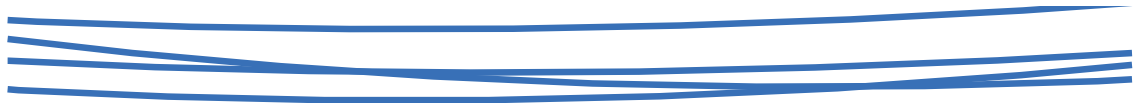


M I D C O A S T
connect
opportunities for youth



Tourism Work Placement Journal

Name: _____

School: _____

Statement

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This Work Placement Journal was funded by the State of New South Wales through the department of Education and Communities under the Structured Workplace Learning Program.

Mid Coast Connect is a not-for-profit locally-based organisation. Since 1997 we have strived to assist young people with their transition from school to further education, training or employment.

Student Information

Student Details

Name: _____

School/TAFE NSW Campus: _____

Teacher/Coordinator: _____

School Phone: _____

Email: _____

Host Employer Details

Employer: _____

Contact/Supervisor: _____

Contact/Supervisor Phone: _____

Workplace Address: _____

Email: _____

Placement Dates: _____ to _____

Emergency Contact Details

Contact Name(s): _____

Contact Number: _____

Relationship to Student: _____

Introduction

To the Workplace Supervisor,

This journal provides a record of the student's work placement with your company. Your guidance and support for the student during this time is greatly appreciated.

Suggested pre-placement and placement actions are indicated. Please also ensure you read over and sign the following

- the Confidentiality Agreement
- the Industry Induction
- attempted student competencies
- your evaluation of the student

Students are required to maintain a daily record of their experiences and will ask you to sign off on their journal each day.

For emergencies during school hours, please contact the school or TAFE using the information provided on the Student Information page.

For emergencies out of school hours, please contact the nominated person for Emergency Contact.

Notes to the Workplace Supervisor

The Workplace Supervisor is asked to do the following *before commencing the work placement*

- discuss the Confidentiality Agreement with the student and then sign
- conduct an Industry Induction/Orientation at the beginning of the placement

The workplace supervisor is asked to do the following *during the work placement*

- consider suitable activities for student to complete
- complete the record of demonstrated competencies
- complete the Evaluation Report
- sign the students Time Sheet each day
- sign the student journal entries each day

Notes to the student

- complete the checklist and read the student expectations before your placement
- make this booklet available to your supervisor at the beginning of your placement
- complete your Time Sheet each day and have your supervisor sign off
- complete your journal entries each day
- ensure your workplace supervisor complete and signs the appropriate pages in this booklet prior to completion of work placement
- complete your Workplace Report
- return this booklet to your teacher on your return to school

Confidentiality Agreement

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 house 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 the 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: _____

Industry Induction/Orientation

It is expected that each student will be given an induction or orientation to their particular industry, work placement upon arrival or prior to attending their work placement. As a minimum, the following should be included:

(Note: Supervisor to tick each activity when completed, then sign below.)

<input type="checkbox"/>	Demonstrate the activities undertaken by the organisation
<input type="checkbox"/>	Outline the management structure of the organisation
<input type="checkbox"/>	Discuss work behaviour requirements and expectations
<input type="checkbox"/>	Explain the dress standards applicable to the job and workplace
<input type="checkbox"/>	Demonstrate the safety requirements applicable to the job and workplace
<input type="checkbox"/>	Discuss relevant procedures in case of accident, emergencies, evacuation etc
<input type="checkbox"/>	Show location of facilities, such as toilets, change room, kitchen or staff areas, etc
<input type="checkbox"/>	Explain start and finish times, work breaks, work routines, etc
<input type="checkbox"/>	Outline procedures to follow in the event of non-attendance
<input type="checkbox"/>	Introduce to staff with whom the student will be working with
<input type="checkbox"/>	Show who to talk to regarding any problems

This induction/Orientation will help to ensure the safety of the student, as well as assist them to make a quick and efficient transition into the workplace environment.

