



ST MICHAEL'S
COLLEGE

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VET STRUCTURED WORK PLACEMENT HANDBOOK

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Structured Work Placement Handbook

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VET Structured Work Placement Handbook

Students who undertake certain VET qualifications will be required to participate in **COMPULSORY** relevant industry work-placement in order to meet the training package requirements.

Structured work placement is mandatory. It is not optional.

Students enrolled in the following VET Certificates **MUST** participate in structured work placement preferably during the last week of term 2, 3 and/or 4 of year 11 or the last week of term 1 or 2 in year 12.

- Certificate II in Hospitality (12 service shifts in a Hospitality establishment, either within school or within industry, as described by course teacher)
- Certificate III in Fitness (30 hours, as described by course teacher)

Students who undertake the following certificate courses **MUST** complete weekly work placement (one day per week) during both year 11 and 12.

- Certificate III in Early Childhood Education and Care (120 hours)

Students in other VET courses are encouraged to undertake work placement during the last week of term 2 and term 3.



Structured Work Placement Procedures

Prior to any Structured Work Placement (SWP), students must negotiate days/dates and suitable employers with their course teacher.

Structured Work Placement may involve; school based functions (within or outside school hours), class based excursions or industry placement.

Once a student has made contact with and gained approval with a workplace provider, their course teacher will provide the student with a Work Placement Insurance Form (Form C).

The student must then complete the following details on the Insurance Form (Form C):

Workplace Details

- Workplace provider's name (Business name)
- Workplace provider's physical address
- Workplace phone number
- Workplace Fax (if applicable) or email
- Contact Person (workplace supervisor)

Student Details

- Student's name
- Gender
- Date of Birth
- Out of School Hours emergency phone number
- Year Level

Placement Details

- Industry – select from Business/Hospitality/Fitness
- Model of Work Experience – add Structured Work Placement
- Dates of Placement (must be included to cover all dates of placement)
- No. of days (must be included)

The student must then have the Form C signed and dated by themselves, parent/guardian and the workplace provider/supervisor

The Form C must then be provided to the course teacher, who will make a copy for their records and for verification purposes.

The course teacher must then provide the completed and checked Form C to the VET School Support Officer (SSO), at least 5 school days prior to the work placement being undertaken, for administration purposes and so that the CEO may sign off on it. Any incomplete Form C's will be returned to the teacher and must be completed and returned in full, prior to any work placement being undertaken.

General Information Regarding Work Placement

Telephoning the Employer

You may need to use the telephone to get information about your placement or to arrange an interview. This could be the moment when the employer begins to form an opinion of you. Have your work placement record book with you so you can guide the employer in the competencies you need to be undertaking work placement in.

Follow these tips when telephoning employers:

- Find out who (name and / or position) you are to ask for
- Identify yourself by name
- State the reason for your call
- Prepare in advance what you are going to say
- Have a pencil and paper with you
- Write down any information you are given e.g. names/times/dates/places.
- Have correct change if using a public phone
- Speak clearly and carefully and avoid casual speech such as 'yar', 'umm', 'er' and 'you know'.
- Always use the person's name if you know it
- Don't have the person wait/hold
- Make sure it is quiet around you (no radios/TV s or friends talking etc)
- Be prepared to answer likely questions on your past experience, skills and availabilities etc.
- Be polite
- Thank the employer for his/her time.

Your voice alone communicates your character and a sense of your capabilities, so:

Smile while speaking
Speak slowly
Be organised
List all your questions

Use a nice tone of voice
Speak distinctly
Listen actively
Prioritise your points

Give feedback:

Use positive words and statements like:
I agree, OK, I understand, Yes, Good, Right

Interview with the Employer

Some employers like to meet prospective work placement or work experience students to assess the student's appropriateness for the placement. If this is the case, you should:

- Take your Resumé and Work Placement Record Book.
- Obtain references from school teachers, family, friends, Priests or Ministers, sports coaches or club leaders, previous employers or any adults you have known for a long time.
- Organise all your documents (certificates and awards) neatly in a clear plastic folder.
- Prepare answers to likely questions.

