

IS THIS COURSE RIGHT FOR YOU?

PRE-TRAINING REVIEW ACSF 4

NAME:

Orla Ronan

COURSE & CODE:

CHC42021 Certificate IV in Community Services



WHAT'S THIS DOCUMENT FOR?

Everyone considering taking a Training Academy of Excellence (TAE) course needs to complete this document. We use the information to make sure you're taking the right course – at the right level – to reach your personal and career goals. Your course facilitator could also use it to select the right units for you.

You'll need to complete this document with someone from TAE. This will either be a facilitator who teaches your course – or both a facilitator and a TAE rep.

What this document covers:

- Career plan – this explores your current skills and education history. It also helps you define your career goals and the most suitable course for you.
- Learning style check – to help you get the most out of your course, we'll find out how you prefer to learn and offer tips relevant to your style.
- Reading, writing, maths and speaking assessments – these aren't to catch you out, we just want to make sure you'll be able to follow the course. If you struggle with these assessments, ask your facilitator to help you out.
- Checklist – just a few questions to check that we've explained everything to you properly.

Please note, your facilitator will be checking your spoken English as you work through this document together. It's nothing to be concerned about, just talk as you normally would.

CAREER PLAN

Complete this plan with your rep/facilitator. It will help you work out your career goals and how to achieve them through education.

Your career goals

Short term (next 6 – 18 months): *I want to enrol in this course to get a student visa and give back to my new home*

.....

Long term (5 years – 10 years): *Not sure yet*.....

.....

Your skills and qualities

Tick the top 3 skills and top 3 qualities that best describe you

- | | | | |
|-------------------------------------|-------------------------------------|--|-------------------------------------|
| Teamwork..... | <input type="checkbox"/> | Loyal | <input type="checkbox"/> |
| Communicator..... | <input type="checkbox"/> | Committed..... | <input type="checkbox"/> |
| Problem-solving..... | <input type="checkbox"/> | Honesty | <input type="checkbox"/> |
| Technical abilities..... | <input type="checkbox"/> | Enthusiasm..... | <input type="checkbox"/> |
| Planning and organising..... | <input type="checkbox"/> | Reliability | <input type="checkbox"/> |
| Self-management..... | <input checked="" type="checkbox"/> | Personal presentation | <input type="checkbox"/> |
| Creativity..... | <input type="checkbox"/> | Common sense..... | <input type="checkbox"/> |
| Leadership..... | <input type="checkbox"/> | Positive self esteem | <input checked="" type="checkbox"/> |
| Motivation..... | <input type="checkbox"/> | Sense of humour | <input checked="" type="checkbox"/> |
| Ability to deal with pressure | <input checked="" type="checkbox"/> | Balanced attitude to work and
home life | <input checked="" type="checkbox"/> |
| Adaptability..... | <input checked="" type="checkbox"/> | Others:..... | <input type="checkbox"/> |
| Others: | <input type="checkbox"/> | | |



Your expectations

I hope this course teaches me the following skills and knowledge: *I want to learn how to work with people.*

.....
.....
.....

Right now, my learning might be affected by the following commitments (i.e. work, family, sport): *I'd like to do placements online so I can learn from anywhere.*

.....
.....

Previous education

You may have completed similar courses in the past – if so, you may be able to apply relevant units, credits or experience to this course. This is referred to as Recognition of Prior Learning (RPL) or Credit Transfer.

Please write down any relevant, proven qualifications you already have partially or fully completed: *N/A*.....

.....
.....
.....
.....
.....
.....
.....

*You may be asked to provide copies of your certificate and/or statement of attainment



LEARNING STYLE CHECK

Your learning style

Everyone learns in different ways. Knowing your personal learning style (or styles) will help us deliver your course in the best way for you. Check out our tips for each learning style too.