Industry induction/Orientation completed:

Supervisors Name: _____

Position: _____

Supervisor Signature: _____

Business Name: _____

Date of Induction/Orientation: _____

Suggested Student Activities

Teachers delivering this course and Workplace Supervisors who have hosted their students have recommended any of the following activities for students to complete during work placement. This is not a finite list – you may wish to offer other equally suitable activities relevant to the course.

- identify the company's policy for:
 - visitors
 - phone calls
 - messages
 - leave
- work with colleagues and customers
- work in a socially diverse environment
- follow health, safety and security procedures
- produce simple documents, letters, reports, using the computer
- receive and relay phone and other incoming messages
- develop and update local knowledge
- process financial transactions
- develop and update tourism industry knowledge
- copy, collate and file documents, in accordance with office protocols, as required
- document and methods used for file and storage of documents in the workplace
- source and provide destination information and advice
- access and interpret product information
- promote products and service to customers
- prepare quotations
- receive and process reservations
- process non-air documentation

Evaluation Report

Students Name: _____

School/TAFE NSW Campus: _____

For supervisor to complete

Please tick on the performance of the student while at the workplace. If appropriate, mark more than one square in each of the following groups:

Attitude to the job <ul style="list-style-type: none"><input type="checkbox"/> Enthusiastic<input type="checkbox"/> Interested<input type="checkbox"/> Appears indifferent	Punctuality <ul style="list-style-type: none"><input type="checkbox"/> Always on time<input type="checkbox"/> Satisfactory<input type="checkbox"/> Unsatisfactory
Appear and dress <ul style="list-style-type: none"><input type="checkbox"/> Appropriate<input type="checkbox"/> Well groomed and neatly dressed<input type="checkbox"/> Prefers to work alone	Ability to communicate <ul style="list-style-type: none"><input type="checkbox"/> Outstanding communication skills<input type="checkbox"/> Communicates well<input type="checkbox"/> Has difficulty
Ability to work with others <ul style="list-style-type: none"><input type="checkbox"/> Shows flexibility<input type="checkbox"/> Works well in a team environment<input type="checkbox"/> Prefers to work alone	Ability to follow instructions <ul style="list-style-type: none"><input type="checkbox"/> Shows good understanding<input type="checkbox"/> Willing to seek clarification<input type="checkbox"/> Needs close supervision
Adjustment to the work environment <ul style="list-style-type: none"><input type="checkbox"/> Settled immediately<input type="checkbox"/> Settled in well after a while<input type="checkbox"/> Experienced difficulty	Attention to safety <ul style="list-style-type: none"><input type="checkbox"/> Excellent<input type="checkbox"/> Adequate<input type="checkbox"/> Could take more care
Ability to work unsupervised <ul style="list-style-type: none"><input type="checkbox"/> Shows initiative<input type="checkbox"/> Readily seeks further advice<input type="checkbox"/> Needs encouragement<input type="checkbox"/> Waits to be told what to do<input type="checkbox"/> Not applicable to this position	Persistence with tasks given <ul style="list-style-type: none"><input type="checkbox"/> Highly motivated<input type="checkbox"/> Persistent<input type="checkbox"/> Needs encouragement<input type="checkbox"/> Not applicable to this position

General comments (*optional*)

Supervisor's name

Supervisor's signature

Work Placement Checklist

It is your responsibility to

- make this journal available to your supervisor
- complete journal and work placement report
- return this journal to your teacher at the conclusion of your work placement

Please complete details

The name of your employer	
The name of the person you are to contact	
The address of the employer	
The phone number of the employer	
How will you get to and from work?	
If travelling by public transport, do you have current timetables?	
How long will it take you to get to your work placement?	
The length of your work placement	
The hours you must work and the meal breaks you will take	
Special clothing/equipment (PPE) requirements	
The procedures in the event of an accident in the workplace	
What to do if there is an industrial dispute at your workplace	
Access to shops/canteen for meals	
The school/teacher contact phone number in case a problem arises	
Materials/information you need to take with you on your first day	