<p><i>Find out about the organisation beforehand:</i></p>
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- What they do?
- What kind of employees they employ?
- Who are their customers?
- Who owns the company?
- How big is the company?
- What type of industry is the company in?
- Who are its competitors?

Find out about the work you will be doing:

- Who to ask for when you arrive?
- What time and date do you start?
- What are the hours of work?
- Where the organisation is (its address)?
- How to get there?
- How much will it cost to get there?
- How long will it take to get there?
- You will need to arrive 5-10 minutes early; being late will not impress the employer.
- What position(s) you will be filling or observing?
- Who will you be working with?
- What are the dress regulations?

During your Placement

Your first day

Introduce yourself at the main office. Let them know:

- Who you are
- Why you are there
- Who you have to see
- What time the appointment is

When introduced to the employer say "Good morning/afternoon, Mr /Mrs/Miss/Ms..."

If no one introduces you, introduce yourself confidently and make eye contact. Be prepared to shake hands with both males and females. Handshakes should be firm (but don't crush their hand).

Attitude

- While at the organisation always sit up straight
- Don't fold your arms
- Be attentive and act interested when people are speaking to you
- Listen carefully to any questions put to you and answer clearly and concisely
- Take notes if necessary
- Don't chew gum, smoke or put your hands in your pockets
- Don't wear dark glasses, bluff answers or be a 'Know-It-All'
- Be yourself

How to dress / present yourself

- Hair should be clean, combed and well groomed.
- Be sure to have brushed your teeth, bathed or showered and use a deodorant.
- Fingernails should be clean and not too long.
- Get your clothes ready the night before. Last minute sewing or ironing should be avoided.
- Dress conventionally in a manner appropriate for the occasion and type of work. If working in a trade that involves getting dirty, be prepared to get dirty.

- Clothes should be clean and ironed. There should be no missing buttons or holes. Shoes should be polished and in good condition. Sneakers are a strict no, no (unless you're working in the fitness industry)!
- Stay off your phone at all times during working hours.

Suggested clothes

- A shirt, dress or blouse (not a t-shirt), a skirt, suit or tailored slacks, pantyhose, low heeled shoes or sandals and a carry bag or shoulder bag as appropriate for your gender
- Make up should be light and natural. Young men should be clean-shaven
- Some work experience situations may be better situated to more rugged wear -such as overalls.
- If any jewellery is worn it should be simple (a watch, a ring, one pair of earrings). Carry a handkerchief and comb.
- If in doubt about what to wear, check with the employer before you present yourself on your first day of Work Placement.

Adequate supervision

Employers are required to ensure that students are adequately supervised. The level of supervision will depend on the worksite, the work being completed and the maturity and experience of the student. Generally, it is not acceptable for a student to be left unsupervised or to be left alone at the workplace for lengthy periods.

What to do if you can not attend Work Placement on one or more days

If you cannot attend your Work Placement for one or more days you need to contact the employer and the school by 9:00am on each day that you will not be present. The employer and the school would expect a good reason for your non-attendance. Medical certificates would be expected for absences of more than 2 days.

What to do if there is an industrial dispute or strike

If any dispute or strike occurs on the site you are situated at, you should return to school or home (if placement is in the school holidays).

Teacher visit or phone call

It is a requirement that the student's teacher visits the student whilst on work placement, or if that is impracticable, telephones the student. There are several potential reasons why a teacher may visit the student on work placement.

- It enables the employer to "put a face to a name" of the teacher.
- To assess student's attainment of various competencies in the work placement.
- To monitor how the student is going in their work placement and to address any issues that may have arisen.

What to do if the Work Placement is unsatisfactory

- Don't sit back and keep your thoughts to yourself, people can't read your mind and they may think that everything is OK.
- Contact the VET Co-ordinator.
- Explain to the employer what is going wrong or what you don't like.
- Try to work out why you are unhappy.
- Have you realised that you are not interested in this type of work? Don't give up easily, you can learn a lot from Work Placement.
- Is the work harder than you expected?
- Do you feel the employer is asking too much from you?
- Are people too busy to give you as much time and direction as you need?

Confidentiality

- Some of the things that you see or hear during your Work Placement could be confidential and should remain that way, so do not repeat such information to other people outside the company (even to your parents or teachers).
- Don't breach the employer's trust. If you do, it may prejudice the opportunity for other students to gain Work Placement.

