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Workplace English Language, Literacy and Numeracy Resource Kit

WELL
Community Services and Health
Workplace English Language
and Literacy Program

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Workplace English Language, Literacy and Numeracy Resource Kit

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

ABC 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 **Mu**nro, 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**

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Alphabetical Order

Watch - Observer

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

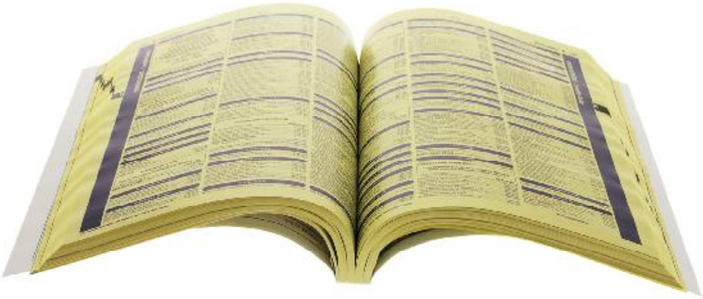
How do people find patient records at work?

Watch someone at work find a patient record by using alphabetical order.

Watch someone find a name in a phone book by using alphabetical order.

Do

Use a phone book to find a name you know. You can look for a person or a business. Ask someone at work to help you use the right phone book.



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.

Alphabetical Order

When do we use it?
Context

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.

ΑΒΧΔΕΦΓΗΙ
ϑΚΛΜΝΟΠΘ
ΡΣΤΥςΩΞΨΖ

Many workplaces use alphabetical order to find important information quickly e.g.

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

We also find alphabetical order in:

- phone books
- a dictionary

Alphabetical Order

Do

Write the first and second names of the people you work with.

(i) Put them in alphabetical order.

(ii) Write their first name in lower case.

(iii) Write the last name or family name in upper case (or capital letters)

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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 the first and last names of three people at work.

Write the first and last names of four children you know.

Now write the children's names in alphabetical order. Use their last names to work out the order. Write their last names in CAPITAL LETTERS.

Remember if the first letter in two or more names is the same, you go to the second letter of each name to get the proper order.

LAST NAME First name

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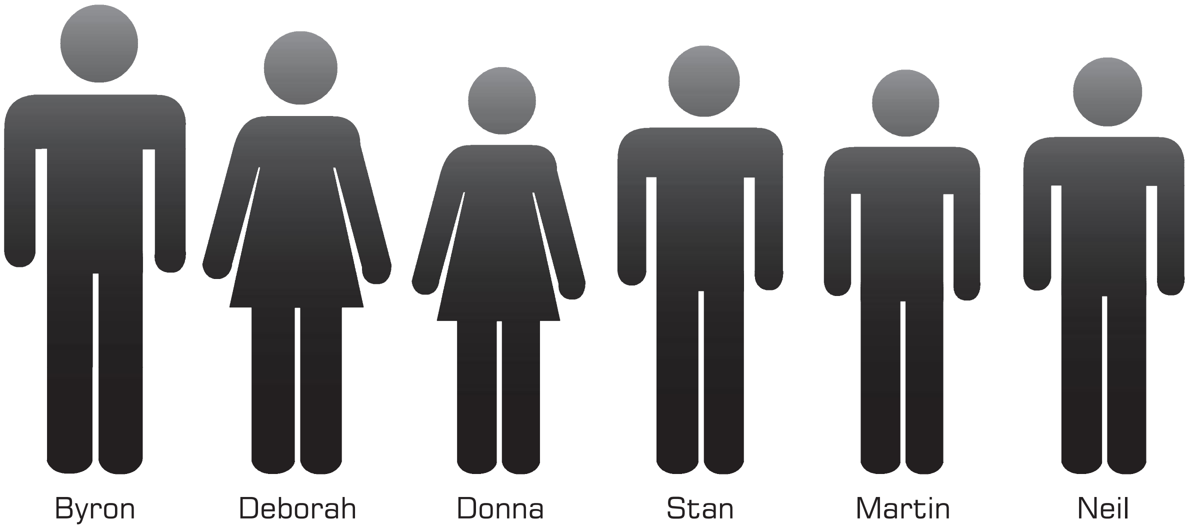
Alphabetical Order

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. ______________

Alphabetical Order

Write

Write these family names in alphabetical order.

