Work Studies – Module 10: Experiencing Work

Work placement logbook

This resource provides suggested text and format for a work placement logbook (Preliminary and/or HSC).

Student orientation

It is expected that each student will be given an orientation in their work placement. As a minimum, the following should be included to comply with the Work Health and Safety Act 2011 (NSW).

Areas to be covered in orientation:

☐ Discuss work behaviour requirements and expectations.
☐ Explain the dress standards applicable to the job and workplace.
☐ Discuss relevant procedure in case of accident, emergencies, evacuation, etc.
☐ Discuss any confidentiality requirements.
☐ Show location of facilities, such as toilets, change rooms, kitchen and staff areas.
☐ Explain start and finish times, work breaks, work routines, etc.
☐ Outline procedures to follow in the event of non-attendance.
☐ Introduce staff with whom the student will be working.
☐ Introduce contact person for any issues or concerns.
Student details

Student name: ________________________________________________________________

Work Studies teacher: ________________________________________________________

☐ HSC ☐ Preliminary Year: 20 _______

Medicare number: ___________________________________________________________

Nominated contacts during normal business hours

Parent/Carer name: _________________________________________________________

Parent/Carer telephone: _____________________________________________________

Other contact: _____________________________________________________________

Telephone: __________________________________________________________________

Nominated contact for emergency out of normal business hours (where applicable)

Contact name: _____________________________________________________________

Telephone: __________________________________________________________________

Work Studies coordinator: __________________________________________________

If you are injured in the workplace:

- Seek first aid or medical help immediately.
- Contact the Work Studies coordinator at school.
- Ask the doctor attending for a medical certificate.
- Use your Medicare number.
- Complete a written report of the accident and forward it to your Work Studies coordinator at school.
Workplace contact details

The organisation

Name: _________________________________________________________________
Address: _________________________________________________________________
Telephone: ________________________________ Fax: __________________________
Name of chief executive: _____________________________________________________

Your supervisor or manager

Name: _________________________________________________________________
Job title: _____________________________ Telephone: __________________________
Email: ___________________________________________________________________

Travel arrangements
Describe your travel arrangements to and from work:
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
Total travel cost (daily/weekly): $ ____________________________________________
Total cost of food (daily/weekly): $ _____________________________________________

Working hours and meal breaks
Start: _______________________________ Finish: _______________________________
Tea break: _____________________ ( ____ mins) Lunch: ___________________ ( __ mins)

Whom to contact if you are going to be late or absent from placement
Name: ______________________________ Telephone: __________________________
Work placement goals
Identify three goals that you would like to achieve while on work placement.
Describe a skill or ability you wish to learn or enhance and briefly describe how you might go about doing this.

Goal 1: ___________________________________________________________________
How: ____________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

Goal 2: __________________________________________________________________
How: ____________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

Goal 3: ___________________________________________________________________
How: ____________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

Some goals you may like to consider

- **Goal:** To keep track of tasks given to me and to do them properly.
  **How:** Keep a notebook or diary of things I need to do, with details of the task. Review my notes at the end of the day and think about how I can improve.

- **Goal:** To improve my communication skills with customers and co-workers.
  **How:** Keep a list of names and what the person does. Smile on greeting, and say their name at least once during the conversation.
Understanding the workplace environment

What are the main aims and objectives of the workplace or business you are in? (Ask your supervisor, or investigate the organisation’s website and promotional material.)

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

What is the history of the organisation? When did it start? Where? How has it developed?

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

Who are the main competitors of the organisation? What is the nature of the competition?

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

How many employees are there in your immediate workplace? _______________________

How many of each employee type? Full-time: _____ Part-time: _______ Casual: _________

What is the gender mix? Male: ________ % Female: ________ %
Identify some of the work patterns and trends in the staffing of the workplace over the last 10 years. (For example, part-time and casual workers.)

Outline the protocols in place regarding mobile phones, personal telephone calls, personal email and social networking websites in your workplace.

What is the preferred dress for persons at your workplace? (For example, uniforms and name tags.)
Is there any specialist equipment required at your workplace?

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

Is there a designated area where employees leave their personal property? If so, where?
_________________________________________________________________________

Briefly outline the security of your workplace, such as name badges, security tags, passes.
_________________________________________________________________________

_________________________________________________________________________

Many workplaces have a strict policy on smoking, drugs and alcohol. What are some of the possible outcomes of smoking or being under the influence of drugs or alcohol at work?
_________________________________________________________________________

_________________________________________________________________________

What entitlements does the average employee receive at your work? (For example, annual leave and sick leave.)
_________________________________________________________________________

_________________________________________________________________________

What is the procedure for resigning at your workplace? How many weeks’ notice are required? What is the staff turnover rate?
_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

Explain how TWO environmental issues are addressed in your workplace (eg recycling paper).
_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________
Effective communication
Create a list of the ways people communicate ideas and instructions in your workplace.