What you should be Asking about and Observing during Work Placement

Job investigation

- How difficult is it to get jobs in this field?
- Do you need further training after school?
- Are there any specific secondary subjects required? If so what subjects?

- To become qualified in this occupation, what training courses do you need to do? (course, institution)
- What are the differences between qualifications/training and the type of work?
- How does experience determine what people do?
- Main tasks carried out by a person working in this job (working times, full- or part-time; variety of tasks; responsibilities; conditions, etc.; and also aspects that may not be so appealing e.g. shift work.)
- Who are the major employers in this field?
- What personal qualities are required for this job? (e.g. ability to, concentrate, patience, liking for children, etc)
- What wages would you receive in this job?

Working conditions

What factors make a workplace safe/pleasant?

- inside/outside work
- noise levels
- equipment and situations
- relations between employees
- employer and employee relationships
- amenities within the company
- heating/lighting/ventilation
- access to transport
- access to outside amenities such as shops, banks etc.

The End of the Placement

Once a student has completed their work placement they must provide the course teacher with all completed and required documentation (eg Log Books, Supervisor Verification documents, etc).

Students are required to continue to attend work placements until advised by their course teacher that all documentation is completed.

Students must then advise the employer that they have completed their work placement and thank the employer for their time. A thank you letter is advised as a courtesy.

The course teacher is to advise the VET SSO, when an individual student has successfully completed their work placement.

Implications for your next Work Placement / self-evaluation

- Evaluate how you benefited from the Work Placement
- What did you expect and how did this differ from actual experience?
- How will this affect your career decision?
- Was the choice appropriate for you?
- What didn't you do in your preparation that you would do next time?
- What new things did I learn about myself as a result of this placement?
- What things could I have done to prepare myself better?
- What other skills and/or personal qualities do I need to be able to get the job I want?

Structured Work Placement Record Books

You may receive a structured work placement record book for each course of study that you are required to undertake SWP. These must be taken with you to your work placement and filled in by your supervisor. The SWP Logbook forms an integral part of the assessment of competencies. It is the students' responsibility to ensure that the logbook is presented to the employer at appropriate intervals. The student is responsible for the logbook.

1. In the event of the student losing the logbook, the student must approach the teacher for a new copy and arrange to meet with the host employer to complete the new book.
2. **Students should periodically photocopy or scan the logbook to provide evidence of completion if necessary.**

Workplace Health and Safety

Safety Sense

The Department of Industrial Relations Workplace Health and Safety has developed Safety Sense Certificate to give students the chance to explore workplace health and safety on the net. Since, 25% percent of all work-related injuries in Queensland are in the 15 to 24 year age group, it is important that you gain some knowledge of workplace health and safety issues to protect yourself and others against workplace hazards. After successfully completing the questions, you become a graduate of the Safety Sense Program and receive a Workplace Health and Safety Certificate issued by the Department of Industrial Relations.

All students are encouraged to complete the General Component of the safety Sense Certificate. You may be asked by your course teacher to complete the relevant certificate for your course as well.

Employer Obligations

Employers are obliged to ensure the health and safety of themselves, each of their workers and “others” such as visitors or members of the public. To do this the employer must provide:

- A safe environment
- Safe methods of doing work
- Safe and properly maintained machinery, equipment and substances
- Training, information and supervision of employees to enable them to work safely
- Informing employees of their health and safety obligations
- Personal protective equipment (if it's needed).

On the first day of your placement, you should be introduced to the workplace health and safety procedures. Examples of procedures include:

- Job procedures and work instructions
- Emergency response and evacuation
- Information about general and specific workplace hazards
- Health and safety consultation and participation
- How to identify, assess and control hazards
- Reporting of hazards to designated personnel
- Safety personnel such as WH&S representatives and WH&S officers
- How to correctly use personal protective equipment
- How to resolve health and safety issues
- What to do when injured.

Your Obligations and Responsibilities

The WH&S Act outlines the obligations of workers (and others) at the workplace. You must:

- Follow all health and safety instructions and procedures given by the employer
- Wear protective equipment as instructed
- Not endanger yourself or others.