Poullas Lim Abbott Wright Nguyen Williams Murray Perez Mahmoud Brown

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

Write these words in alphabetical order.

bandit blocks table fence paint nappy bucket medicine slide puzzle

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

Write these words in alphabetical order.

clinic massage needle health kidney babies tablet medicine

1. ______________________
2. ______________________
3. ______________________
4. ______________________
5. ______________________
6. ______________________
7. ______________________
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**r**own, Dave B**e**nnett, Adam B**i**llings

Alphabetical Order

Do

Put these words in alphabetical order. Write numbers to show the correct order. Ask someone at work how to say these words.

health ☐
patient ☐
baby 2
help ☐
appointment ☐
form ☐
medicine ☐
sick ☐
write ☐
woman ☐

Find a phone book. All the business and family names in the phone book are in alphabetical order. You will see that every page in the phone book has a word at the top. Left-hand pages show the first name on the page and right-hand pages have the last name on the page. This helps you check where the word you're looking for might be.

Look up each word in the table below and find the first page number where you find these words.

Use the word at the top of the each page to help you find the word you are looking for.

Write the first page number where you find these words.

Word	**Page Number**
Australia	17
Community	
Department	
Financial	
Government	

Words about computers

Word List

program = something that makes a computer do a particular job, e.g. Word, Internet Explorer, Power Point, Excel.

electronic = uses electricity – computers, DVD players and radios are electronic machines.

desktop = what you see on the computer screen when you turn it on.

data = any information in words or numbers.

document = what you use to write using a computer.

spreadsheet = what you use to work with numbers using a computer.

digital camera = a camera that takes pictures that go in a computer.

scanner = a machine that copies pictures into a computer.

hard copy = something you do on the computer that you print out on paper.

icon = a small picture or symbol on a computer that shows a program – you click on the icon to open the program.

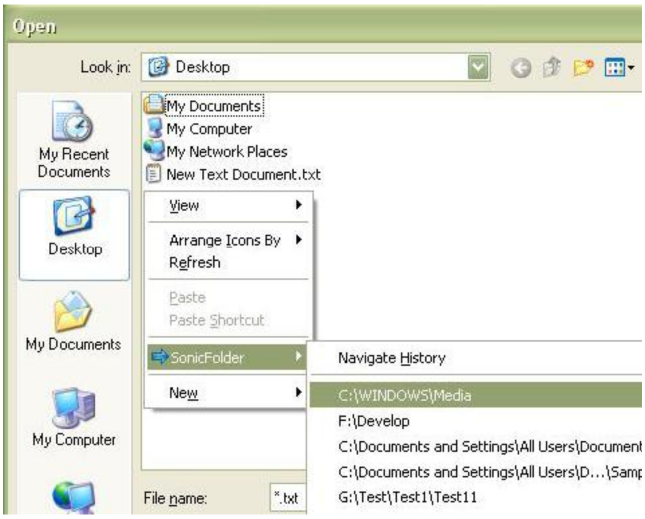
Key Words

World Wide Web

Greek

Latin

Language



Look in: Desktop

File name: *.txt

Open
My Recent Documents
Desktop
My Documents
My Computer
My Documents
My Computer
My Network Places
New Text Document.txt
View
Arrange Icons By
Refresh
Paste
Paste Shortcut
SonicFolder
New
Navigate History
C:\WINDOWS\Media
F:\Develop
C:\Documents and Settings\All Users\Document
C:\Documents and Settings\All Users\D...\Samp
G:\Test\Test1\Test11

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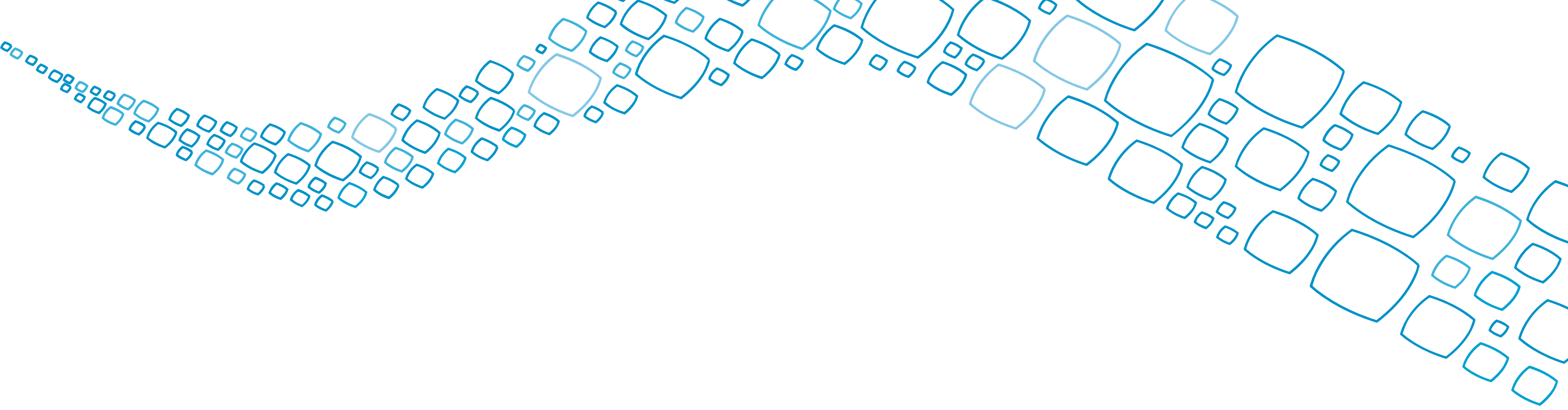
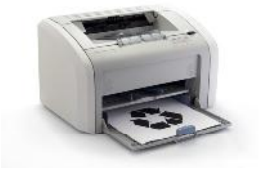


