of an electrical instrument per unit of applied torque.</p> <p>sensitometer /sensə'tɪnəmə/, <i>n</i>. an instrument for making a series of accurately known exposures on photographic surfaces, used to determine sensitivity and other properties.</p>		<p>'not', 'or', 'implies', used to combine two or more sentences to form a new sentence.</p> <p>sententious /sen'tenʃəs/, <i>adj</i>. 1. abounding in pithy sayings or maxims: <i>sententious style</i>. 2. affectedly judicial in utterance; moralising; self-righteous. 3. given to or using pithy sayings or maxims. 4. of the nature of a maxim; pithy. [late ME, from L <i>sententiosus</i>] -sententiously, <i>adv</i> -sententiousness, <i>n</i>.</p> <p>sentience /'sentienʃ, 'sɛnʃ/, <i>n</i>. sentient condition or character; capacity for sensation or feeling. Also, sentientcy.</p> <p>sentient /'sentiant, 'senʃənt/, <i>adj</i>. 1. that feels; having the power of perception by the senses. 2. characterised by sensation. -<i>n</i>. 3. one who or that which is sentient. 4. the mind. [L <i>sentiens</i>, ppr., feeling] -sentiently, <i>adv</i>.</p> <p>sentiment /'sentəmənt/, <i>n</i>. 1. mental attitude with regard to something; opinion. 2. a mental feeling; emotion: <i>a sentiment of pity</i>. 3. refined or tender emotion; manifestation of the higher or more refined feelings. 4. exhibition or manifestation of feeling or sensibility, or appeal to the tender emotions, in literature, art, or music. 5. a thought influenced by or proceeding from feeling or emotion. 6. the thought or feeling intended to be conveyed by words as distinguished from the words themselves. [LL <i>sentimentum</i>, from L <i>sentire</i> feel; replacing ME <i>sentement</i>, from OF]</p>

Using a Dictionary



Write

Find these words in the dictionary and write their meaning.

treatment:

- _____
- _____
- _____
- _____

disease:

- _____
- _____
- _____
- _____

sanitary:

- _____
- _____
- _____
- _____

contamination:

- _____
- _____
- _____
- _____

accountable:

- _____
- _____
- _____
- _____