

**Pre-Training Assessment and LLN Test -**

This assessment will help us get a picture of your current skills and knowledge relevant to this qualification and what skills and knowledge you still need to develop in order to be competent in this qualification.

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| Student Name: |  | |
| Company or Organisation: |  | |
| RTO: | Interaction Consulting | |
| Date: |  | |
| **Questions** | | **Answers** |
| In a couple of sentences, please outline the steps that you would take to ensure the security of your laptop, phone and data. | |  |
| What is your understanding of the term ‘’diversity in the workplace’’? | |  |
| Describe three important points to remember to ensure good customer service. | |  |
| Can you name one or two WHS obligations you have as an employee. | |  |
| Correct this sentence: When I was younger, if I studied astronomy I know more about the stars in the sky now. | |  |
| You have been asked to create a spreadsheet for data and statistics. What are three things that may be on this spreadsheet? | |  |
| If your trainer says they have sent you and email and you can’t see it in your inbox where else could you look? | |  |
| Complete the following sentence with these words:   * there, they’re, their,   The company owner knows that [ ] are casual employees in [ ] company whose rosters will need to be adjusted to take account of the holidays [ ] taking. | |  |
| Your gross pay rate is $35 per hour. This week you worked the following hours without breaks:  Monday 9am – 1pm  Tuesday 10am – 1pm  Wednesday 1pm – 5:30pm  What will your gross pay be for the week?   1. $410.00 2. $398.50 3. $402.50 4. $406.75 | |  |
| There are 20 people coming to morning tea. You are buying cakes that can be cut into 6 pieces. 10 people will eat 1 piece of cake and 10 people will eat 2 pieces of cake, how many whole cakes do you need to buy?   1. 2 cakes 2. 6 cakes 3. 5 cakes 4. 20 cakes | |  |

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| You will be working with multiple documents as you complete your assessments. How comfortable are you with saving files/documents in your computer and then finding them again? |  |
| You will use the internet to access our learning materials. Describe your experience with using the internet. |  |
| Email is one of the ways we communicate during the course so it's helpful to know how to use email.  Describe your experience with using email. |  |
| Our assessments are partly completed in our online system and partly completed in Microsoft Word documents.  Describe your experience with Microsoft Word. |  |
| It's good but not essential to know how to use Microsoft PowerPoint so that you can make simple PowerPoint presentations for some of your assessments.  Describe your experience with Microsoft PowerPoint. |  |
| Do you have any special needs that may require support through this course?  For example cultural requirements, language difficulties, mobility needs, learning difficulties etc.? |  |
| If you answered ''yes'' to the question above please explain any support you have experienced previously for these special needs. |  |