



# RTO

Registered Training Organisation  
RTO No: 90413

# Student Work Placement Journal

Course: \_\_\_\_\_

Student Name: \_\_\_\_\_

Teacher: \_\_\_\_\_

School: \_\_\_\_\_ Contact: \_\_\_\_\_

If there are any changes to your work placement attendance or arrangements you must:

- Contact your WORK PLACEMENT/EMPLOYER before your start time
- Contact your TEACHER at school
- Contact the school by 9am on the morning of your absence

# Work Placement

## “ Learning by doing ”

Work placement is a mandatory component of your HSC VET course as it deepens your technical knowledge, develops your skills and helps you prepare for the world of work.

A reference or positive report from your host employer could prove invaluable when applying for future jobs. Research studies have found that the majority of students acknowledge work placement as playing a significant role in kick starting their career.

This journal may form part of a sample of evidence to help prove you have developed the competencies to complete your course.



THE COMPLETED JOURNAL MUST  
BE RETURNED TO YOUR TEACHER



# Before Work Placement

Read this journal from cover to cover.

Fill in the front cover and pages 8 and 9 with the detail required.

Plan your placement:

- How will you get to the work site and home each day?
- Have you done a practice run and confirmed the cost of fares?
- Can you comply with work hours? E.g., cancel footy practice
- Are there any special clothing/equipment requirements?
- Is there access to a fridge, shops or canteen for meals?
- Have you made arrangements for a friend to collect any schoolwork you may need to catch up on after the placement?
- Is your mobile phone charged, in credit and do you have your workplacement coordinator's number saved in memory?
- Talk over any issues with your parents or school well in advance.

Many employers also insist you phone them one week before the placement starts so you can ask questions and confirm the following:

- Your planned attendance
- Your understanding of any instruction such as clothing and start times
- If the job site or anything else has been changed since the original paperwork
- When you call your employer, have a pen and paper and your Student Placement Record paperwork from school ready, using the record as a checklist.
- Some employers may require you to attend a formal interview or induction session a week or two before entering their workplace. You will be advised what the requirements are if you need to book into a session.



**DO NOT** assume all workplace establishments are the same.



# Seven Tips for a Great Placement

1

## Diplomacy and honesty

It is possible to be so brutally honest about your views that you hurt the feelings of others. It is okay not to like your placement but try to be diplomatic with how you express your views. Show interest in the career choices, skills and knowledge of others in the workplace and refrain from saying say a bad word about your parents, teachers, classmates or co-workers as this is not professional.

2

## Safety first - Learn through questions

Work, health and safety is of the utmost importance for yourself and your co-workers. Do not be afraid to ask questions.

This is also a great way to engage with your co-workers. Try out the “5W and 1H” technique to help with probing and clarifying. The 5Ws are Who, What, Where, When and Why. The H is How.

3

## Watch the tone

One of the major causes of poor communication, especially between young people and older workers, is body language and tone of voice. A roll of the eyes and the silent treatment are killers. Saying something with a dismissive tone is also a classic mistake. On the other hand, adding a cheery tone to your voice can work wonders on the phone and in person. Practice makes perfect.

4

## Show your manners with a smile

“Please”, “Thank you”, “Excuse me” and an appreciative smile can make the world of difference to the relationships you build. If your employer likes and respects you, they are far more likely to put in a little more effort to provide you with interesting experiences.

# Seven Tips for a Great Placement

5

## Prove how organised you are

Plan your day and make a simple list. Every time someone asks you to do something, write it down so nothing is forgotten. Your supervisor will be impressed by your long list of achievements. Phoning your employer, a week before you start to confirm your placement is a great way to show your professionalism and organisational skills.

6

## Keep yourself busy

In business, time is money. Employers are looking for employees who can get on with the job without having to be spoonfed every single step. This can be hard when you are brand new in the workplace and don't know the routines. However, with a little thought students can usually find activities such as cleaning the work area, or offering to help co-workers, instead of standing around and doing nothing while waiting for the boss to return. One of the major "unwritten rules" of the workplace is you never do "nothing".

7

## Believe in yourself

Everybody has a unique gift of skills, talents and abilities. There is a place for everyone in the world of work if you put the effort in and do your best. This includes building a network of industry contacts and researching career options that suit your individuality. Your co-workers may recognise your gifts and talents and suggest career options in their industry.



# Pre-Placement Phone Call

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## Case Studies

### Annie

Annie's teacher said the host employer wanted students to phone a week before placement was due to start. Annie didn't see the point and was also a little nervous to call.

After thinking about it, Annie agreed it might be good to call and confirm if anything had changed since the placement was arranged weeks ago.

