

LITERACY PROFILE:

# Sports Turf Management Trainee

- Reading**
- Speaking and listening**
- Critical thinking**
- Writing**
- Numeracy**
- Technology**

## Reading tasks

*"Read" implies that the person reads and understands.*

### Read signs and short texts

- Short notes and instructions from whiteboard, note book, staff notice-board or loose paper
- Short codes for areas within the grounds, codes for different machines and materials
- Notes on staff notice-board
- Labels on chemicals, fertilizers, insecticides, or fungicides which may include technical terms such as trade names and chemical names
- Health and safety signs

### Read measurements in different units

- Distances (mm, cm, m)
- Volumes (ml, l)
- Weights (mg, g, kg)

### Read instructions and more detailed job information

- Material Safety Data Sheets (MSDS)
- Agrichem manual for safety instructions

### Read plans

- Maps
- Site plans
- Water and drainage plans

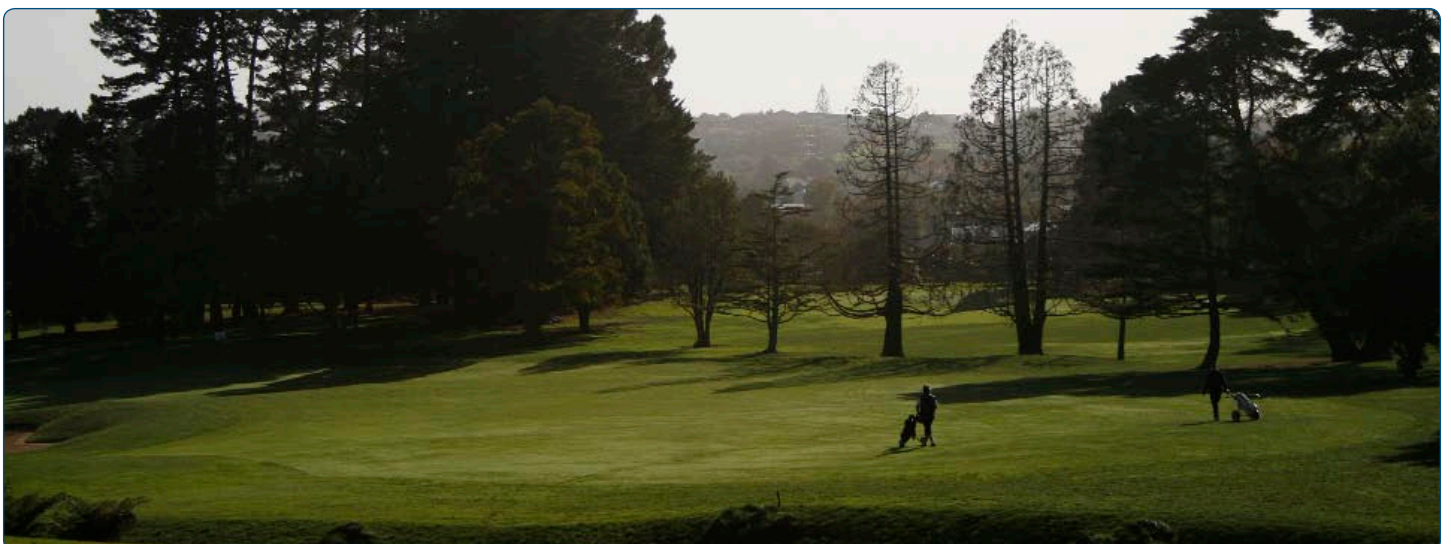
### Read trade journals

#### Read training materials

- Health and safety training materials
- Product briefings
- Distance education materials e.g. course workbooks
- STITO training and assessment materials

#### Read employment documents

- Payslip
- Employment contracts



# Reading skills

Recognise the features of a range of texts e.g. MSDS, product labels, manuals, and plans.

Use reference sources, e.g. manufacturers' manuals, MSDS, regulations, training course material, and maps.

Predict what will be in a text.

Skim text for gist.

Scan text for specific sections.

Read a text thoroughly.

Identify main points from text.

Find out the meaning of unfamiliar words or phrases.

Follow written instructions.