You can tick as many of the statements below as you like:

A	B	C	D
<input type="checkbox"/> I learn best when I can see and touch things directly. <input type="checkbox"/> When learning something new it helps if I've experienced something similar. <input type="checkbox"/> I rely on my feelings to help me understand things. Results	<input type="checkbox"/> I like to ask lots of questions. <input checked="" type="checkbox"/> I like to learn by watching. <input type="checkbox"/> I like to explore all aspects of a situation when I am learning.	<input type="checkbox"/> I like to analyse and break things into parts before trying something. <input type="checkbox"/> I like to understand the theory behind things. <input type="checkbox"/> I learn best when things are presented in a logically.	<input type="checkbox"/> I like experimenting to see what would happen. <input type="checkbox"/> I like to try things out in order to understand them. <input type="checkbox"/> I always like to be doing things. I don't like sitting quietly.



If you have
ticked more than
one in column A
your style is:

EXPERIENCING

If you have
ticked more than
one in column B
your style is:

REFLECTING

If you have
ticked more than
one in column C
your style is:

THINKING

If you have
ticked more than
one in column D
your style is:

APPLYING

What your results mean

EXPERIENCING

You prefer learning by doing. You like using your hands and actively exploring the physical world. You may find it hard to sit still for long periods. Courses with a practical element suit you.

Tip: If you're doing an online course, try to study in short sessions rather than longer ones.

REFLECTING

You prefer observing others and contemplating new information. You may like to sit at the front of the classroom to avoid visual obstructions (e.g. people's heads). You may think in pictures and learn best from diagrams, illustrated text books, videos, flipcharts and hand-outs.

Tip: Take lots of notes in class, or as you study online. Try drawing your own visuals and diagrams to help you understand and remember information too.

THINKING

Theories, data and a logical approach appeal to you. You may find it hard to stay in a classroom for long periods and prefer to research a topic by yourself as well as being given the information.

Tip: Try backing up your study with a bit of extra research at home.

APPLYING

You prefer learning through applying new skills or knowledge to a real situation – and seeing the results first-hand.

Tip: Try applying the ideas and skills you learn to your day and experience them in action.

Your results

What's your preferred learning style (or styles) *Thinking*

.....

Do you agree with your results? Please explain why you agree or disagree

Sounds about right

.....

.....

.....

Is there anything about your learning style that you'd like your facilitator to know?

I'm looking for flexibility in the course so I can complete it entirely online.

SPEAKING READING, WRITING AND MATHS

Self-assessment

During your course do you think you will need any help with:

	yes	sometimes	no
Speaking.....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Listening.....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reading.....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Writing.....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Maths.....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Using computers.....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Part 1

Speaking

Your TAE facilitator will have been assessing your spoken English while you've been filling out this document. They will have been checking things like your ability to answer questions directly, form an opinion, persuade and compromise.

If they need further assurance of your speaking ability, they will ask you a few questions about your hometown.



Reading and writing

Read through this text. You'll then be asked to write a formal letter based on the information in the story. If you have any questions, feel free to ask your facilitator.

Gloria had been looking for a new piece of furniture for two months. She had finally settled on the Canyon table and chairs set from Queen's furniture for \$5999.

Gloria visited her closest Queen's furniture branch on the 13th December 2025 where she met a sales person, Jackie. Jackie advised Gloria that the Canyon table and chairs package was going to be on sale for Boxing Day and that she would save money by coming back in 3 weeks. Gloria thanked Jackie for her advice and left the store.

Gloria returned to Queen's Furniture at 11.00am on Boxing Day to find that the Canyon Table and Chairs package was in fact 25% cheaper. Pleased, Gloria went to find a sales person to assist with her purchase.

Gloria waited by the counter until one of the sales staff (Paul) had seen her. Paul up-sold several additional items to Gloria, the Scotch Guard Ultimate package for \$50.00, the silver service care after a year of use for \$200.00, a 2-year warranty for structure and material for \$60.00. On top of that there was a delivery fee of \$99 and set-up on delivery for \$120.

Paul told Gloria her furniture would be delivered on the 23rd February 2026 and that Queen's furniture would contact her 2 weeks before delivery to confirm the date and time. Gloria paid a 25% deposit and left the store happy with her order.