After organising the paperwork and ensuring she had a pen handy, Annie made the call asking to speak to the owner Robyn. Robyn sounded really nice. She wanted to know how Annie was planning to travel to work, if she had been to the business before, if she had lunch organised and what she had covered so far in the course.

When Annie turned up on day one, she already felt like she knew Robyn and greeted her with a huge smile. Robyn said it was great that she phoned last week because the workplace was able to change their work schedule to better fit with Annie's progress in her course and career goals.

Robyn wrote Annie a glowing reference highlighting how impressed she was with her from their very first contact. Robyn praised Annie for being mature, well-organised and a clear communicator.

### Simon

Simon didn't bother to phone his host employer prior to the placement, saying "if the host has anything to add, they should contact me". Simon turned up early on day one but found the main entrance locked, so he sat down and waited. Robyn, the owner of the business, sounded annoyed because Simon was now late. Simon said it wasn't his fault as no one had told him to enter via Gate B. Robyn said it was in the paperwork, but Simon said he didn't see it. Simon was off to a bad start with the boss and hoped dealing with his supervisor would be a fresh start.

Simon's supervisor was very patient, giving Simon plenty of time on the tools and showing him a few tricks of the trade. Overall, Simon said the week was good and he learnt a lot of new skills, but he still didn't like the boss.

# Induction/Orientation

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Your supervisor will provide you with an induction or orientation as if you were a new employee. This can vary depending on the employer's workplace requirements.

Unless otherwise arranged, you must provide the employer with a completed and signed copy of your Student Placement Record when you arrive in the workplace.

Please highlight the items that were included in your induction/orientation:

- The nature of the activities undertaken by the organisation
- An outline of the management structure of the organisation
- A discussion regarding work behaviour requirements and expectations
- An explanation of the dress standards applicable to the job and workplace
- Clear understanding of the safety requirements including “No Go” areas
- Relevant procedures in case of an accident, emergency, or evacuation
- Location of facilities, such as toilets, change room, kitchen or staff areas and where to place your personal bag and items.
- Start and finish times, work breaks, work routines
- Procedures to follow in the event you are unable to attend the workplace
- Introductions to staff you will be working with
- Who to talk to regarding any problems
- Use of mobiles, texting, music and internet at the workplace
- Other issue covered: \_\_\_\_\_
- Other issue covered: \_\_\_\_\_
- Other issue covered: \_\_\_\_\_

Please complete the CONFIDENTIALITY AGREEMENT on the next page.

# Confidentiality Agreement

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This agreement concerns the WORK PLACEMENT:

of \_\_\_\_\_  
**Student Name**

at \_\_\_\_\_  
**Business Name**

from \_\_\_\_ / \_\_\_\_ / \_\_\_\_ to \_\_\_\_ / \_\_\_\_ / \_\_\_\_

I understand that during this work placement I may have access to information that is private and confidential. I agree that I will not convey to any person outside the host employer's workplace any knowledge or information of a confidential nature which is gained in the course of this work placement.

I will at all times show loyalty towards the host employer.  
I understand the seriousness of any breach of this Confidentiality Agreement.

Failure to maintain confidentiality may result in the immediate termination of the work placement, disciplinary action by the school and possible legal action by the employer, depending on the seriousness of the breach.

**Student Signature:** \_\_\_\_\_ **Date:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**Employer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_

# Safety & Emergency Procedures

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## Are you ready for Workplace Learning?

### FOR STUDENTS

Think about work health and safety while you are learning and working:

- Participate in a work site induction. Ask for information and instruction, training and on-going supervision when undertaking an activity, especially where you are asked to undertake an unfamiliar activity, or an activity in unfamiliar surroundings.
- Keep yourself safe and don't do anything to jeopardise the safety of others.
- Tell your supervisor if you have any concerns. Concerns about safety while in the workplace are always legitimate and always need to be addressed to your satisfaction.
- If in doubt ring your nominated teacher contact. A concern might need to be followed up at school.

If you are injured in the workplace:

- Seek first aid or medical help immediately
- Contact your school, your teacher and tell your parents
- If out of hours, contact your emergency contact:

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

My Medicare No : \_\_\_\_\_

Known allergies or medical conditions: \_\_\_\_\_

- If you see a doctor, you must use your Medicare number and ask for a medical certificate. Also refer to the information for medical staff.
- Within 24 hours, write a report of the incident as your teacher will need to know the details. They will follow this up and report the incident where needed.

### FOR MEDICAL STAFF

- Do not treat this injury as a Workers Compensation claim as the student is not a paid employee.
- Do not issue a Work Cover NSW - certificate of capacity
- Please issue invoices in the name of the student, not the school.