Please tick if you have

<input type="checkbox"/>	Phoned the employer/ supervisor before starting the work placement
<input type="checkbox"/>	Organised details of pre-placement induction with the employer
<input type="checkbox"/>	The relevant forms and information to be passed on to the employer (Student Placement Record)
<input type="checkbox"/>	Your emergency procedures card

Student's Signature: _____

Date: _____

Teacher's Signature: _____

Date: _____

Expectations of Students

You will be expected to

- attend the workplace on the designated days
 - notify the workplace and the school/TAFE NSW Campus if you are late, unable to attend or experiencing difficulties
 - be punctual, both on arrival and after breaks
 - show interest in the work and have a positive attitude
 - dress appropriately for the workplace
 - behave appropriately at all times
 - apply your knowledge and skills as an entry level worker
 - follow instructions and accept suggestions
 - ask for help as required
 - follow the routine of the workplace
 - keep personal problems at home
 - keep track of your progress by completing your journal entries
 - arrange a time to discuss your progress with your workplace supervisor
 - thank the workplace supervisor and staff at the end of your work placement
- NB: Host employers are not paid. Their time has contributed to your education, skill development and work readiness

Employers have requested that students

- switch off their mobile phones during work time
- discourage friends from attending the workplace

I have read and understand the above expectations

Student's name: _____

Student signature: _____

Date: _____

Workplace Report

The student may demonstrate some or all of the following competencies. Please indicate in the observed column if the student has performed the task competently.

Observed	Activity
	Follow WHS policies and procedures
	Communicates well with staff, customers, suppliers and clients
	Works as a team member
	Use a computer to <ul style="list-style-type: none"> - produce a variety of documents - retrieve and print documents - operate and send emails
	Phone operations <ul style="list-style-type: none"> - handle incoming calls - make work related phone calls
	Operate and maintain a range of office equipment <ul style="list-style-type: none"> - photocopier - facsimile - other
	Handle mail <ul style="list-style-type: none"> - receive - distribute - dispatch
	Cash flow and accounting records <ul style="list-style-type: none"> - petty cash - invoices - banking
	Security of records <ul style="list-style-type: none"> - file documents - retrieve documents

General comments *(optional)*

Supervisor's signature: _____

Date: _____

Student Time Sheet

Record your work placement hours here each day

Date	Start time	Finish time	Lunch	Total hours	Supervisor's signature
Total hours completed:		Supervisor's Signature			

Student Work Placement Journal

Day: _____

Date: _____

Start time: _____

Finish time: _____

Equipment used:

Tasks Completed:

New skills learnt:

How could I improve:

Supervisor's Signature: _____

Hours worked: _____

Student Work Placement Journal

Day: _____

Date: _____

Start time: _____

Finish time: _____

Equipment used:

Tasks Completed:

New skills learnt:

How could I improve:

Supervisor's Signature: _____

Hours worked: _____

Student Work Placement Journal

Day: _____

Date: _____

Start time: _____

Finish time: _____

Equipment used:

Tasks Completed:

New skills learnt:

How could I improve:

Supervisor's Signature: _____

Hours worked: _____

Student Work Placement Journal

Day: _____

Date: _____

Start time: _____

Finish time: _____

Equipment used:

Tasks Completed:

New skills learnt:

How could I improve:

Supervisor's Signature: _____

Hours worked: _____

Student Work Placement Journal

Day: _____

Date: _____

Start time: _____

Finish time: _____

Equipment used:

Tasks Completed:

New skills learnt:

How could I improve:

Supervisor's Signature: _____

Hours worked: _____

Student Work Placement Journal

Day: _____

Date: _____

Start time: _____

Finish time: _____

Equipment used:

Tasks Completed:

New skills learnt:

How could I improve:

Supervisor's Signature: _____

Hours worked: _____

Notes or Additional Comments