# Workplace Learning (ADWPL)

Authority-developed endorsed program

**Skills Journal
Template**

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**Introduction**

The *Workplace Learning Skills Journal* is an essential part of the Authority-developed Workplace Learning endorsed program. It must be completed and submitted to the school’s Workplace Learning Coordinator for assessment after each 55 hours completed in the workplace. Note: Schools may replace the term ‘workplace’ with ‘work setting’ throughout this document if it is more appropriate.

The *Skills Journal* is designed to help the student gain additional benefit from the time spent in the workplace. It encourages the student to talk to the people he/she is working with about what the job involves, entry requirements and the advantages and disadvantages of working in the industry.

In the journal, the student is required to provide specific examples to demonstrate his/her application of a range of work skills, knowledge and understandings. The focus questions in the journal are based on the core skills for work.

## Core skills for work

The core skills for work are a set of non-technical skills, knowledge and understandings that underpin successful participation in work. These skills are documented in the *Core Skills for Work Developmental Framework,* developed collaboratively by the Department of Industry and the Department of Education. The *Core Skills for Work (CSfW)* encompass the Employability Skills and can be accessed at: <https://www.education.gov.au/core-skills-work-developmental-framework>

The *CSfW* describe performance in ten Skill Areas, grouped under three Skill Clusters.

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| **Skill Clusters** | **Skill Areas** |
| 1. **Navigate the world of work**
 | 1. Manage career and work life
2. Work with roles, rights and protocols
 |
| 1. **Interact with others**
 | 1. Communicate for work
2. Connect and work with others
3. Recognise and utilise diverse perspectives
 |
| 1. **Get the work done**
 | 1. Plan and organise
2. Make decisions
3. Identify and solve problems
4. Create and innovate
5. Work in a digital world
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## Completion requirements

A series of focus questions have been developed for each Skill Area. Students must respond to one question from each of the ten Skill Areas after each 55 hours completed in the workplace. Questions of particular relevance to students undertaking a VET qualification are indicated, although there is no compulsion for students to select these questions.

Students can respond to a different focus question from each Skill Area after their second and subsequent 55 hours completed in the workplace, although the same question in a new work setting may elicit a very different response. The journal entries can be hand written or typed.

## Skills journal format

Schools can decide on the most appropriate format for their *Workplace Learning* *Skills Journal*. It can be in print or in digital form. It can be a separate document or combined with the *Workplace Learning Logbook*. When the school creates a Skills Journal from this template, space may be provided after each question for the student to respond.

A student with special educational needs may be assisted to reflect on his/her work placement and respond to a question from each Skill Area in a manner suitable to his/her abilities.

**Skill Cluster 1: Navigate the world of work**

## Skill Area 1a – Manage career and work life

This Skill Area is about making decisions about your future. It involves identifying work and career options, the qualifications, training or experience needed and the opportunities that exist for employment and advancement within this industry.

1. What industry is the employer part of (e.g. retail, construction, hospitality, financial etc.?) and has your experience in this workplace confirmed your wish to work in this industry area? Why/why not?
2. Identify a job role in this workplace that interests you. What attracts you to this area/position and what educational level, qualifications and/or experience would you need to be considered for this job?
3. What was the highlight of this work placement? Is this the type of job for you? Explain your answer.
4. What personal attributes and skills are best for this type of work and what advice would you give to other students considering working in this industry?
5. **\***How has your work placement, combined with your industry qualification in the *[INSERT INDUSTRY]* industry, made your career path clearer?
6. **\***Write a list of steps or produce a mind map of your career plan which incorporates the industry area in which you are completing your activities. How does your industry qualification fit with your career plan?
7. **\***List the different job roles within the *[INSERT INDUSTRY]* industry. Which of these are you most interested in? How has your industry qualification provided you with the necessary skills to fulfill these job roles?
8. **\***Identify any gaps between the skills and knowledge you have developed from your industry qualification and the skills needed to perform effectively in your workplace. How could you fill these gaps?
9. **\***Explain how your work placement has increased your understanding of the *[INSERT INDUSTRY]* industry. If your experience did not increase your understanding of the industry, what would have made the placement more beneficial to you? Does your placement align well with your industry qualification?

**\****Questions marked with an asterisk are of particular relevance to students undertaking a VET qualification.*

# Skill Cluster 1: Navigate the world of work

# Skill Area 1b – Work with roles, rights and protocols

This Skill Area is about understanding work roles and workplace rights and expectations. It involves being able to identify and manage workplace responsibilities and respond appropriately to expectations and accepted practices in work situations.