In early February Gloria gave her old table and chairs to the Salvation Army. One week away from delivery, Gloria had still not received a call from Queen's furniture. So she went back to the shop to make an enquiry.

Paul was busy but Jackie was available. Jackie told Gloria that no item had been ordered and a new order would take up to 8 weeks to arrive. Understandably, this irritated Gloria a great deal. She produced her receipt of payment and explained that she had donated her old table and chairs and had a dinner party planned the following weekend.

Jackie and Paul promised to call head office to find out what had gone wrong and to arrange a solution. Luke at head office took down all the information around Gloria's purchase and looked into it.

Luke discovered that the order hadn't been processed at all, and that Gloria's fabric choice was out of stock, so he set about writing her an apology letter. There was a lot he had to apologise for – their computer ordering system, the time delay, the lack of communication, the out-of-stock fabric and the inconvenience caused.

Luke was able to offer Gloria either a full refund or a further 25% off her order. Luke knew that maintaining a good customer relationship is crucial to the success of the business, so he worded his letter carefully.

Task

We would like you to draft the apology letter to Gloria on behalf of Luke. It will need to be formal but friendly and include an overview, the facts of the situation and the solutions clearly. You should detail how much Gloria's payment will be if she decides to go ahead with the order. Aim for at least 3 paragraphs in length.





Dear Gloria,

Sorry about the furniture. Your fabric is out of stock.

We can offer a full refund or a 25% discount if you still want the order.

Shop with us again!

Yours sincerely,
Luke Hansfield
Store Manager – Housington
Phone: 1300225226

Queen's Furniture
300 Quay Street
Housington
Phone: 1300225226
www.queensfurniture.com.au



Part 3

Maths

The following is an analysis of repayments on a hire purchase. Read the case study then answer the questions (in order) to identify the best repayment option.

You can use a calculator and you don't need to show your working – however you can if you like.

Task

CASE STUDY

After seeing an advert for a new 55-inch TV with built in surround sound, Peter goes to the store to buy it.

Peter has \$1700.00 and the TV is \$7600.00. He can also afford to pay \$300 a month.

There are two options for Peter to pay for the TV, credit card or personal loan.

Please work out which the best option is for Peter.

CREDIT
CARD

- 12 months interest free on first purchase
- First 60 days interest free on all purchases
- Remaining balance calculated at 10% per month
- Credit available \$7600.00 limit
- All cash advances calculated at 24% with no interest free period
- Monthly minimum repayment is \$100.00

PERSONAL
LOAN

- 18 months interest free
- After interest free period – interest will be 20%
- If paid in full prior to the interest free period ending then a 10% surcharge will be calculated
- No minimum monthly repayment for interest free period
- After interest loan period has finished then \$200.00 (including interest) per month is required
- No cash advances offered

Q1 How much interest would Peter pay with the credit card option?

A lot.....
.....

Q3 How much is the total cost of the hire purchase using the credit card?

Not sure but probably high.....
.....

Q5 How long will it take Peter to pay off his credit card?

A long time. I speak from experience.....
.....

Q2 How much interest would Peter pay with the personal loan option?

A lot.....
.....

Q4 How much is the total cost of the hire purchase using the personal loan?

Same as Q3.....
.....

Q6 How long will it take Peter to pay off his personal loan?

Not sure.....
.....

.....

Q7 Which option would you advise Peter to choose?

I've never had a personal loan, so I think he should go with credit card...

.....