• ___________________________  • ___________________________
• ___________________________  • ___________________________
• ___________________________  • ___________________________

Which TWO are the most effective? Why?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Communication in the workplace involves either speaking or writing. Which form of
communication do you prefer? Speaking / Writing  (circle one)

Why? ____________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Observe an effective communicator in your workplace. Describe TWO characteristics that
make them an effective communicator.

________________________________________________________________________
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________________________________________________________________________

8
To improve your communication, you need to concentrate on feedback. There are three general ways you give and receive feedback.

Define each of the following types of feedback and provide an example from your work placement.

**Constructive feedback:**

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

**Positive feedback:**

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

**Negative feedback:**

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
**Workplace safety**

What are THREE potential hazards that are specific to your workplace? How could these be fixed?

Hazard: __________________________________________________________________

Fix: _____________________________________________________________________

_________________________________________________________________________

Hazard: __________________________________________________________________

Fix: _____________________________________________________________________

_________________________________________________________________________

Hazard: __________________________________________________________________

Fix: _____________________________________________________________________

_________________________________________________________________________

Which hazard presents the highest risk to your safety?

_________________________________________________________________________

Who in your workplace is responsible for taking care of WHS issues?

_________________________________________________________________________

Write down the location where incident/accident reports are filed at your workplace.

_________________________________________________________________________

Who is the first aid officer at your workplace? Where is the first aid kit kept?

_________________________________________________________________________

_________________________________________________________________________
What arrangements are in place for employee participation in health and safety matters at your workplace?

Name of organisation: ________________________________________________________________

☐ WHS committee
☐ WHS representative(s)
☐ Other: ________________________________________________________________
☐ Presently no arrangements in place

Explain why consultation over health and safety issues is important in your workplace.

___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
**Personal safety and security**

Personal presentation and grooming are important in any workplace. Write down the personal hygiene and clothing requirement for your workplace environment to maintain health and safety.

_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________

Identify emergency and/or potential emergency situations in your workplace.

_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________

What is the procedure for reporting an incident or accident at your workplace?

_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________

Briefly outline the steps you would follow if an emergency occurred at your workplace.

_________________________________________________________________________
_________________________________________________________________________
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_________________________________________________________________________

Outline the steps you would follow should a fire occur at your workplace.

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_________________________________________________________________________
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Career pathways

Complete the table below with information on TWO jobs in your workplace.

<table>
<thead>
<tr>
<th>Position title</th>
<th>Main duties of this position</th>
<th>Qualifications and skills required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position 1</td>
<td></td>
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<td></td>
<td></td>
<td></td>
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<tr>
<td>Position 2</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td><strong>Example:</strong> Manager</td>
<td>• Organising employee roster</td>
<td>• 5 years’ experience in the industry</td>
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<tr>
<td></td>
<td>• Supervising employees and ensuring business runs smoothly</td>
<td>• Bachelor’s degree in Human Resources</td>
</tr>
<tr>
<td></td>
<td>• Dealing with customer complaints</td>
<td>• TAFE Certificate IV in Business Administration</td>
</tr>
</tbody>
</table>

Which position interests you the most in your workplace? Why?

________________________________________________________________________

________________________________________________________________________

Outline three steps you could take to develop your skills and knowledge to make you a suitable candidate for this position in your workplace.

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
Using the internet, newspaper or relevant industry publication, look for a position of interest and record what you find in terms of wages, type of work offered, duties required, experience and any other relevant information.

Find a TAFE or university course that would give you the skills to perform your job of choice. Ask your co-workers where they studied and if they have any advice or suggestions.

Name of course: ___________________________________________________________

Institution and length of course: _____________________________________________

Skills learnt: __________________________________________________________________

In the table below, identify the skills you have acquired in school subjects.

<table>
<thead>
<tr>
<th>Subject</th>
<th>Skills</th>
</tr>
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<tbody>
<tr>
<td>English</td>
<td>Read and understand instructions.</td>
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</tbody>
</table>
Technology in the workplace

Make a list of the three technologies used in your workplace.

1. 

2. 

3. 

How has technology changed in your workplace over the last 10 years?

How is technology used to improve communication in your workplace? Give an example.

Detail the technological tools and/or equipment used in your workplace.
Please use this page for any additional notes you would like to include in your logbook and also to attach any business cards, menus, drawings, etc.
Work placement evaluation
(to be completed by the student at the end of work placement)

Reflect on your work placement. Think about your orientation, how staff treated you, the duties assigned to you, the facilities, expectations, problems encountered, transport, etc.

What aspects of this work placement did you enjoy most?

_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________

What aspect of this work placement did you least like?

_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________

Do you feel suited to the work completed in the work placement? Why or why not?

_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________

What personal contribution do you feel you have made to the organisation through your work placement?

_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________
Using the employability skills headings below, tick which skills you have learnt or developed during the work placement and provide examples from your work placement.

