

UNIT TITLE: READ GENERAL INFORMATION TEXTS OR MEDIA		NOMINAL HOURS: 60
UNIT NUMBER:	D1.LAN.CL10.08	D1.LAN.CL10.09
UNIT DESCRIPTOR: This unit deals with the skills and knowledge required to read general information texts or media in the workplace.		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Identify the purpose of general information texts or media</p> <p>1.1 Identify <i>informative texts or media</i></p> <p>1.2 Identify <i>persuasive texts or media</i></p> <p>1.3 Identify <i>instructional texts or media</i></p> <p>1.4 Identify <i>descriptive texts or media</i></p> <p>Element 2: Apply reading strategies</p> <p>2.1 Use <i>skimming skills</i> to gain the gist or main ideas of a text</p> <p>2.2 Use <i>scanning skills</i> to locate specific information in a text</p> <p>Element 3: Apply critical reading skills</p> <p>3.1 Analyze and identify bias and exaggeration in a written text</p> <p>3.2 Read the small print in written text to determine conditions which may apply to special offers</p> <p>3.3 Evaluate the accuracy of written texts</p> <p>3.4 <i>Synthesize</i> what is read by demonstrating comprehension of the whole text</p>	<p>Unit Variables</p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment.</p> <p>This unit applies to all industry sectors within the labor divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> 1. Front Office 2. Housekeeping 3. Food and Beverage Service 4. Food Production 5. Travel Agencies 6. Tour Operation <p><i>Informative texts or media</i> refer to any piece of writing and may include:</p> <ul style="list-style-type: none"> • articles in newspapers and magazines • factual information, presented with a high degree of formality, infrequent use of personal pronouns and common use of the passive voice • general books and textbooks • manuals and handbooks • brochures and advertisements 	

- promotional letters and emails
- recipes and menus
- timetables, weather maps, currency conversion charts
- information from websites or CD ROMs.

Persuasive texts or media aim to convince you to do something. Features of this type of text may include:

- the use of future forms of the language, capitals, exclamation marks, rhetorical questions and one sided arguments.

Instructional texts or media give information on how to do something. Features of this text type may include:

- the use of imperatives
- second person pronouns
- modals such as must, need and should.

Descriptive texts or media describe numerous things including people, places, food, flora and fauna, events, situations, customs and culture. Features of this type of text may include:

- the use of adjectives and adverbs
- comparatives and superlatives
- vocabulary which appeals to the five senses.

Skimming skills refers to the ability to gain the main idea or gist from a text. Strategies for skimming may include:

- reading headings and subheadings
- using illustrations, if available, to gain the gist of the text
- reading the first and last sentences of paragraphs
- not reading every word but skimming the text for key content words.

Scanning skills refers to the skill used to locate specific information in a body of text and may include:

- price
- dates
- departure times
- telephone numbers
- accommodation facilities
- minimum purchase rules
- high and low season rates.

Critical reading may include:

- identifying bias and unsubstantiated claims, remember, if an offer sounds too good to be true it often is
- reading for implication. For example, reading the small print to determine hidden charges and penalties in the case of cancellations
- assessing the credibility of what is written. This is particularly true for information found on the internet
- analyzing, evaluating and synthesizing what is read.

Synthesize refers to the ability to combine the elements of a text into a whole and may include:

- paraphrasing
- summarizing the information contained in a text.

Assessment Guide

The following skills and knowledge must be assessed as part of this unit:

- ability to identify informative, persuasive, instructional and descriptive text types
- ability to apply skim reading skills to get the gist or main idea of a text
- ability to apply scan reading skills to locate specific information in a text

- ability to apply critical reading skills
- ability to analyze the text for bias and exaggeration
- ability to evaluate the accuracy of a text
- ability to synthesize all of the information contained in a text.

Linkages To Other Units

- Develop and update local knowledge
- Maintain hospitality industry knowledge
- Read and interpret basic instructions, directions and/or diagrams
- Develop and maintain food and beverage product knowledge
- Gather and present product knowledge
- Develop and update tourism industry knowledge
- Follow safety and security procedures
- Maintain product information inventory
- Source and package tourism products and services
- Prepare and present tour commentaries
- Research and share information on indigenous cultures
- Source and present information.

Critical Aspects of Assessment

Evidence of the following is essential:

- demonstrated ability to identify the purpose of different types of texts
- demonstrated ability to apply skimming and scanning reading skills
- demonstrated ability to apply critical reading skills through analyzing, evaluating and synthesizing the content of general information texts.

Context of Assessment

Assessment must ensure:

- actual or simulated workplace application of situations where people read general information texts or media in English in the workplace.

Resource Implications

Training and assessment to include access to a real or simulated workplace, a suitably qualified English as a second language (ESL) teachers; and authentic texts or media relevant to the workplace such as policies, procedures, guidelines, etc.

Assessment Methods

The following methods may be used to assess competency for this unit:

- observation of practical candidate performance
- worksheets
- oral and written comprehension questions
- multiple choice questions
- summary writing.

Key Competencies in this Unit

Key Competencies	Level	Examples
Collecting, organizing and analyzing information	2	Evaluate the quality of promotional material
Communicating ideas and information	2	Summarize the content of a variety of texts
Planning and organizing activities	1	Develop reading strategies
Working with others and in teams	1	Share information with others

	Using mathematical ideas and techniques	1	Develop timelines to research topics
	Solving problems	2	Apply critical reading skills
	Using technology	2	Use a database to source information