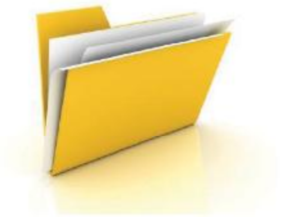
Words about computers

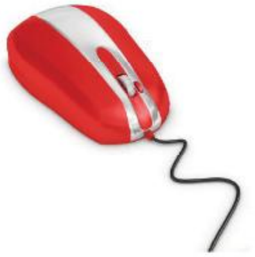
Write

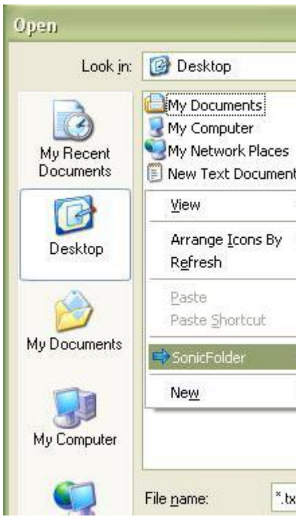
Write the correct word under the picture:

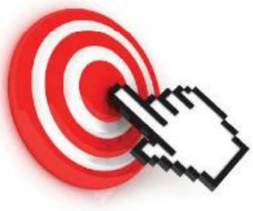
memory stick **mouse** **icons** **printer** **cursor** **folder**

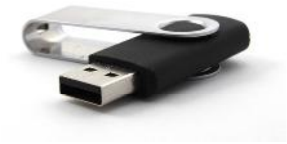







Open
Look in:
Desktop
My Documents
My Computer
My Network Places
New Text Document
My Recent Documents
Desktop
My Documents
My Computer
View
Arrange Icons By
Refresh
Paste
Paste Shortcut
SonicFolder
New
File name:
*.tx





Words about computers

Write

Write these words next to what they mean in the table.

click **double-click** **document** **program** **email**

desktop **file** **delete** **back up**

Meaning	Word
messages that come from one computer to another computer	
something that makes a computer work in a special way, e.g. Word, Power Point, Internet Explorer, Excel	
what you do when you press a button on a mouse	
what you do when you press a button on a mouse twice	
the screen you see when you turn on a computer	
make a copy of a file in another place	
written work you save on a computer	
something you make on a computer and then keep on the computer so you can find it again	
take something off a computer, erase it	

connecting...
http://www.

Keeping a journal

Watch – Observe

- Ask people you know if they keep a diary or a journal.
- Ask them why.

When do we use it? Context

- When you want to write down what you are thinking.
- When you want to write a story / history about yourself.
- When you want to write to yourself.

History

'Journal' comes from the French word 'jour' meaning 'day'. The French word for a daily newspaper is 'journal'. A journalist is someone who writes stories for a newspaper.

Another word from the same root is 'journey'. This used to mean the distance you could walk in a day. A journal records the daily steps of your life.

Keeping a journal

Why?

You can build up:

- your observation skills
- your writing skills

by regularly writing down what you are thinking about (reflecting on).

Sometimes, writing about how you feel gets rid of stress. If you can't tell someone how you are feeling – writing to yourself can help.

Journal writing

Write about what you have been thinking, doing, watching, dreaming.

When you write:

(i) put the date at the start

(ii) even if you only write one line, start each new beginning (each entry) with the date

