

Message to Students

This Work Experience Booklet aims to help you understand what employers and co-workers in the workplace will expect when you join them for work experience. Workplace expectations vary from company to company and employer to employer. The intention of this booklet is to train you to understand practices and learn behaviours that are expected by industry in general. They will lay an excellent foundation for your success in work experience, work placement and future work opportunities.

To be classed as *Work Ready* means that you are mature enough to be able to:

- ✓ act and behave responsibly;
- ✓ to present yourself well;
- ✓ to deal with conflict;
- ✓ to use initiative;
- ✓ and identify concerns that need to be discussed with your work supervisor or teacher.

The manner in which you respond to this program will give the CLC Transitions Team and your teachers a good indication of how *work ready* you are.

Once you have been accepted as *Work Ready*, you will be eligible to take part in work experience or work placement. It is expected that you will commit to the agreed placement for the agreed period. It is also expected that as a result of your training and maturity you will follow procedures to ensure that you manage your work placement appropriately.

Workplace learning programs such as work experience form part of the SA secondary school curriculum. They enable you to spend a planned period of time, usually a week, in a workplace of your choice. This experience will help you to:

- ☺ Learn what employers want in their workforce
- ☺ Engage with the wider community
- ☺ Test your job and career choices
- ☺ Build general work skills like workplace communication, responsibility and team work
- ☺ Gain confidence and maturity through participation in an adult work environment
- ☺ Make informed decisions when planning your transition through school and on to further education, training and work.
- ☺ Develop specific industry skills

To be *work ready* you must have:

- Completed to a competent standard this **Work Experience Booklet**
- Seen your CLC Counsellor or CLC Transitions Officer

You can choose when, and in what week you would like to undertake work experience and the school will facilitate such a placement ***as long you do not have an assessment task or exam in that week.*** We suggest that you check with all your teachers.

If you have any questions or concerns, don't hesitate to contact the CLC Transitions Team as we are here to help.

Drop into The Mezz and come to our Office downstairs

Email: abbielea.verco799@schools.sa.edu.au or Nathan.verco589@schools.sa.edu.au

Phone: Abbie-Lea – 0438 289 735 or Nathan – 0439 133 480 OR Message through Daymap

Employment Related Skills include:

1. Self-Management
2. Initiative and Enterprise
3. Learning
4. Communication (including Inter-Cultural Understanding)
5. Teamwork
6. Planning and Organising
7. Problem Solving
8. Technology

Communication in the Workplace

Non-Verbal Communication

Activity 1

What would you be trying to say if you used these movements? Fill in the answers in the table below:

Positive body language	Interpretation/perception
- Good eye contact	- Interested
- Nodding the head	-
- Firm handshake	-
Negative body language	Interpretation/perception
- Hunched shoulders	-
- Arms crossed	-
- Top lip curled	- Unhappy, do not want to be here

Activity 2

Discuss: *Why is maintaining positive body language important while working with customers or being with friends?*

Gestures mean different things in different cultures. Sometimes gestures can be rude in one culture, but alright in another.

In different cultures & situations:

- some types of body language are not always understood.
- some gestures mean different things in different cultures.
- some actions can be appropriate sometimes but not at other times.

Activity 3

When are these body language actions appropriate or inappropriate?

Body Language	Appropriate when ...	Inappropriate when ...
Walking towards someone enthusiastically	You know the person and haven't seen them for A while	You can see they are upset or busy
Smiling	Something is funny	You are in trouble
Clenching your fist		
Winking		
Pointing		

Verbal Communication

Activity 4

Choose from the list of words below to complete the sentences.

- speed
- conversation
- way
- not
- simple
- repeat
- person
- understands
- communicating
- speak

- 1) Spoken communication is made up of many parts, including the **w a y** we say things.
- 2) Spoken communication includes the _____ at which we say things.
- 3) To communicate successfully we need to _____ slowly and clearly.
- 4) Face the _____ to whom you are speaking.
- 5) Invite the person to join in with the _____.
- 6) Keep it _____ and straightforward and do not 'ramble on'.
- 7) We need to use words that the other person _____.
- 8) These are all very important in _____ or getting our message across.
- 9) Ask the other person to _____ anything you do not understand.
- 10) Do _____ 'ramble on'

Appropriate Language

The type of language that can be used in the school playground or with friends is often not appropriate in other places. It is not appropriate to use slang, swear, call people names or use insulting words or phrases when dealing with colleagues and customers or other members of the public.