1. Describe the main tasks, responsibilities and boundaries of your role in this workplace.
2. Give an example of one explicit workplace protocol (i.e. a rule, written procedure) and one implicit workplace protocol (i.e. a common practice understood by everyone but not written down) and explain why it is beneficial to keep to these written and unwritten rules in the workplace.
3. A workplace is governed by legal rights and responsibilities related to conditions of employment, equal opportunity and discrimination and safe work practices. Explain what you would do if you believed these rights and responsibilities were not being adhered to in your workplace.
4. For an entry-level job in this industry area, find out the following conditions of pay, leave and entitlements:
* Rate of pay: what is the rate of pay for a full time entry level employee?
* Holiday pay: how many days paid holiday after 1 year?
* Sick pay: how many sick days are allowed in the first year?
* Overtime: are there higher rates paid for ‘overtime’ hours?
* Penalty rates: are there different rates of pay for weekends or public holidays?
* Superannuation: how much superannuation is paid?
* Notice periods for resignation: how much notice do you need to give if you are going to resign?
1. Australian workplaces are very diverse. Some are quite formal and some are very relaxed. Describe your workplace in these terms: expected dress codes, communication styles and day to day routines.
2. Describe the characteristics of your workplace (e.g. noise levels, environmental conditions, general work hours and changing locations).
3. **\***Describe a specific legal requirement, regulation or policy (e.g. copyright or confidentiality) that is unique to the *[INSERT INDUSTRY]* industry. How is this applied in your workplace? Does this affect you directly or indirectly?
4. **\***What are some of the main safety issues you need to be aware of in your workplace as part of the *[INSERT INDUSTRY]* industry? How has your industry qualification assisted you in identifying these safety issues?
5. **\***What does safety mean to you? How has your industry qualification assisted you in preparing for a day’s work in your workplace as part of the *[INSERT INDUSTRY]* industry? (e.g. Are you required to wear protective clothing or conform to a specific dress standard which meets the needs and safety requirements of the role?)

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# Skill Cluster 2: Interact with others

# Skill Area 2a – Communicate for work

This Skill Area is about using communication skills in the workplace. It involves recognising communication protocols and etiquette, using communication systems and processes, understanding messages and being understood.

1. Describe a situation in your workplace where you had to listen, understand and act on an instruction/s. Were you able to follow the instruction/s? What was the result?
2. Describe a situation in your workplace where it was necessary for you to write. What was the outcome?
3. Is reading essential in your workplace? What did you need to read and why? What are the likely consequences of not being able to read in this workplace?
4. Describe a situation in your workplace where you had to communicate ideas or information. How did you approach this and was it successful?
5. Every industry has a specialised language or jargon that is unique to the trade, profession or group that can be difficult for others (outside that group) to understand. Jargon is used to describe an item or a process. Acronyms and abbreviations are also an example of industry jargon. Describe a situation where you received an instruction or were involved in a conversation which involved industry jargon relating to your current workplace.
6. Identify a written document that you were required to use in your work placement in order to perform a task. What type of document was it (e.g. a procedure, policy, instructions)? Were you familiar with this type of written documentation and how well were you able to use it?
7. Describe a situation where you were required to use numeracy to communicate in the workplace. List the numeracy skills you used in this situation.
8. **\***Describe a situation where you were required to use your literacy skills to communicate effectively in your industry-related work placement. How did you get your message across clearly?
9. **\***How has your industry qualification assisted you in developing the necessary numeracy and literacy skills required to communicate effectively in your current workplace? What areas could you improve on?

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# Skill Cluster 2: Interact with others

# Skill Area 2b – Connect and work with others

This Skill Area is about building work relationships and working collaboratively with others. It involves being aware of one’s own values and goals and having an understanding of the needs of others, making choices about appropriate behaviour and acting responsibly in workplaces.

1. Describe a situation in your workplace where you were required to work as part of a team. What was your role and what was the result?
2. Have you had to ask for feedback or advice in this workplace? Who did you ask, what was their response and what was the outcome?
3. Organisations look for paid and unpaid personnel who are willing to learn. How did you show you were interested and enthusiastic about learning all you could while you were completing activities in this workplace?
4. Explain how you showed respect and concern for others and their rights in your workplace?
5. Working as a team is important in the workplace. Give an example of a situation at your workplace where there was a lack of teamwork. What was the impact of the poor teamwork?
6. Describe the communication skills that you use when you interact with people from various cultural/ethnic backgrounds in your workplace. How would you communicate differently with people of varying physical and mental abilities?
7. Describe a situation where you were required to get a message across to a client or colleague. Explain the non-technical skills (listening, speaking clearly, negotiating or persuading) and the technical skills (product knowledge or expertise) you need to develop in order to improve future interactions in your workplace.
8. **\***In your industry qualification, what have you learnt about common communication issues in the workplace? Describe how your attitude and actions in the workplace affect your work colleagues.
9. **\***What does teamwork mean to you? Describe the positive aspects of your team in your current workplace as part of the *[INSERT INDUSTRY]* industry. How has your industry qualification prepared you to work as an effective team member?

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# Skill Cluster 2: Interact with others

# Skill Area 2c – Recognise and utilise diverse perspectives

This Skill Area is about recognising and responding to differing values, beliefs and behaviours, drawing on these different perspectives for work purposes. It includes managing conflict when it arises.