# Preparing to Work

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Your supervisor and workmates will set you tasks to complete each day. You should do your best to demonstrate your skills and positive personal attributes. It's a smart idea to have a notepad and pen ready to make a list of anything you are asked to do and to check it off when your supervisor agrees the tasks are finished.

Your supervisor will expect you to ask questions or seek help if you don't fully understand something. Your supervisor might be so familiar with a task he/she might perform it too quickly for you to follow. Don't be afraid to ask the supervisor to slow down so you can properly see and understand the task. Ask if there is a manual or website that might be useful.

Be proactive with your learning and suggest tasks you would like to experience. You can even suggest how it might fit into your work plan. For example, you might say, "If we finish this early, can I have a go at doing such and such?"

Please seek the supervisor's permission if you would like to take photos or keep samples of work to show your teacher, as further evidence of your skills.

One of the most impressive things you can do is to keep an eye out for helpful odd jobs that might need doing and offer to help out with these. Try to keep yourself busy between formal tasks.



# Timesheet

|                          | Date               | Start time | Finish time | Lunch          | Total hours    | Supervisor signature                                                                |
|--------------------------|--------------------|------------|-------------|----------------|----------------|-------------------------------------------------------------------------------------|
|                          | <i>E.g 22.3.22</i> | <i>9am</i> | <i>5pm</i>  | <i>45 mins</i> | <i>7 hours</i> |  |
| 1                        |                    |            |             |                |                |                                                                                     |
| 2                        |                    |            |             |                |                |                                                                                     |
| 3                        |                    |            |             |                |                |                                                                                     |
| 4                        |                    |            |             |                |                |                                                                                     |
| 5                        |                    |            |             |                |                |                                                                                     |
| 6                        |                    |            |             |                |                |                                                                                     |
| 7                        |                    |            |             |                |                |                                                                                     |
| 8                        |                    |            |             |                |                |                                                                                     |
| 9                        |                    |            |             |                |                |                                                                                     |
| 10                       |                    |            |             |                |                |                                                                                     |
| Total of hours completed |                    |            |             |                |                |                                                                                     |

# Daily Journal: Day 1

Date: \_\_\_\_\_

Tools, equipment and technology I used today include:

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Explain the range of tasks performed and problems you had to deal with today:

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Which skills did you learn or improve upon today? List them below and circle the rating below.

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|                              | A little |   |   |   | A lot |
|------------------------------|----------|---|---|---|-------|
| I practised my skills today: | 1        | 2 | 3 | 4 | 5     |
| I learnt new skills today:   | 1        | 2 | 3 | 4 | 5     |

Please reflect upon your work performance or job readiness or what you could have done differently today.

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Please ask your supervisor to review your work and sign it off when they are happy. They may also write a comment below or give verbal feedback if they have time today.

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\_\_\_\_\_  
Supervisor

# Daily Journal: Day 2

Date: \_\_\_\_\_

Tools, equipment and technology I used today include:

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Explain the range of tasks performed and problems you had to deal with today:

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Which skills did you learn or improve upon today? List them below and circle the rating below.

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|                              | A little |   |   |   | A lot |
|------------------------------|----------|---|---|---|-------|
| I practised my skills today: | 1        | 2 | 3 | 4 | 5     |
| I learnt new skills today:   | 1        | 2 | 3 | 4 | 5     |

Please reflect upon your work performance or job readiness or what you could have done differently today.

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Please ask your supervisor to review your work and sign it off when they are happy. They may also write a comment below or give verbal feedback if they have time today.

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\_\_\_\_\_  
Supervisor

# Daily Journal: Day 3

Date: \_\_\_\_\_

Tools, equipment and technology I used today include:

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Explain the range of tasks performed and problems you had to deal with today:

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Which skills did you learn or improve upon today? List them below and circle the rating below.

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|                              | A little |   |   |   | A lot |
|------------------------------|----------|---|---|---|-------|
| I practised my skills today: | 1        | 2 | 3 | 4 | 5     |
| I learnt new skills today:   | 1        | 2 | 3 | 4 | 5     |

Please reflect upon your work performance or job readiness or what you could have done differently today.

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Please ask your supervisor to review your work and sign it off when they are happy. They may also write a comment below or give verbal feedback if they have time today.

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\_\_\_\_\_  
Supervisor

# Daily Journal: Day 4

Date: \_\_\_\_\_

Tools, equipment and technology I used today include:

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Explain the range of tasks performed and problems you had to deal with today:

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Which skills did you learn or improve upon today? List them below and circle the rating below.

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|                              | A little |   |   |   | A lot |
|------------------------------|----------|---|---|---|-------|
| I practised my skills today: | 1        | 2 | 3 | 4 | 5     |
| I learnt new skills today:   | 1        | 2 | 3 | 4 | 5     |

Please reflect upon your work performance or job readiness or what you could have done differently today.