Hazards, incidents and near misses should be reported to your supervisor or employer.

Workplace Health and Safety Officers and Representatives

The primary means of consultation at the workplace level are health and safety representatives (WH&S Reps). WH&S Reps are elected by their co-workers and represent the health and safety interests of workers. In particular, WH&S Reps are entitled to:

- Inspect the workplace
- Be informed of any injuries, illnesses or dangerous events and review their circumstances
- To consult the employer about proposed changes which may affect people's health and safety
- Help resolve issues to health and safety inspectors.

The WH&S Act requires employers to appoint a workplace health and safety officer in workplaces with 30 or more employees. Unlike WH&S representatives WH&S officers require a formal qualification. The primary role of the WH&S Officer is to provide advice about workplace health and safety.

Insurance

St. Michael's College has work experience and industry placement student work insurance cover (FORM C).

After you have been placed it is important that you complete and collect relevant signatures on your Work Placement agreement form and return it to your course teacher, who will check it and pass it on to the VET SSO in Student Services, or you will not be covered for any injury incurred in the workplace.

If you have not returned a completed Form C, you ARE NOT to attend work placement. You will need to reschedule your dates.

What to do if you have an Accident in the Workplace?

Your supervisor in the workplace should inform you of what you should do if you have an accident. However, in the event that this does not happen, you should ask on your first day. Some of the usual procedures might involve:

- Reporting the injury immediately to the employer.
- Filling in a Workers' Compensation Form.
- Workers' Compensation Claim Forms are available from the offices of the Workers' Compensation Board.
- This form would need to be filled out and returned to the person responsible for Workers' Compensation at the school, so it could then be forwarded to the Workers Compensation Board.

You would also need to contact the VET Coordinator as soon as possible.

Harassment in the Workplace

Workplace harassment is offensive, belittling or threatening behaviour directed at an individual worker or group of workers. Harassment consists of behaviour that is unwelcome, unsolicited, usually unreciprocated and usually (but not always) repeated. It makes the workplace or association with work unpleasant, humiliating or intimidating for the individual or group targeted by this behaviour. It can also make it difficult for effective work to be done.

Workplace harassment should not be confused with advice or counselling on the work performance or work related behaviour of an individual or group, which might include critical comments indicating performance deficiencies. Feedback or counselling on work performance or work related behaviour differs from harassment in that feedback or counselling is intended to assist staff to improve work performance or the standard of their behaviour. Feedback or counselling should always be carried out in a constructive way that is not humiliating or threatening.

Workplace harassment may include:

- offensive physical contact and derogatory or intimidating behaviour;
- insulting or threatening gestures or language or continual and unwarranted shouting in the workplace;
- unjustified and unnecessary comments about a person's work or capacity for work;
- openly displayed pictures, posters, graffiti or written materials which are offensive;
- phone calls or messages on electronic mail or computer networks which are threatening, abusive or offensive to staff; and
- persistent following or stalking within the workplace, or to and from work or elsewhere.

Sexual Harassment

Sexual harassment is when a person makes an unwelcome sexual advance, or an unwelcome request for sexual favours, to the person harassed, or engages in other unwelcome conduct of a sexual nature in relation to the person being harassed.

It may be an isolated incident or a series of incidents. Both men and women can be subjected to sexual harassment from persons of the same or the opposite sex. A person need not actually intend to offend, for conduct to amount to sexual harassment.

Racial Discrimination

Racial discrimination could involve distinction, exclusion, restriction or preference based on the race, colour, descent or national or ethnic origin of a person. Any form of racial discrimination is unacceptable. It may be an isolated incident or a series of incidents.

If you believe you are a victim of any form of workplace harassment or discrimination the first thing you should do is contact the VET and Careers Coordinator at St. Michael's College to decide upon the most appropriate action.

Student Welfare

The college counsellor is in attendance on Monday to Friday of each week. Any student wishing to make an appointment to see the counsellor may do so through the college office or directly with the counsellor. The Pastoral Co-ordinator and the VET Coordinator are also people who may be able to help with any family, personal or interpersonal concerns a student may have. For any queries with regards to subject choice, the Assistant Principal Curriculum is available. Appointments for all three may be made through the office or directly to the person concerned.