Activity 5

Change the following examples into slang:

- Do you have an opinion? What'ya reckon?
- Yes I can do that _____
- See you tomorrow _____
- Will you please calm down? _____
- Thank you very much _____

Change the following examples into more appropriate language

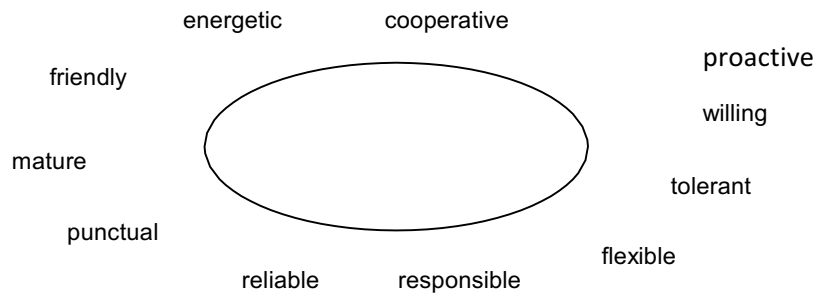
- How are youse? How are you?
- Sup? _____
- Catcha _____
- Nah, dunno _____
- Seeya round _____

Personal Attributes

- Loyalty
- Commitment
- Honesty and integrity
- Enthusiasm
- Personal presentation
- Common sense
- Positive self esteem
- A sense of humour
- A balanced attitude to
- Work and home life
- Motivation
- Adaptability
- Reliability
- An ability to deal with pressure

Activity 6

People in the workplace show many personal attitudes and attributes.



Describing Attributes - *What do the following statements say about an employee?* Use the list of words in the mind map above to help you.

1. Brooke had to deal with a difficult customer on the phone. She was pleasant the whole time.
This shows that Brooke is
2. Mark gets along with everyone and he is happy to serve any customer, no matter who they are. This shows that Mark is
3. Sam always makes sure that he has plenty of time to get ready in the morning to ensure he arrives at work on time. This shows that Sam is
4. Chantelle is happy to clean if the shop is not busy, and there are no customers to serve.
This shows that Chantelle is
5. Ed was so happy to get the job bricklaying. He is very keen to do what his boss asks.
This shows that Ed is

Activity 7

Personal presentation

Use the word bank to fill in the missing words.

- deodorant
- shower
- groomed
- hair
- combing
- make-up
- health
- clean
- customer
- socks
- unpleasant
- body odour

1. It is very _____ for other workers if someone smells of _____.
2. It can affect businesses in workplaces with _____ contact, such as in the hospitality industry. It is important to _____ every day, use _____ and wear _____ clothes. Do not forget to put clean _____ on too. It is important to be well _____ every day, including washing _____ regularly and _____ it each day is the first step.
3. Some jobs have workplace, _____ and safety regulations for clothing, _____ and jewellery.

Know what to wear and what is appropriate. Each workplace has individual requirements for personal presentation. Acceptable clothing in customer service areas can differ a lot. Think about the range of clothes required in the following customer service areas:

- Fashion
- Music
- Tourism
- Supermarket
- Fast food stores
- Jewellery
- Art and gifts
- Sports gear
- Restaurants
- Electrical appliances
- Clothing store
- Office
- Mobile phones

Activity 8

Choose TWO of these customer services areas and explain how acceptable clothing may be different.

Activity 9

Scenario

Dale has been at work placement for 2 days. His supervisor is happy with his appearance and attitude. When Dale runs out of work, or is just bored, he goes up to the people he knows and starts talking to them about others in the office, what they're wearing, what he heard someone say etc. Whenever he sees his supervisor, he stops and either returns to his task or happily asks for something else to do.

1. What does Dale do well?

2. What could Dale improve?

Activity 10

In the list of behaviours below put a tick (✓) next to the behaviours you believe would support an employee in the workplace and a cross (✗) next to the behaviours which would not support an employee in the workplace. If you are uncertain use a (?).