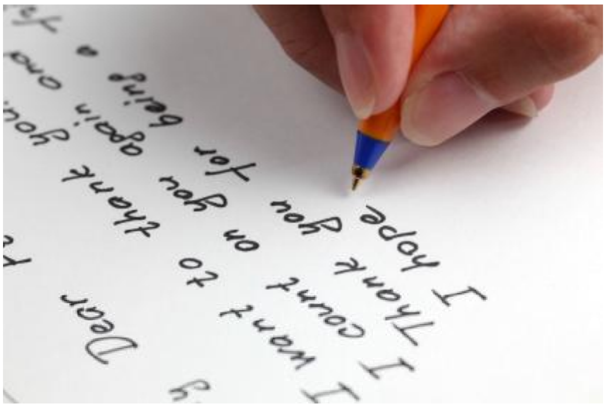
(iii) you are writing for yourself

(iv) it doesn't have to be perfect – the spelling will come with practice

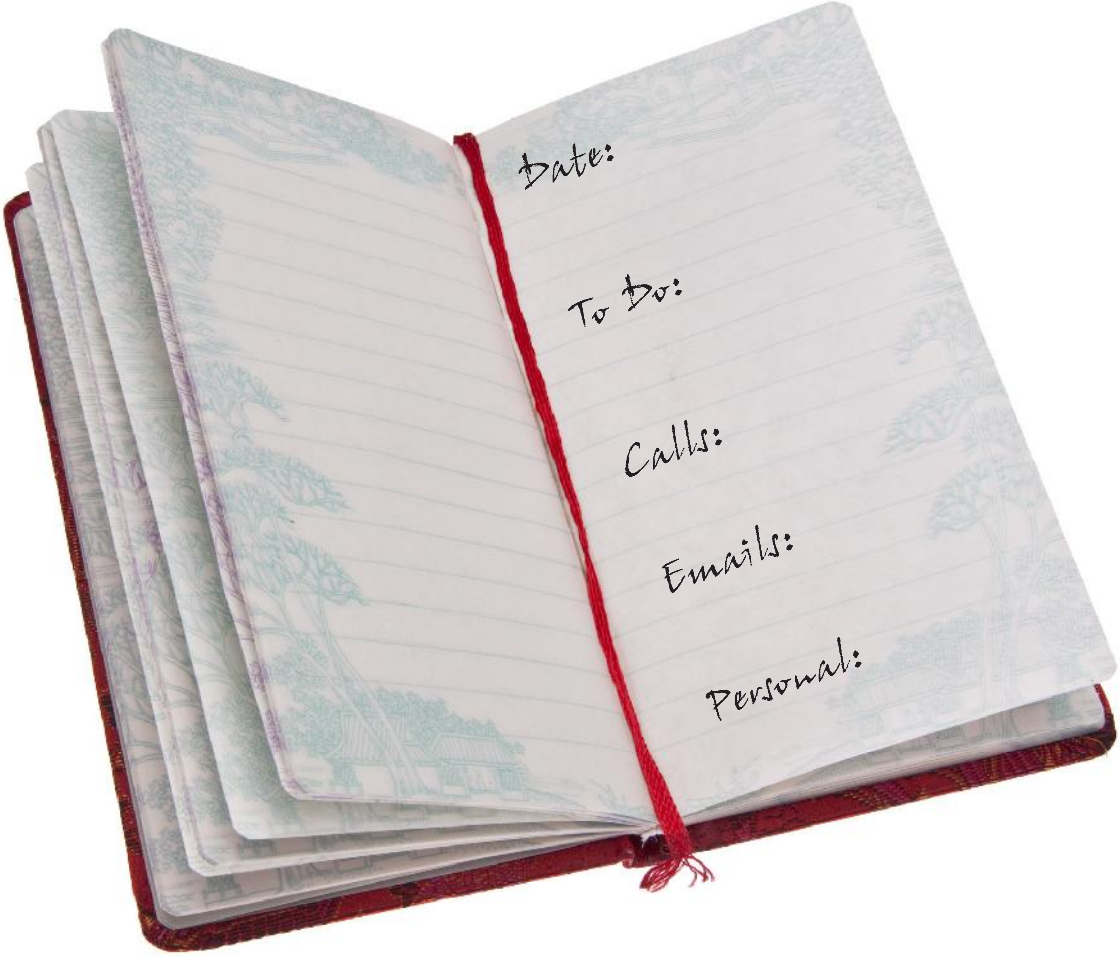
(v) writing is like anything else – the more you do it, the better you will get