Government Legislations

In offering VET courses, the College complies with the relevant requirements of the following acts:

- Training and Employment Act, e.g. vocational placement
- Workplace Health and Safety Act
- Anti-discrimination Act
- Privacy Act
- Child Protection
- Copyright

VET Structured Work Placement Handbook

WORK EXPERIENCE AGREEMENT Student/Parent : Principal/Work Experience Provider	
Privacy Statement The Department of Education, Training and Employment (DETE) is collecting the information on this form in accordance with the <i>Information Privacy Act 2009 (Qld)</i> and s. 426 of the <i>Education (General Provisions) Act 2006 (Qld)</i> in order to arrange a work experience placement. The information will only be accessed by authorised employees within the department/school and the nominated work experience provider. Some or all of this information may be given to the Queensland Government Insurance Fund and WorkCover Queensland for the purpose of processing any claims for insurance coverage as required by the <i>Education (Work Experience) Act 1996 (Qld)</i> . Your information will not be given to any other person or agency unless you have given us permission or we are required by law to do so.	
With respect to an agreement to place a student on a work experience organised under the auspices of the <i>Education (Work Experience) Act 1996</i> between the Principal of:	
School Name: School Address: Phone: Fax: Contact Person:	Provider's Name: Provider's Address: Phone: Fax: Contact Person:
Name of Student: <input type="checkbox"/> Female <input type="checkbox"/> Male Date of Birth: / / Out of School Hours Emergency Phone No: Year:	
PLACEMENT DETAILS Industry/Occupation: Model of Work Experience:	
Dates of Placement: No. of days:	
1. STUDENT'S RESPONSIBILITIES I will attend my placement for the full work experience period. I will ensure that both the school and the person or organisation providing the placement will be notified if I am unable to attend the workplace. My dress and behaviour will be in keeping with the accepted standards of my work experience provider. I will perform my duties to the best of my ability and comply with all reasonable directions given by the work experience provider. (This may include participation in random drug and alcohol testing as per Workplace Health and Safety requirements in particular industries). I will promptly tell my supervisor of any personal injury or damage to property which may involve me. <div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"> _____ Student's Signature (if applicable, attach details of any medical condition) </div> <div style="width: 35%; text-align: right;"> ____/____/____ Date </div> </div>	
2. PARENT/GUARDIAN/CAREGIVER'S CONSENT (Applicable to students under 18 years of age) I consent to participating in work experience as stated. <div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"> _____ Signature of parent/guardian/caregiver </div> <div style="width: 35%; text-align: right;"> ____/____/____ Date </div> </div>	
3. WORK EXPERIENCE PROVIDER'S AGREEMENT I enter into an arrangement for the named student to be placed with me for the purpose of work experience. Conditions of placement: <ol style="list-style-type: none"> 1. I understand my duties for the health and safety of the student under the <i>Work Health and Safety Act 2011 (Qld)</i>. 2. I agree to inform the student of particular safety requirements of this workplace. 3. I agree to notify the school of any accident involving a school student, any actions undertaken and damages to property involving the student during this placement. 4. The student will work under my supervision or my nominee. 5. The arrangement may be terminated at any time by either the school principal or myself. 6. Payment will not be made to the student participating in work experience. 7. The hours worked will not exceed the normal hours worked in my industry. 8. The student will not perform work which is prohibited by law. 9. I agree to notify the school of any unexplained absences by the student. 10. I understand the level of liability cover provided by Education Queensland. <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="width: 60%;"> _____ Signature of work experience provider </div> <div style="width: 35%; text-align: right;"> ____/____/____ Date </div> </div>	
4. PRINCIPAL'S AGREEMENT I enter into an arrangement for the named student to be placed for the purpose of work experience with the above named work experience provider. <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="width: 60%;"> _____ Principal's signature </div> <div style="width: 35%; text-align: right;"> ____/____/____ Date </div> </div>	

Original of completed Agreement to be retained in the school

Uncontrolled copy. Refer to the Department of Education, Training and Employment Policy and Procedure Register at <http://ppr.det.qld.gov.au> to ensure you have the most current version of this document.

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**** This page is a SAMPLE ONLY**

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NOTES:

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