Behaviour	Support	Not support	Uncertain
Stealing			
Follow instructions			
Follow safety procedures			
Whine, complain and have tantrums			
Ask questions about work and personal needs			
Gets on well with boss and others workers			
Easily distracted from duties			
Argues and is uncooperative			
Uses initiative			
Is aggressive			
Gossips about or teases other workers			
Handles criticism			
Presents as clean and neatly groomed			
Checks Facebook updates on phone/messaging and texting			

Student Rights and Responsibilities

Confidentiality - keep it quiet

You may be exposed to information about the business and clients of the business that will be confidential. You will be expected to **maintain privacy** by not repeating any of this information. In some cases, employers may want you to sign a confidentiality contract. As an employee you are entrusted to treat all information you come across as confidential and it is your responsibility to protect client and customer information.

What you see and hear in the workplace **stays at work**. No information, no matter how unimportant you think it is, can be told to anyone outside the workplace. No information is to be given to customers/clients without permission from a supervisor.



Activity 11

Scenario 1

John, a keen IT student has been placed with a leading software development company. He is working with the development team on a new software package. He is eager to boast to fellow enthusiasts and discusses this on an internet chat line.

1. *What problem has John created?*

Scenario 2

Kylie found work placement with an accountancy firm. She was efficient, friendly and very competent at the tasks she was set. At morning tea break she was told about a large tax cheque that a client was sent. She happened to know the person and in her excitement and enthusiasm to share this information she told her auntie.

2. *Why should Kylie have kept this information to herself?*

Work Health and Safety

Work Health and Safety Act 2012 is a legal requirement which refers to being as safe as possible in your workplace.

How does WH&S relate to me at work placement?

In the workplace you are responsible for:

- Your actions – what you do
- Your inactions – what you don't do

What are the employers' responsibilities in terms of WH&S?

According to the Work Health and Safety legislation, it is the employers' responsibility to provide a safe and healthy workplace. In general, the employer must:

- Identify potential hazards
- Control the hazards
- Evaluate procedures

What are the employee responsibilities for WH&S?

- Follow the health and safety policies provided by the employer and keep up to date with any changes
- Practice safe work habits and obey all safety rules, and never take short cuts or chances
- Tell their supervisor about potential hazards in the workplace
- Never try to perform work they are not qualified to do or work they have not been trained to do
- Know emergency procedures, including fire evacuation, and follow them.

What should I do if I have an accident?

- Let your employer know immediately an accident occurs.
- Seek medical assistance. **Note this is not workers' compensation.**
- Your medical bills will need to be claimed through Medicare and private health insurance.
- Contact the school as soon as possible.
- Provide the school with a written statement of the accident (if possible)

In case of an accident, can I get workers' compensation?

NO, as students are volunteers, not employees, it is not classified as workers' compensation.

Note: Emergency procedures and phone numbers are found on your **DECD "A Guide to Workplace Learning For Students" booklet and other forms required prior to placement.**

Risks in the Workplace

Activity 12

WH&S Safety Sign Quiz

Look at the sign - their meanings are listed below.
Place the number of the corresponding sign next to the correct meaning.

No.	Meaning
	Toxic hazard
	Forklift hazard
	Eye wash station
	No pedestrian access
	Fire naked flame and smoking prohibited
	Must wear headgear
	Must wear face protection
	Fire risk
	Electric shock
	First Aid here
	Cannot eat or drink
	Water not suitable for drinking
	Must wear goggles
	Must wear ear plugs or ear phones
	Forklift in use

1 	2 	3 
4 	5 	6 
7 	8 	9 
10 	11 	12 
13 	14 	15 

Activity 13



Work, Health and Safety

You have the right to a safe and healthy workplace. Under the NSW Work Health and Safety Act 2011 (WHS Act) employers must make sure the workplace is as safe as possible. This includes maintaining safe machinery and equipment; developing safe work practices; training employees on safety, and providing protective clothing.

Also under the Act, employees are responsible for safety too. Employees must take care of their own and others' safety at work by: following safety and health instructions; using protective clothing and equipment as required; reporting hazards or work-related injuries, and cooperating with their employer on health and safety issues.

All these things apply to school students doing workplace learning. Your host employer should consult with you and give you information, instruction, training and competent supervision to help you to do a task safely. If you still have any doubts about your safety, ask your host employer. Then if still in doubt, phone your school or TAFE college and speak to your nominated contact.



Every workplace has potential dangers and WHS issues. Find at least seven in this illustration and suggest ways to fix each hazard.

Discrimination and Harassment

Harassment is a type of **discrimination**; it is any behaviour which makes a person feel frightened, threatened, offended or uncomfortable in any way.

