Language, Literacy, Numeracy and Digital Numeracy assessment

Name: _____

Assessment date: _____

Instructions

Smartskill are required to assess your language, literacy, numeracy and digital literacy prior to undertaking any training and assessment. This assessment identifies where you may need support, and any future training and assessment can be adjusted or specialist support provided to guide you through your learning journey.

You are to attempt all questions and must write your answers in the spaces provided.

This assessment can take up to 60 minutes to complete.

Please complete the tasks without assistance, and it you need any help please contact Smartskill on admin@smartskill.com.au or (07) 3279 0656.

Administration use

Assessor comments:

_____
_____
_____
_____
_____

☐ No further assistance required

☐ Further assistance required

Actions/Assistance required:

_____
_____
_____
_____
_____

Assessor name: _____

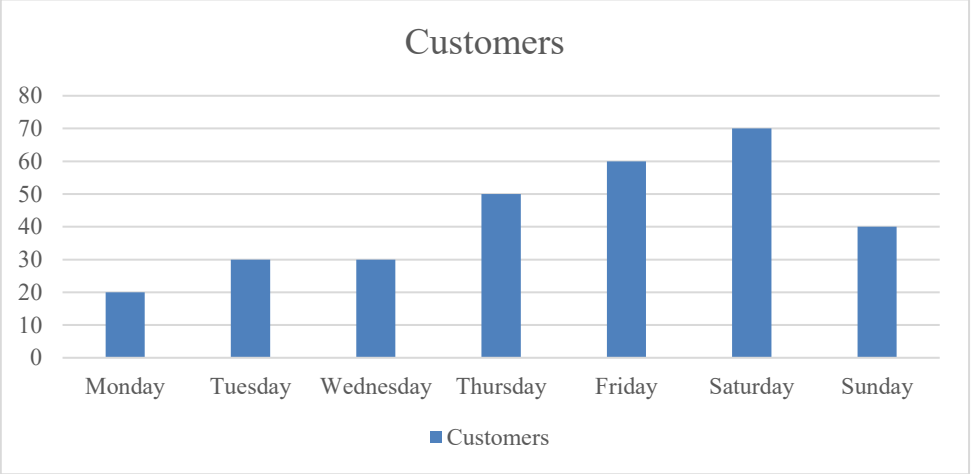
Assessor Signature: _____

Date of review: _____

Numeracy

Answer the following numeracy questions and write the answer in the space provided

Question	Task	Answer
1	74 x 10	
2	8 x 5	
3	12 x 6 + 29	
4	5 + 40 + 2 + 11	
5	81 – 23	
6	21 – 11 x 10	
7	You must buy the following supplies for the travel agency staff. They have asked for some stationery - A4 writing paper that costs $5.50, a presentation folder that costs $3.25 and a set of highlighter pens that costs $5.95. *Answer the following questions.*	
	a) What is the total cost for all the items?	
	b) How much change will you receive if you pay with $20.00 cash?	
8	You work in the local tourism information centre as a guest service agent. Your regular hours are Monday to Friday from 8.00am to 4.00pm. For this job, you earn $30.00 gross per hour and are given a 30 minute lunch break every day. Your gross weekly wages are subject to government tax of 20%. *Answer the following questions.*	
	a) How many hours do you work each week?	
	b) What are your gross wages each week? (e.g. before tax)	
	c) Based on your weekly wages, how much government tax do you pay?	
	d) What are your weekly wages after the government tax has been removed?	

9	The graph below shows the number of customers that visit a travel agency each day.  	
	a) What was the quietest day at the travel agency?	
	b) How many customers visited the travel agency over the whole week?	
	c) Which day(s) had the same number of customers?	
	d) Which day had the highest number of customers?	

Language and literacy

Answer the following language and literacy questions and write the answer in the space provided

10	a) Why are you interested in studying tourism?	
	b) What do you hope to learn from this qualification?	
	c) What tourism jobs interest you and why?	
	d) Why is good customer service important in tourism?	
	e) You are sick and cannot work today, what would you write or say to your supervisor or manager.	

11	You are working as a tour guide for a local tour company.	
	a) How would you explain a local tourist attraction to a visitor who has never been there?	
	b) If a customer is unhappy with their tour experience, what would you say first?	

12	*The following information is found on a brochure for a winery tour.* *The tour starts at 7:00 am and returns at 3:00 pm.* *We pick you up at your hotel at an arranged time.* *Morning tea and lunch is provided.* *The tour costs $50 for an adult.*	
	a) How long is the tour (hours)?	

	b) How much is the tour for an adult?	
	c) What is provided on the tour?	

13	*Match each word below to the similar word from the list. Write word you think I similar in the box below. Each word can be used only once.* ***Hire Job Help Ignore Schedule Query***	
	a) Task	
	b) Question	
	c) Timetable	
	d) Employ	
	e) Support	

14	*Put an "x" in the box which shows the correct spelling of the word*	
	a) tourisim	
	b) toureism	
	c) tourism	
	d) torism	

15	*Put an "x" in the box which shows the correct spelling of the word*	
	a) safty	
	b) saffety	
	c) safety	
	d) saftie	

16	*Put an "x" in the box which shows the correct spelling of the word*	
	a) toor	
	b) toer	
	c) tour	
	d) tuor	

17	*This task asks you to think about your own learning and experience. Read each question carefully and answer honestly. There are no right or wrong answers.* *Put an "x" in the box to identify your answer.*			
		Yes	**Sometimes**	**No**
	I use basic maths for money and time			
	I can send a text message			
	I use the internet to search for information			
	I can use a computer to email, create and save documents			
	I can read books, emails and text messages			
	I am comfortable reading instructions			
	I can read an electronic or paper map			

18	*Match each word to the corresponding sign. Write the correct word in the box next to the corresponding sign. Each word can be used only once.* • ***No phones*** • ***Disabled access*** • ***Exit*** • ***Toilets*** • ***No smoking***	

19	*Match each word to the correct meaning. Write the correct word in the box next to the meaning. Each word can be used only once.* • **Brochure** • **Hygiene** • **Roster**	
	a) A document that outlines the specific details of the tour or attraction	
	b) A work schedule showing the times and dates for all employees	
	c) Always keep clean and safe whilst working	

20	*You are working at a travel agency as a guest service agent. From the list below, identify the common jobs you would need to complete each day. Place a tick next to the correct task*	
	Book flights, accommodation, tours, cruises, and transport	
	Stay updated on travel products, policies, and industry changes	
	Calculate travel costs and prepare quotes	
	Use booking platforms and reservation systems	
	Answer customer questions before, during, and after travel	