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Please ask your supervisor to review your work and sign it off when they are happy. They may also write a comment below or give verbal feedback if they have time today.

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\_\_\_\_\_  
Supervisor

# Daily Journal: Day 5

Date: \_\_\_\_\_

Tools, equipment and technology I used today include:

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Explain the range of tasks performed and problems you had to deal with today:

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Which skills did you learn or improve upon today? List them below and circle the rating below.

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|                              | A little |   |   |   | A lot |
|------------------------------|----------|---|---|---|-------|
| I practised my skills today: | 1        | 2 | 3 | 4 | 5     |
| I learnt new skills today:   | 1        | 2 | 3 | 4 | 5     |

Please reflect upon your work performance or job readiness or what you could have done differently today.

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Please ask your supervisor to review your work and sign it off when they are happy. They may also write a comment below or give verbal feedback if they have time today.

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\_\_\_\_\_  
Supervisor

# Reflecting on Work Placement

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“ Self-reflection is a valuable part of learning and developing your skills and knowledge. ”

Recall a problem you were faced with while on work placement?

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Describe any part you played in resolving the problem?

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List two examples of when you demonstrated your initiative?

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Which aspects of your work were left for you to plan and schedule?

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Outline any feedback received on an aspect of your work and whether it was helpful in improving your skills.

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Name a course or provider that offers training/skills for this industry:

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Describe a new technology emerging in this industry.

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The best things about my placement were:

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The things that challenged me were:

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Did you do things you were not expecting?

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In what ways has this placement helped prepare you for the world of work?

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If there was one thing you would change about your placement, what would it be?

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Have you?

☐

Returned all host property

☐

Completed your work placement journal for your teacher

☐

Formally thanked your host

☐

Discussed the pros and cons of careers options with your parents:

☐

Maintained confidentiality

If yes, list them below:

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☐

Visited [workplacement.nsw.edu.au/feedback.php](http://workplacement.nsw.edu.au/feedback.php) and completed the brief questionnaire

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☐

Reflected on your host's feedback

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# Employer Feedback

Please answer the following questions regarding the foundation skills the student displayed during work placement

|                                                                                      | RATING (Please circle) |        |         |           |        |     |
|--------------------------------------------------------------------------------------|------------------------|--------|---------|-----------|--------|-----|
|                                                                                      | Always                 | Mostly | Usually | Sometimes | Rarely | N/A |
| <b>Foundation Skills</b>                                                             |                        |        |         |           |        |     |
| <b>Oral Communication -</b><br>Communicates well with other employees and customers  | 1                      | 2      | 3       | 4         | 5      | 6   |
| <b>Teamwork -</b><br>Cooperative. Works well individually and with others            | 1                      | 2      | 3       | 4         | 5      | 6   |
| <b>Self-management -</b><br>Takes responsibility for tasks                           | 1                      | 2      | 3       | 4         | 5      | 6   |
| <b>Planning and Organising -</b><br>Manages time and tasks well                      | 1                      | 2      | 3       | 4         | 5      | 6   |
| <b>Technology -</b><br>Uses technology effectively to complete tasks                 | 1                      | 2      | 3       | 4         | 5      | 6   |
| <b>Learning -</b><br>Open to new ideas and eager to learn                            | 1                      | 2      | 3       | 4         | 5      | 6   |
| <b>Initiative and Enterprise -</b><br>Adapts to new situations and contributes ideas | 1                      | 2      | 3       | 4         | 5      | 6   |
| <b>Personal Attributes</b>                                                           |                        |        |         |           |        |     |
| <b>Well groomed</b>                                                                  | 1                      | 2      | 3       | 4         | 5      | 6   |
| <b>Punctual</b>                                                                      | 1                      | 2      | 3       | 4         | 5      | 6   |
| <b>Enthusiastic</b>                                                                  | 1                      | 2      | 3       | 4         | 5      | 6   |

Overall comment:

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Employer's Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

# Thank you

Dear Host Employer,

We sincerely thank you for hosting our student and allowing them to join your workplace. Work placement has been proven to be one of the most effective ways to reinforce students' learning and to prepare them for the world of work. Real-life work experiences are therefore incredibly valuable.

We appreciate any feedback to the coordinator as this is helpful to ensure the Work Placement Program is of the highest quality and improvements are made where necessary.

If you would like to know about other ways to support workplace learning and education, your Work Placement Service Provider can introduce you to a wide range of opportunities. We are also keen to involve more employers in the Work Placement Program and would welcome any referrals you can provide.

Thank you