Harassment can involve:

- being asked personal questions
- sexual comments or physical touching
- being called names
- physical threats or bullying behaviour.

Harassment is against the law. If you feel uncomfortable or unsafe, it is important that you tell someone such as your boss or a person in your safety network.

Suzi's Story

*Suzi Power is an apprentice horticulturalist working for 'Flowers to Go'. Suzi, the **only young female** in a team of ten, has been **sent sexually explicit SMS photos** and suggestive SMS messages from her work colleagues. She has also been upset by rude jokes and nasty rumours being spread around about her personal life. She has turned down an offer to **go out with her supervisor**. Shortly after she's been asked to work longer shifts and also her protective equipment has gone missing. Recently she has had **time off** because she has been so depressed about the harassment and discrimination. When she returned to work, she asked her supervisor for help in dealing with the matter. He just said, "Gotta toughen up here girl". **The harassment and discrimination continued**, but her supervisor just laughed off her complaints.*

1. What should Suzi do?

Process to follow if you are being harassed:

You can do a number of things:

- If you feel comfortable enough to do so, tell the harasser straight away that you do not want them to behave in that way.
- Contact your teacher and explain the situation. They can then support you and act on your behalf.
- Tell the employer (who has a legal responsibility to ensure that employees are protected).
- Contact the Equal Opportunity Commission at <http://www.eoc.sa.gov.au/>

Under no circumstances accept behaviour which you find offensive - if you don't take action, the situation could worsen. Under no circumstances should you feel responsible for, or guilty about the situation. All employers should be aware of and support the provision of a workplace free from any form of harassment.

In many circumstances, the individual who is the harasser is not aware that their behaviour is unwelcome or inappropriate - they need to be told.

ANY COMPLAINTS YOU MAKE WILL BE TREATED CONFIDENTIALLY.

What are Student Responsibilities?

While in your work placement, you will be expected to behave like a **new worker (employee)** as much as possible by following the rules of the workplace and the directions of the workplace supervisor and other employees.

Activity 14

Use the word bank to fill in the missing words.

- | | | | |
|-----------------|-------------|---------------|----------------|
| - unnecessarily | - Make up | - industry | - accidents |
| - prepared | - workplace | - ask | - hazards |
| - teacher | - question | - supervisors | - instructions |
| - protective | - courteous | - normal | - yourself |
| - enthusiasm | - duties | | |

The right attitude - You will need to:

- Show _____ and initiative
- Accept and complete _____ planned by the workplace supervisor
- Be willing to learn _____
- Listen to _____ and ask questions when unsure because it is better to ask a silly _____ than to make a silly mistake
- Accept and act on advice given by workplace _____
_____ for jobs when you have nothing to do
- Be polite, _____ and well-mannered throughout the placement with all staff members
- Avoid distracting other employees _____ from their work
- Dress appropriately to _____ standards and the workplace

Attendance and punctuality - You will be expected to:

- Be _____ to start your placement on time each day;
- Take only the allocated time for morning, afternoon tea and lunch breaks and return promptly
- Contact your _____ supervisor and the supervising _____ immediately if you are unable to attend your placement; this must only be a last resort.
- Account for any absences to the workplace supervisor and the supervising teacher because you may be required to _____ the lost hours at another time;
- Attend your placement for the _____ hours of work for that job; unless you have negotiated otherwise.

Safety

- You will be required to comply with any work health and safety guidelines.
- You may be required to wear _____ clothing and safety equipment
- You will need to take care to protect _____ and other employees by working in a safe manner
- You need to report any _____ to your workplace supervisor and supervising teacher immediately
- You should notify your workplace supervisor if you see any _____ in the workplace.

Travel

You are responsible for finding your own way to the workplace.

- When choosing your workplace be aware of the costs involved in travel and travel time.
- Discuss travel options with your family.

Medical Condition

Let your teacher and Workplace Supervisor know if you suffer from any medical condition or disability that may affect your work performance. These must be disclosed on your “DECD Workplace Learning Agreement Form”.

In some cases, the Host Employer may wish you to have a medical examination before you can start your work placement.

Insurance

As a student on a work placement, you will be covered by insurance while you are in the workplace. Details are outlined on the “DECD Workplace Learning Agreement Form”.

What if there is a misunderstanding?