Interpret information from graphical material e.g. tables, price lists, parts lists, and maps.

Use a key to find graphic material on maps, charts or tables.

**Underpinning knowledge / understanding:**

How specific texts are laid out, and what to expect from them e.g. MSDS, manufacturers' manuals, training workbooks and reading materials, and specialised industry diaries.

Skimming / scanning / reading for detail are essential skills and required for different purposes.

How data is presented in tables and graphs.

Common vocabulary and abbreviations.

Technical vocabulary, abbreviations and symbols, including chemical symbols, health and safety and materials handling symbols.



## Writing tasks

### Write short notes

- Diary record of tasks completed
- Whiteboard, paper to notify supervisor/colleagues of work progress, and problems arising

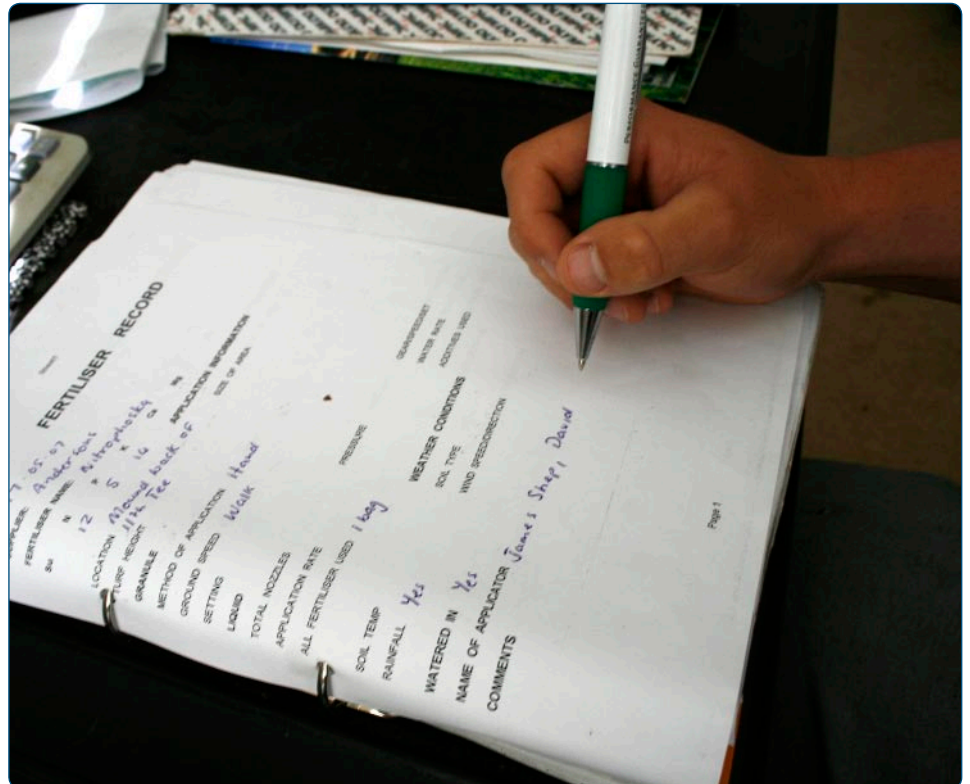
### Complete forms independently

- Log spraying details in a register, including date, spray or fertilizer type, spraying site
- Spray usage form
- Timesheet (paper or computer)
- Calibration calculation sheet
- Health and safety forms for accident/near miss events
- Annual leave application
- Stimpmeter records (on golf course during tournaments)

### Write for training and learning purposes

- Write short answers to questions in industry training assessment and other job training
- Write assignments for on job assessment e.g. irrigation report

- Sign off documents to confirm read and understood e.g. employment contract, induction checklist



## Writing skills

Write simple correct text where required in appropriate formats.

- Uses legible lettering
- Writes on the line
- Uses recognisable spelling and abbreviations

Complete forms using numbers, single words, short sentences.

- Handwriting legible
- Abbreviations acceptable
- Spelling understandable
- Grammar and punctuation understandable 100% accuracy not required

Take notes from material read (training).

Write short answers to assessment questions.

