Competency Standard

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
Element 1: Identify the purpose of general information texts or media **1.1** Identify *informative texts or media* **1.2** Identify *persuasive texts or media* **1.3** Identify *instructional texts or media* **1.4** Identify *descriptive texts or media* **Element 2: Apply reading strategies** **2.1** Use *skimming skills* to gain the gist or main ideas of a text **2.2** Use *scanning skills* to locate specific information in a text **Element 3: Apply *critical reading* skills** **3.1** Analyse and identify bias and exaggeration in a written text **3.2** Read the small print in written text to determine conditions which may apply to special offers	**Unit Variables** 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. This unit applies to all industry sectors within the labour divisions of the hotel and travel industries and may include: 1. Front Office 2. Housekeeping 3. Food and Beverage Service 4. Food Production 5. Travel Agencies 6. Tour Operation *Informative texts or media* refer to any piece of writing and may include: • 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

3.3 Evaluate the accuracy of written texts **3.4** *Synthesize* what is read by demonstrating comprehension of the whole text	• 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 • Analysing, 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 analyse 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 analysing, 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		
Level 1 = competence to undertake tasks effectively		
Level 2 = competence to manage tasks		
Level 3 = competence to use concepts for evaluating		
Key Competencies	**Level**	**Examples**
Collecting, organizing and analysing 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