- Self-management (ability to take responsibility for setting and achieving personal goals)

- Initiative and enterprise (ability to seek/take advantage of opportunities)

- Learning (ability to achieve new skills and/or knowledge)

- Communication (ability to express and understand information)

- Teamwork (ability to work effectively with others to get things done)

- Planning and organising (ability to coordinate and prioritise tasks and resources)

- Problem solving (ability to identify problems and develop solutions)

- Technology (ability to use appropriate technologies to complete tasks)

- Cross-cultural understanding (ability to respect diversity and act without discrimination)
# Employer evaluation of work placement student

Please complete the following evaluation of your work placement student. Tick one box per heading to indicate your response.

## Attitude to the job
- □ Enthusiastic, highly motivated
- □ Steady worker, meets required standard
- □ Appears indifferent

## Attendance and punctuality
- □ Always punctual
- □ Satisfactory
- □ Unsatisfactory

## Ability to work with others
- □ Works effectively with others
- □ Satisfactory
- □ Needs development

## Initiative/Ability to work unsupervised
- □ High level of initiative
- □ Takes some initiative
- □ No initiative; waits to be directed

## Appearance and presentation
- □ Well groomed, takes pride in appearance
- □ Acceptable standard of dress
- □ Does not meet required standards

## Communication and Interpersonal skills
- □ Confident and articulate; listens well
- □ Acceptable communication skills
- □ Needs to develop communication skills

## Ability to follow instructions
- □ Follows instruction accurately
- □ Willing to seek clarification
- □ Needs close supervision

## Awareness of work health and safety
- □ Showed respect for safety and equipment
- □ Could take more care
- □ Shows little attention to safety

Employer signature: ___________________________________________ Date: _____________

Please print name: _____________________________________________

Would you be prepared to take another work placement student in the future? □ Yes  □ No
# Student achievement
(to be completed by the workplace supervisor)

Please tick the appropriate box according to the student’s level of achievement and write general comments below.

<table>
<thead>
<tr>
<th>Qualities</th>
<th>Outstanding</th>
<th>Very good</th>
<th>Satisfactory</th>
<th>Could improve</th>
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<tbody>
<tr>
<td>Conduct and general behaviour</td>
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<tr>
<td>Politeness</td>
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<tr>
<td>Completes set tasks</td>
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<tr>
<td>Asks questions when uncertain</td>
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<tr>
<td>Has acquired industry-specific skills</td>
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<td>Keeps workplace in an orderly manner</td>
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<tr>
<td>Observes company procedures</td>
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<tr>
<td>Responds positively to advice</td>
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General comments: ____________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
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__________________________________________________________________________

Workplace supervisor name: _________________________________________________

Date completed: ___________________________________________________________
Student work placement attendance record
(to be completed by the student and signed by the employer to verify work placement hours)

Student’s name: ________________________________

☐ HSC  ☐ Preliminary  Year: 20 _______

Employer/Company name: ___________________________________________________

Name of workplace supervisor: ________________________________________________

Address: _________________________________________________________________

Telephone: ________________________________________________________________

<table>
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<tr>
<th>Date</th>
<th>Start time</th>
<th>Finish time</th>
<th>Hours worked</th>
<th>Accumulated hours</th>
<th>Employer/Supervisor signature</th>
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</table>

Work Studies teacher’s name: ________________________________________________

Work Studies teacher’s signature: ___________________________  Date ____________
# Student work placement attendance record

(to be completed by the student and signed by the employer to verify work placement hours)

Student’s name: ____________________________________________________________________

☐ HSC  ☐ Preliminary  Year: 20 _______

Employer/Company name: ____________________________________________________________

Name of workplace supervisor: ______________________________________________________

Address: __________________________________________________________________________

Telephone: _________________________________________________________________________

<table>
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Work Studies teacher’s name: _________________________________________________________

Work Studies teacher’s signature: ___________________________ Date: ________________
**Student work placement attendance record**
*(to be completed by the student and signed by the employer to verify work placement hours)*

Student’s name: __________________________________________________________

- [ ] HSC  -  [ ] Preliminary  -  Year: 20 _______

Employer/Company name: ___________________________________________________

Name of workplace supervisor: _____________________________________________

Address: ________________________________________________________________

Telephone: __________________________________________________________________

<table>
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</table>

Work Studies teacher’s name: ________________________________________________

Work Studies teacher’s signature: ___________________________ Date: ___________
Submission of this logbook is a requirement of your Work Studies course.

Please note:

- The logbook and a photocopy of the hours completed in the workplace must be submitted to your Work Studies teacher at the end of your work placement.
- Hours must be signed off by your workplace supervisor, so the teacher can verify the hours completed.
- Please return this completed logbook promptly to your Work Studies teacher.

Thank you.

Work Studies teacher’s name: ____________________________________________________________

Work Studies teacher’s signature: ___________________________ Date: ______________