- Handwriting legible
- Abbreviations acceptable
- Spelling understandable
- Grammar and punctuation understandable, 100% accuracy not required

Sign name on documents to indicate understanding (form of binding agreement).

**Underpinning knowledge / understanding:**

Purpose of forms to be completed.

Purpose of other sorts of writing.

Planning, drafting and editing assist writing.

Presentation styles for assignments, short answer questions.

## Speaking and listening tasks

### Listen to instructions

- Daily work schedule
- Use of new equipment
- On-job training
- Questioning instructions not fully understood

### Coordinate with colleagues and supervisor using communications equipment

- Use two way or mobile phones to notify progress and problems arising.
- Discuss job progress and offer assistance as required

### Participate in meetings

e.g. staff meetings, health and safety meetings, training sessions

- Listen to briefings on new equipment/new technologies and products from reps.
  - Make suggestions on improving work processes.
  - Inform other workers or demonstrate how tasks are performed safely.
  - Contribute to group discussion in off-job training classes.
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- Give instructions to others about what they need to do e.g. instruct junior staff/new employees, check they understand immediate job tasks, terminology of workplace and what to do in specific situations.

- Ask questions to clarify oral instructions, requests or explanations from supervisor, reps and co-workers.

## Speaking and listening skills

Speak clearly.

Ask for help.

Discuss topics appropriate in a work context.

Give information in a sensible order.

Present and defend a viewpoint.

Use negotiation skills to:

- Identify issue
- Suggest and assess possible solutions
- Agree on best outcome

Use language appropriate to situation and person.

Plan and deliver oral instructions in a logical order, and to suit the audience.

Use questioning techniques including using open / closed questions to gain information, check understanding and encourage further discussion.

Check that the other person has understood what you said.

Use active listening skills.

- Repeat the message back to sender
- Summarise instructions or information in own words
- Use following techniques such as saying "aha" or "okay" as you follow what someone is saying

Summarise to check or clarify details.

### Underpinning knowledge / understanding:

Communication is a two way process.

There is a range of spoken language styles which change with purpose, topic and audience.

There are ways of making positive and negative statements.

There are ways of initiating and concluding conversations.

Summarising can be used for checking and clarification.

Pronunciation and tone can affect the communication process.

Messages are conveyed by body language and facial expressions.

There are barriers to communication, especially cross cultural communication.

## Numeracy tasks

### Take readings and measurements.

- Amount of spray to mix with water ml, litres
- Cutting height of mower (mm)
- Distances using a tape measure or measuring wheel e.g. to correctly mark out a sports field

- Height of grass (mm) using rising disc
- Speed of a green using a stimpmeter (for golf course trainees especially during a tournament)
- To mark out a sports field

### Perform calculations for specific work tasks

- Estimate of area of irregular shapes e.g. area of a golf course green to calculate how much spray quantity required
- Calibrate spray devices
  - Measure and time output from a spray device to calculate the number of litres/minute from the device
  - Measure 'swat' width using a ruler or tape measure
  - Measure distance walked or travelled over a period of time to calculate speed in km/hour
- Calculate the area of greens on a golf course, marking sports fields
- Calculate the ratio of fungicide, insecticide, weed-killer or fertilizer to water, to mix correct concentration



### Perform the range of calculations required in training material

- Block course
- Correspondence
- On-job assessment

## Numeracy skills

### Measure accurately.

- Distance
- Volume
- Weight
- Height

Use 12 or 24-hour clock to measure and record time to nearest second.

Estimate measures such as height, distance, and area.

### Calculate values using formulae

- Area
- Height
- Volume
- Ratio

Add, subtract, multiply and divide whole numbers and decimal numbers.

Perform calculations using a calculator (add, subtract, multiply and divide).

Interpret numbers and calibrations on measuring instruments and timing devices.

Recognise difference between imperial and metric units of measurement.

Interpret numerical information contained in graphs and tables.

### Underpinning knowledge / understanding.

Understand decimal numbers, decimal places and fractions.

Recognise, understand and be able to read and write numbers in words and numerals.

Understand numerical concepts, e.g. equal to, greater than and less than.

Know and understand SI units of measurement of length (mm, cm, m, and km), of volume (ml, l), and of weight (mg, g, kg, tonnes).