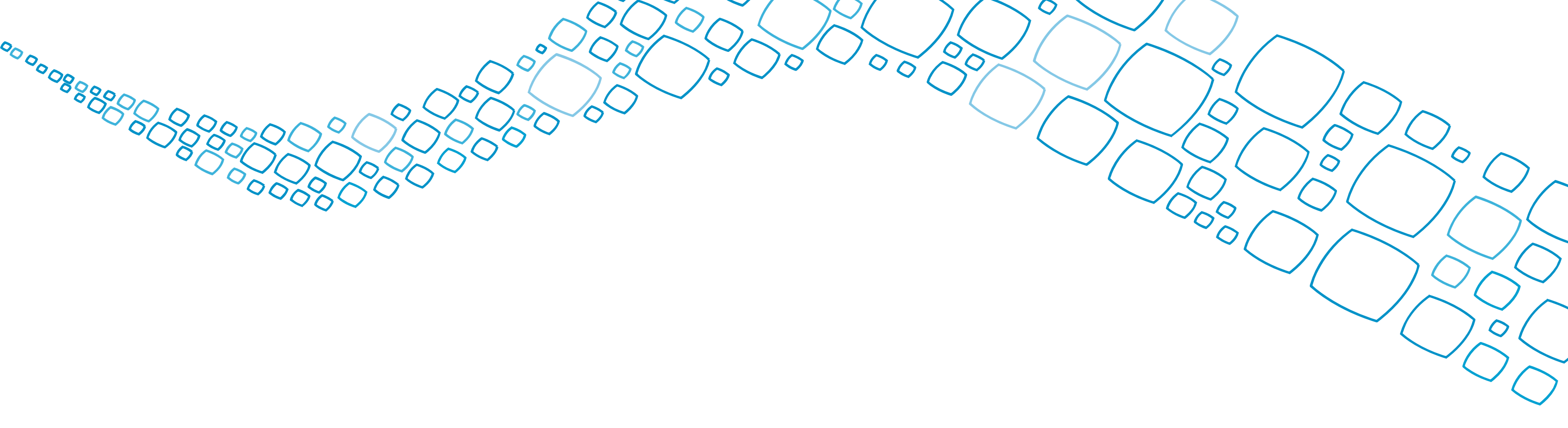
(vi) if you don't write much – it will be hard work

(vii) don't give up.



My Journal


Date:
To Do:
Calls:
Emails:
Personal:



Punctuation

Word List

punctuation = written marks that show people how to read something.

There are many punctuation marks. Here are some of them:

. , ! ?

When do we use it? Context

We use punctuation naturally when we speak. Try saying these examples out loud.

Can I help you?	We lift our voice when we ask a question.
When Lee comes into the clinic, we will take his blood pressure.	We take a breath to break up a long sentence.
Take care! The floor is slippery!	We speak strongly when we have important news.

When we read, we can't hear the writer change their voice or take a breath. Punctuation puts life into writing.

Writers use punctuation to make sure we understand what they mean.

For example, look at these same words without punctuation.

Can I help you When Lee comes into the clinic we will take his blood pressure Take care The floor is slippery

Punctuation

Watch – Observe

How do people use punctuation when they write?

Find some examples of punctuation in a document at work.

Punctuation helps us to read in a clear way.

Why?

We use punctuation to:

- show the end of a sentence (full stop **.**)

The clinic opens at 9:00 am.

- break a long sentence into smaller parts (comma **,**)

After the clinic is closed, please restock the cupboards.

- break up things on a list (comma **,**)

We need bandages, swabs, disposable gloves and syringes.

- show we are asking a question (question mark **?**)

Do you have your Medicare card?

- show we are interested or surprised (exclamation mark **!**)

You're having twins!

- show that something is important (exclamation mark **!**)

Stop smoking!

. , ! ?

Punctuation

Write

Add the punctuation to the sentence below.

Don t talk about a patient s private business When you clean up a blood spill make sure you wear gloves Are there any questions

Do

Contractions: Write the following using a contraction

Example:

They are = They're

I am = ______________________

Have not = ______________________

It is = ______________________

Read these sentences. Decide which ones are questions. If they are questions, add question marks. If they are not questions, add full stops. The first two are done for you.

Sentence	**Question**
How many patients are there in the clinic?	Yes
We need to go to the hospital.	No
What is your date of birth	
Where is the roster	
He has a sore eye	
Please empty the bio-hazard bin	
I have a headache	
How tall is that boy	

Punctuation

Do

Try to find examples of direct speech in books and in documents. Look at these two examples.

Speaker			**Speech**		
The **document** states that	,	,	**A**ll spending must be recorded	‘	,
In her report, the **Minister** said	,	‘	**C**ommunity health is a priority	‘	,

Note that you need to:

- begin the sentence with a capital letter
- use quotation marks on either side of what is said (speech)
- use a comma to separate what is said from the speaker
- begin the speech with a capital letter
- add a full stop at the end of the sentence.

Write

Now punctuate the following sentences on your own.

The Chairperson said I think we should vote now

____

____

Paul said the decision will be made next week.

____

____

Writing notes, observations and labels

Notes

Word List

making notes = writing the main points or ideas of what someone says, so that you can read them later.

records = information on paper or in a computer about what has happened – the story of your work.

files = a collection of papers that you put in order so that you can easily find them when you or someone else needs to look at them again.

filing cabinet = a piece of furniture with drawers to keep files in

location (or **site** or **source**) = a place.

No. = number. This is an abbreviation (short way to write) number.