If there is a misunderstanding during your work placement you should discuss it with your Host Employer or Workplace Supervisor first and then inform your teacher. If you find it difficult to discuss the misunderstanding with the Host Employer or Workplace Supervisor, speak to your teacher first.

Misunderstandings may include the following:

- Unsafe work health and safety practices;
- Inadequate supervision or learning opportunities provided in the workplace;
- Unreasonable work requests by the Host Employer or Workplace Supervisor;
- Problems regarding assessment.
- Harassment

What do I do if I need to cancel/vary my placement?

If you wish to cancel or vary your placement, you should contact your VET or Careers teacher, or in the CLC, the CLC Counsellor or CLC Transitions Officer. This should only occur as an emergency as all conditions of the work placement have been outlined and signed off by you before entering the work placement.

Prohibited activities and activities that need special consideration

Young workers can lack the experience, knowledge, confidence and skills to identify and deal with potential hazards. Inexperience and a lack of awareness can increase the likelihood of a young worker being injured. There are some activities that are not suitable for students (young workers) in an approved workplace learning program and there are others where special consideration needs to be given to addressing risks.

Students cannot undertake the following:

- use of machinery or equipment which *may* be dangerous for new or young workers to operate is prohibited **unless** each of the following occurs:
 - the activity is first risk-assessed as suitable and safe for student operation by the host employer, along with the following:
 1. the student is given appropriate information, instruction and training and a checklist for the safe operation and handling of the equipment
 2. the equipment is in safe working order, complete with required safety devices or guards
 3. a suitably qualified or experienced person in the workplace who has good communication skills and the ability to give clear instructions provides on-going close supervision.
- the service of alcohol where the student is under 18 is prohibited; if the student is over 18 years, the activity must be essential to the placement and have been agreed to by the school and the student must have completed the Responsible Service of Alcohol (RSA) Training Course
- any work of a sexual or explicit nature is prohibited
- travel by helicopter is prohibited
- air travel on charter flights and aircraft other than those providing a regular public transport service (ie on a regular route with paying passengers) is prohibited
- travel outside the 12 nautical mile limit at sea is prohibited
- scuba and deep-sea diving are prohibited
- the following 'high risk construction work' as defined in the *WHS Regulation 2012* is prohibited: construction work in tunnels, confined spaces or involving the use of explosives or work in and around pressurised gas distribution mains or piping and energised electrical installations or services; near traffic or mobile plant, or demolition work other than simple stripping of walls etc.
- any excavation work at a depth greater than one metre or near utilities is prohibited
- any excavation work at a depth under one metre without direct supervision by a competent person, is prohibited
- work on permanent or temporary structures used to enable construction work in marine environments is prohibited
- working on a roof or in a roof cavity is prohibited
- working where asbestos is present is prohibited
- any activities involving or adjacent to the repair, removal or demolition of any construction work containing asbestos or in the clean-up process following the activity are prohibited
- attendance at a site while chimney stacks or buildings are being demolished is prohibited
- scheduled work unless there are exceptional circumstances and the student, aged 18 or over, already has achieved the necessary certification
- any activity requiring a licence (eg. a driver's licence), permit or certificate of competence is prohibited unless:
 - the student already has the relevant current licence, permit or certificate
 - the activity is directly related to the learning outcomes of the placement
 - the activity is included in the Student Placement Record prior to approval.
- driving any old or unregistered vehicles commonly known as 'bush bashers' is prohibited.

Placements involving the driving of golf carts, quad bikes, tractors or similar farm vehicles.

Placements involving the student operation of golf carts, quad bikes, tractors or other farm vehicles **must be carefully considered**, even where these activities are considered to be essential to achieving the outcomes of the placement. For these placements to be approved, the vehicle must be adequately risk assessed as being safe for a student to operate. Students must have successfully completed an accredited formal training course or related course competencies or have demonstrated substantial experience in the safe operation of these vehicles. Students riding quad bikes must be at least 16 years of age and wear an approved helmet with the strap in place. Required PPE other than helmets include:

- eye protection e.g. goggles
- hand protection e.g. gloves
- long sleeve shirt and full length pants
- sturdy footwear e.g. boots.

The student still needs to be closely supervised.

Students with **little or no experience must not operate these vehicles. The only exception is where** the school is satisfied before the placement is approved that the host employer can satisfactorily manage the activity for the student and has substantial experience in providing the appropriate quality training and on-going close supervision.