CHECKLIST

Please answer these questions after you've looked through your Introduction Pack (including your course guide and student handbook).

	yes	no
The course delivery method is suitable for me	<input type="checkbox"/>	<input checked="" type="checkbox"/>
I will be able to attend/study for the full duration of the course.....	<input type="checkbox"/>	<input checked="" type="checkbox"/>
I can commit to the extra study hours suggested.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>
There are no things that might prevent me from progressing through my training	<input checked="" type="checkbox"/>	<input type="checkbox"/>
I know who TAE is, what they do and what an RTO is.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>
State and Federal Funding has been explained to me.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tuition fees & refund processes have been explained to me.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Competency-based learning has been explained to me	<input checked="" type="checkbox"/>	<input type="checkbox"/>
I am aware that I am required to sign a training plan and select units. I will do this with my facilitator	<input checked="" type="checkbox"/>	<input type="checkbox"/>
RPL and Credit Transfer have been explained to me.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>
I know what I need to do if I want to cancel my course.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>
I know what happens when I finish my course	<input checked="" type="checkbox"/>	<input type="checkbox"/>
I know how I can give feedback on my course and/or facilitator	<input checked="" type="checkbox"/>	<input type="checkbox"/>
I believe I am suited to this course.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>
I am entering into this training program under my own free will and I understand that there are no incentives and no promise of a job.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>



If you've answered 'no' to any of these questions, please let us know how we can help:

I would like this to be fully online and self-paced. I'm not sure if I like Melbourne enough to live here the whole time I'm studying.

.....

.....

.....



ONLY ANSWER THIS QUESTION IF YOUR COURSE REQUIRES A WORKPLACE-BASED PRACTICAL ASSESSMENT (Ask your rep/facilitator if you're not sure)

yes no

I am able to use my current job, previous job or work experience
for my practical assessment.....

Student name:

Orla Ronan

Signed:

Orla Jean xx

Date:

30 January 2025

Thanks for completing your pre-training review. We need to keep this original document, but we recommend that you make a copy for your records.



TAE USE ONLY

Speaking assessment

As you work through the pre-training review, assess the student's oral communication skills and answer questions 1 – 4 below.

Q1 Does the student answer directly?

Yes.....
.....

Q2 Can the student form an opinion?

Yes.....
.....

Q3 Can the student use persuasion techniques?

Sometimes. Responses lack depth.....
.....

Q4 Can the student present options for compromise?

Limited. Orla often focuses on her own preferences rather than alternatives.....
.....

If you need to test the student further, ask them to describe their hometown and ask them these questions:

- Imagine I'm coming to visit your hometown or nearest city, are there any famous sights to visit?
- Where are your favourite places to go? Why?
- Convince me to visit those places. Why should I go?
- I like museums and swimming – can you suggest a plan for my day that incorporates the famous sights, your favourite place and what I like to do?



Career plan and checklist sign off - TAE rep or facilitator to complete

Based on the information provided by the student, I agree that:

	yes	no
Enrolment in this course aligns with the student's work/career plan	<input type="checkbox"/>	<input checked="" type="checkbox"/>
The course level meets the student's ability and expectations.....	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Student can commit to the hours of study recommended for this course.....	<input type="checkbox"/>	<input checked="" type="checkbox"/>
RPL/credit transfer has been discussed with student.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Learning strategies have been discussed and documented.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Assistance available in class has been explained.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>
This is the most suitable course for this student.....	<input type="checkbox"/>	<input checked="" type="checkbox"/>

If you answered 'no' to any of the above, what course of action do you suggest:

Orla may need to consider an alternative pathway that aligns with both her interests and capabilities. Given the practical components required in community services, a different course or a program that better supports remote and independent learning may be more suitable.

Name: Aisha El-Sayed

.....

Signature: *Aisha El-Sayed*

.....

Date: 30 January 2025

.....



Language, literacy and numeracy sign off - FACILITATOR USE ONLY

No support required

SPEAKING

- Monitor student and offer support as necessary
- Outside assistance required

READING

- Monitor student and offer support as necessary
- Outside assistance required

WRITING

- Monitor student and offer support as necessary
- Outside assistance required

NUMERACY

- Monitor student and offer support as necessary
- Outside assistance required

Any notes:

.....

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.....

Name: Aisha El-Sayed

.....

Signature: *Aisha El-Sayed*

Date: 30 January 2025

.....