Add any words you don't know to your word list.

Watch – Observe

When do you see people making notes?
What do they use the notes for?
Where do people keep records?
How do they sort the records by date, by alphabetical order?
Look at some records at work.
What are they for?

Meeting
2:00 pm

Why?

When you have to learn something new that you will have to do later, making notes helps you remember what to do.

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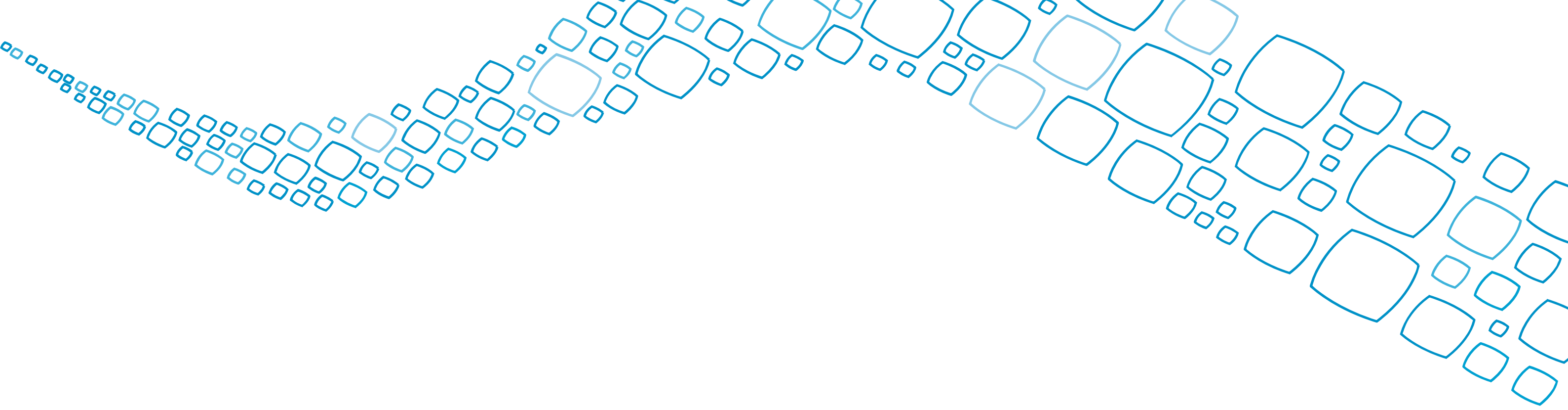


Observations

Word List

observe = watch for important details. This means more than just looking at children – you have to notice how they play and talk with others, cope with problems, jump, think or speak etc. What you notice is called an observation.

social = about a group. Writing social observations means writing about a child as a member of a group – how they join in, who they play with, how they share etc.

emotional = about feelings. Writing emotional observations means writing about a child's feelings – what makes them smile, frown, dance, sit alone, laugh or cry.

physical = about the body. Writing physical observations means writing about how a child uses their body.

fine motor skills = about small body movements, such as using the fingers.

gross motor skills = about large body movements, such as running and hopping.

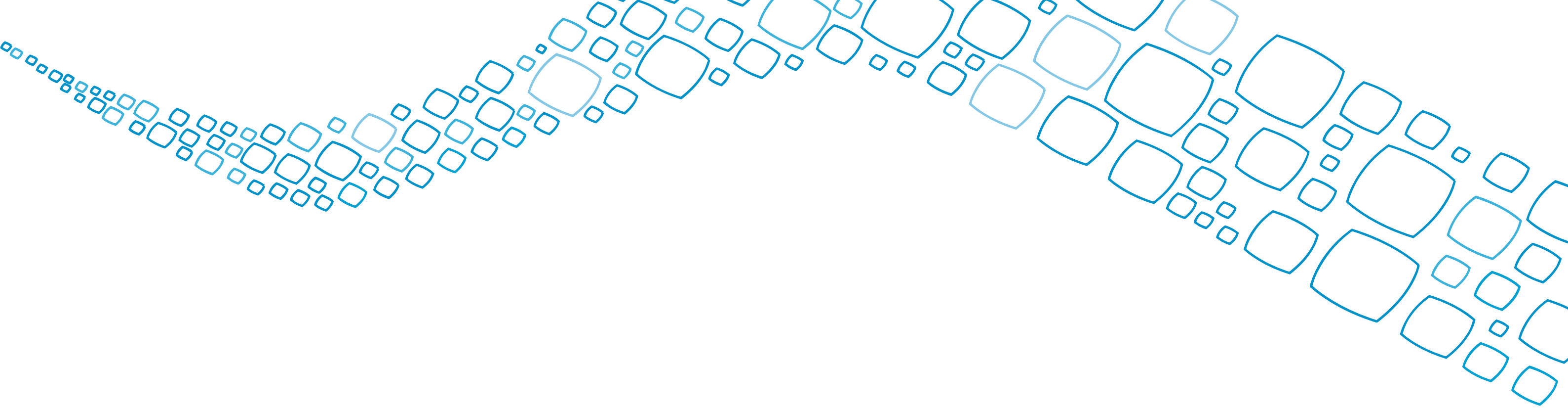
creative / imaginative = about making new things, such as art or stories.

cognitive / intellectual = about thinking. Writing cognitive observations means writing about how children solve problems, create, construct, explain and ask questions.