In order to ensure the school is satisfied that the activity is safe; the risk assessment by the host employer must be documented and sighted by the school principal or nominee prior to approval.

Placements in meat processing plants

Placements in **meat processing plants** are subject to **mandatory requirements**. The Australian Meat Industry Council can be contacted on telephone (02) 9086 2200 for the information package to support school student workplace learning in meat processing.

Placements involving equine work

No matter how experienced or competent a student may be in riding or working with horses, there are still potentially extreme risks. Extreme caution is needed to avoid injury or disability.

Placements in the construction industry

All workplace learning in the construction industry requires as a pre-requisite that the student completes Work Health and Safety induction training for construction work.

Workplace supervisors must make students aware of the risks associated with handling and operating all tools and equipment the student is to use and how to manage those risks.

While some tools and equipment common in industry are not permitted for use by students in a school setting, the construction teacher will indicate the appropriate tools and equipment that the individual student could use on work placement. Further advice is available from the student's school and in some cases from the Work Placement Service Provider.

There should always be close supervision of a young worker when there is a risk of a fall. For example; where a student is on an elevated level, near an opening or in the vicinity of an edge. Minimising the risk of a fall may include physical restraints or barriers.

Can students drive vehicles during the placement?

No. Students are not expected to drive their own vehicles whilst undertaking activities on behalf of the host employer. They are also not expected to drive the employer's vehicles nor the client's vehicles whilst on placement.

Who can I contact for more advice?

If you are concerned about safety risks for an activity proposed for a placement, please contact the CLC Counsellor in the Community Learning Centre on 0438 289 735 for further advice.

Finding a Placement

Be sure to find a place that is of interest to you. Some placements can result in future employment.

VET students must undertake Structured Work Placement in line with their VET course.

Get in early. Many students from many schools are trying to find a placement. If you have made a good effort of finding a placement by yourself, you may contact CLC Transitions Officer Nathan Verco for help.

The Phone Call

- Find a quiet place to call from
- Have a pen & paper ready
- Practice what you want to say
- Speak clearly
- Be polite – they are doing you a favour, not the other way around
- Write down important information
- Your work experience dates are:



Hello, my name is from Northern Adelaide Senior College. Can you please tell me who I should speak to regarding work experience? (*it may be the same person or someone different*)

Hello, my name is from Northern Adelaide Senior College. Can you please tell me if you accept work experience students?

If no > OK Thanks for your time. Goodbye.

If yes > I'm a year _____ student looking for a work experience placement in (*state your interest here eg hairdressing, carpentry, nursing, plumbing etc*). I'm wondering if I would be able to do a week of work experience with you between ... and ...

If no > Does another time suit you better?

If no > OK Thanks for your time. Goodbye.

If yes > That's great. Thank you very much. I'd like to make an appointment to see you. Would (*state date & time*) be convenient? Thank you – I look forward to meeting you on (*repeat date & time*). Goodbye

Students must take a **DECD Workplace Learning Agreement Form** and **NASC Employer Agreement Form** with them. These can be collected from the CLC Transitions Team or found on the www.yourlifecademy.weebly.com website. It is essential that these forms be **completed and returned to NASC a minimum of two weeks BEFORE** the student participates in Work Experience. Students who attend work experience without having followed correct procedure will not be covered by school insurance in the event of an accident.

Work Experience Checklist:

- | | | | |
|--|-----|----|-----------------|
| 1. I have checked with my subject teachers and there are no Assessment tasks on. | Yes | No | (Please circle) |
| 2. I have read the "prohibited activities" (listed in this Booklet) | Yes | No | |
| 3. I have read the "DECD A Guide to Workplace Learning for Students" | Yes | No | |
| 4. I have 100% <u>Completed</u> this "Are You Ready" booklet | Yes | No | |

Signed _____ Name: _____

Upon successful application:

- DECD Workplace Learning Agreement form will be issued for Student, Parent/Guardian and Employer to complete
- The Workplace Learning Guide for Parents and Carers issued
- The Workplace Learning Guide for Employers issued
- Teacher Notification forms issued

Upon return of Student Placement forms:

- Employer, Parent and Student copies made and distributed
- Work Experience Pack provided
- Attendance is adjusted so that other teachers are aware
- Student cleared for Work Experience