Know how graphs and tables are constructed.

## Critical thinking tasks

Identify problems with turf and take an appropriate course of action, for example

- Disease, pests, weeds
- Fertilising requirements
- Turf wear
- Watering requirements

Assess situation and take appropriate action

- Ask for help from supervisor, teammates when needed
- Prioritise work in optimum sequence to complete all

Deal with contingencies and reprioritise tasks as required

- Equipment breakdowns
- Poor weather

Identify appropriate safety equipment to use

e.g. different types of spray may require differing levels of safety equipment to be used



## Critical thinking skills

Apply knowledge of trade theory to work practice.

Use problem solving methodology.

- Identify issue
- Identify possible solutions
- Determine best outcome
- Decide on plan of action
- Carry out plan

Identify when you have enough knowledge and skill to act independently and when you need to seek assistance.

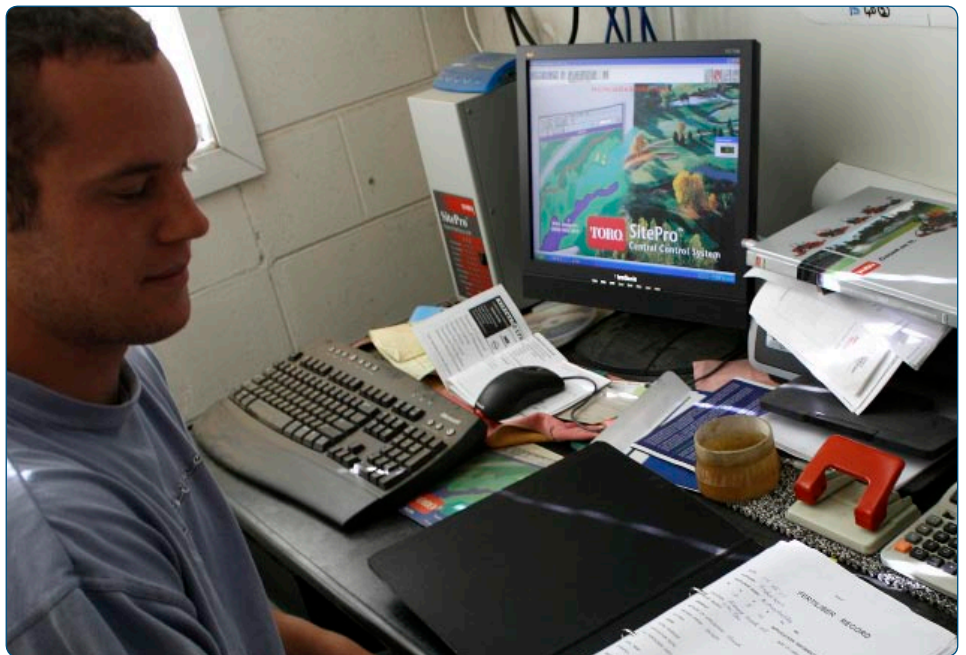
Apply knowledge of time required to complete tasks to schedule work activities.

Apply knowledge of safety requirements / principles to work practice.

## Information and Communications Technology tasks

### Use a computer

- Enter timesheet information
- Operate a computer-based watering system when required



## Information and Communications Technology skills

Operate a computer (including hand-held devices such as personal data organisers)

- Start the computer
- Log in if needed
- Start and operate the appropriate application
- Locate required information, update if needed, add new data and save information for later use
- Exit appropriate application
- Turn off computer

Operate computer application(s).

Enter information into computer using input devices (e.g. mouse, keyboard, touch screen).

Read information from computer display.

Identify elements of computer applications and the function of the element e.g. menus and menu options, command buttons, icons and toolbars.

### Notes:

This profile relates to sports turf management trainees and is based on roles from a number of companies.

The profile represents a combined skill set. Individuals will have strengths and weaknesses across the areas of workplace literacy described in the profile. Sports turf management trainees will also use different combinations of the skills identified depending on where they are at in their training.

Different companies may require staff to use slightly different subsets of skills from the profile. In some instances companies may have additional tasks and skills required of their staff. The differences will depend on the company systems and management structure.