Watch – Observe

How often is each child observed at your childcare service?

Look at some of observations written by others. See how they describe what is seen, not what the carer thinks. (e.g. Write: 'Tina saw a butterfly and smiled' – rather than:'Tina loves butterflies'.)



Labels

Word List

label = writing that is on something with its name and information about it.

container = something you keep something in e.g. a bottle or jar or box.

When do we use it? *Context*

We write labels so that important information is on a container, to tell us about what is in it.

BACTERIOLOGICAL WATER SAMPLE

Sender:

Source:

Sample: Date:

Number: Time:

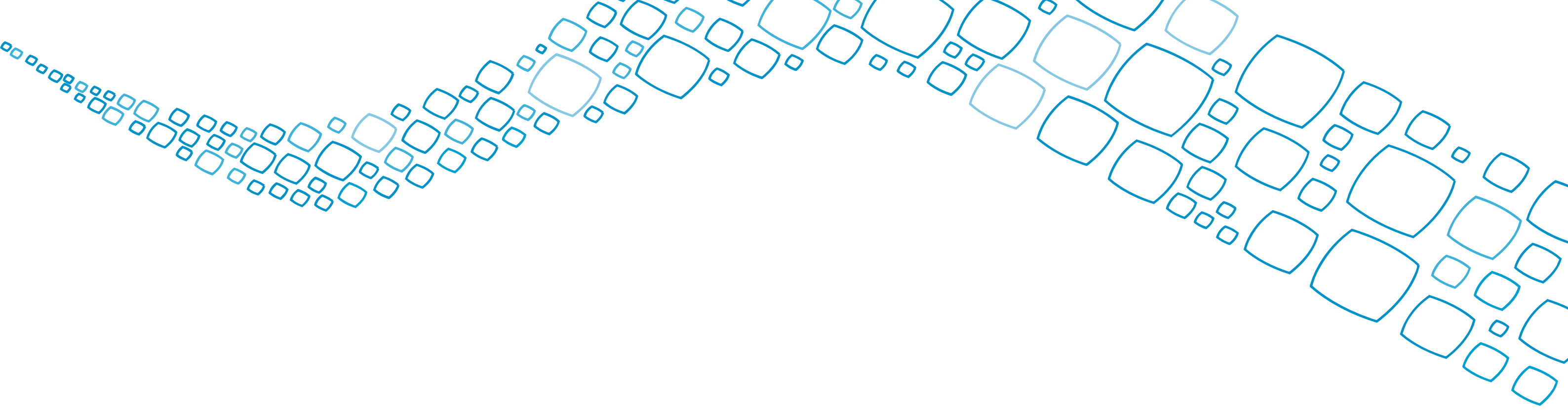
Most labels have at least:

- the name of what is in the container
- a date, time, and number
- the name of the person who collected what is in the container.

Why?

You write a label for a specimen so that:

- it doesn't get mixed up with any other specimens
- the people who do the tests can check what they need to know
- you can record the results in the patient notes when they come back.



Writing notes, observations and labels

Write

Look at the table below and write a note for Rosa reminding her of the tests she needs done.

Rosa Puranta is sick.

Dr Lara orders these tests for her:

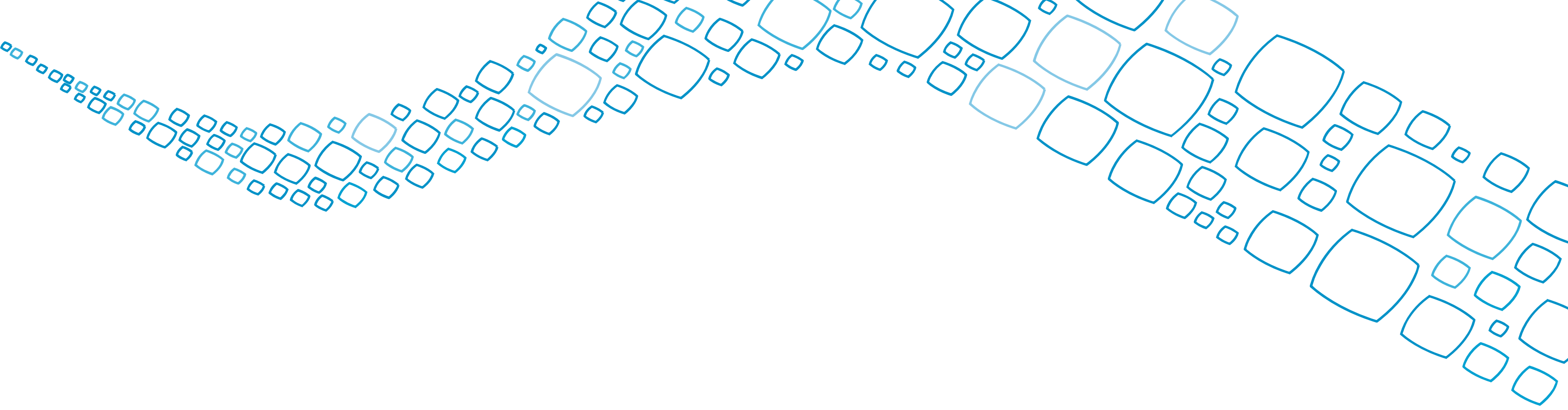
- a blood test for anaemia
- a urine test
- a glucose tolerance test
- a sputum test
- a throat swab.

Rosa was born on the 23rd June 1980. Her health centre identification number is 3972.

Write on the label, in the right place:

- the patient's full name:
- their date of birth:
- their health centre identification number:
- exactly what the specimen is:
- the date:
- the name of your health centre:

Name:
D.O.B:
Date:
Sample:
Centre:



Filling in forms

Word List

form = a document that asks questions and has spaces for answers. Forms can be on paper or online (on the internet).

fill in = write answers in the spaces on a form.

fill out = same meaning as fill in.

capital letters = the big letters of the alphabet.

printing = handwriting letters that are not joined together, like this. Some forms say 'please print' on them. This is because it is easier to read

block letters = words printed in all capital letters. Often forms tell us to print in BLOCK LETTERS because it makes our writing much easier to read.

confidential information = private or secret information. There are strict rules about who can or cannot see confidential information.

checklist = a type of form where you write ✔ or **X** in a box, or draw a circle around Y (for Yes) or N (for No) or N/A (for not applicable).

N/A or not applicable = what you write if part of a form is about something that is not there or does not happen for example when a house does not have a bath and the housing form has a line:

Bath OK?	Y	N	[✓ N/A]

timesheet = a form that shows when someone started and finished work.

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When do we use it?
Context

Forms are used for collecting information about people.

We fill in forms when we want people or organisations to do something for us.

For example, we fill in forms when we want to open a bank account, get a driver's licence or see a doctor for the first time.

You should always know WHY you are filling in a form.

You should know WHAT will be done with the information that you write on the form.

You must also very careful if you are asked to give confidential information (like your bank account details).

Always ask for help if you don't understand anything on a form.

Never fill in or sign anything that you don't understand.

We use forms at work to record important things.

The forms might show:

- what work we have done
- something about the work we need to remember e.g. which taps have had washers replaced
- something that needs to be done (for example housing repairs needed).
- When information needs to be given in a standardised (the same as every other health centre) way.

History

The number of forms people in health centres need to fill in is growing. They are part of the administration of organisations.

They :

- give evidence
- give information.

PERSONAL DETAILS FORM

Please use **BLOCK LETTERS** to fill in this form

Family name: ____________ First name: ____________

Sex (Tick box ✔): Male ☐ Female ☐

D.O.B (Date of Birth): ____/____/____

Occupation: ____________

Address: ____________

____

____

Postcode: ____________

Home Telephone: ____________

Work Telephone: ____________

Mobile: ____________

Country of birth: ____________

Are you Aboriginal or Torres Strait Islander? Yes ☐ No ☐

Languages spoken at home: ____________

____

____

Signature: ____________

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Write

Kid PLUS DAY CARE

DEVELOPMENTAL RECORD: 3 1/2 - 5 YEARS

Child's name: Date of Birth:

Social/emotional	Not yet developed	Developing	Well developed
Separates from parent easily			
Socialises with peers			
Participates in group activities			

What do you have to observe to fill in this checklist? ______________________

____

Draw a circle around what you write in the boxes: Yes / No or ✔ / ✗

Do you write something in every box? ______________________

Write the meanings in the table below:

Sometimes does this **never does this** **always does this**

Not yet developed		
Developing		
Well developed		

WELL Community Services and Health Workplace English Language and Literacy Program
Workplace English Language, Literacy and Numeracy Resource Kit