1. Describe a situation where a dispute occurred in your workplace. Was the dispute resolved satisfactorily? Explain.
2. Explain, using an example from your workplace, how a task/activity was better accomplished because of the different strengths, skills, age, gender, race or religion of the people working on the task/activity.
3. One of the roles of the person in charge is to allocate the right people and/or resources to a task/activity. Give an example of where this has occurred in your workplace. What was the result?
4. What would you do if you noticed that a client/customer/participant/colleague was being harassed or bullied in the workplace because of his beliefs or values?
5. **\***What does cultural diversity mean to you? Describe how cultural diversity is addressed in your industry qualification and supported in your workplace.
6. **\***Describe a time when you had to respond to a person who did not share the same values and beliefs as you in your workplace. How has your industry qualification empowered you with the knowledge and understanding to recognise these diverse perspectives?
7. **\***Describe a situation where you have witnessed a conflict in the workplace. How well was the situation handled? From the knowledge you have gained from your industry qualification and related work experience, do you think the situation could have been handled differently? Explain.

**\****Questions marked with an asterisk are of particular relevance to students undertaking a VET qualification.*

# Skill Cluster 3: Get the work done

# Skill Area 3a – Plan and organise

This Skill Area is about identifying and completing the steps needed to undertake tasks/activities and manage workloads. It involves time management, the ability to organise self and information, to prioritise, plan and carry out work activities.

1. One method of managing your time in the workplace is to make a list of what needs to be done and then prioritise the tasks. What factors must you consider when setting priorities?
2. Describe a situation where you were asked to complete a task/activity and you felt that you did not have the skills, knowledge or enough time to complete it. What action did you take and what was the result?
3. List the steps you took to ensure you were well organised before completing a task/activity? If you were in a similar situation in the future what would you do differently?
4. Consider one of the tasks/activities you were asked to complete. Did you do it to a satisfactory standard? How did you know you had done a good job – or not?
5. Describe how you managed competing demands when completing tasks or activities in your workplace. How did you prioritise your workload?
6. Provide an example of how you have planned ahead to anticipate potential problems in your workplace.
7. Describe a situation where you were required to coordinate tasks or activities for yourself and others in your workplace. How did you go about this? What was the result?
8. \*Describe how your industry qualification has assisted you in planning a task or activity. Did the skills and knowledge gained from your qualification enable you to perform the task as well as possible?

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# Skill Cluster 3: Get the work done

# Skill Area 3b – Make decisions

This Skill Area is about making a choice from a range of possibilities. It involves the ability to use different decision-making approaches and to reflect on the outcomes of decisions.

1. Describe a situation where you had to make a decision on the best way to complete a task/activity you had been given. How effective was your action? If you were asked to complete a similar task/activity what would you do differently?
2. Making a wrong decision can cause major problems in a workplace. Explain what you would do if you could not decide what to do?
3. There are many decision-making approaches for both individual and group decision making. Describe a situation in your workplace where a group decision-making strategy was used (e.g. vote, group consensus, majority rules). Was this effective and was everyone happy with the decision?
4. ‘Flipping a coin’ is one way to make a decision. Do you consider this a good way to make a decision in the workplace? Why/why not?
5. How often do you make decisions in your workplace? Who must you seek approval from before making a decision in your current workplace? Give two examples of decisions that you have made without first seeking approval and two examples of decisions you could not make without first seeking approval.
6. Describe a situation where you were required to make a decision and the outcome was less than you had hoped for. How did you finally come to that decision? (e.g. what options and resources did you have to assist you in making this decision?) Were there other factors (such as time demands, multitasking, short staffing etc.) affecting your decision making process? Briefly describe how this outcome could be improved in the future.
7. **\***What are some of the potential problems of making an incorrect decision in your workplace? How has your industry qualification prepared you for this? If you believe your qualification has not prepared you for the decision making process within the industry, how could it be improved?

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# Skill Cluster 3: Get the work done

# Skill Area 3c – Identify and solve problems

This Skill Area is about identifying and solving problems to successfully complete work goals. This involves being able to anticipate or identify problems, take steps to solve problems and reflect on the outcomes.

1. Describe a problem you encountered in your workplace. What steps did you take to solve this problem? Was the problem solved? Explain.
2. Sometimes more than one person is needed to solve a problem. Describe where this method of problem-solving was used in your workplace. What are some of the benefits of solving a problem in a team?
3. ‘Guess and check’ and ‘trial and error’ are two methods of solving problems. Using a situation from your work placement, describe where you have used either of these methods of problem solving. Was it effective?
4. A problem may have one right answer, but often there will be many possible solutions from which a choice must be made. How do you decide which solution to apply? Have you ever made a wrong decision? How did you know it was the wrong one? Give an example from your workplace.
5. Describe a situation where you sought assistance to solve a problem that was outside your area of responsibility in your workplace. Why did you think it necessary to ask for assistance?
6. **\***Describe a situation where you have identified a problem in your workplace. How has your industry qualification supported you in identifying potential problems in your workplace?

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# Skill Cluster 3: Get the work done

# Skill Area 3d – Create and innovate

This Skill Area is about creating, applying and recognising the value of new ideas to solve problems, improve or develop new processes, products or strategies or deliver new benefits. It involves thinking about how things could be improved and selecting from a range of new ideas.

1. Thinking of new ways of doing things and putting that into action is being creative and innovative. Describe a situation where you helped a colleague or supervisor to implement a new way of doing something. How did you feel after doing this?
2. The term ‘thinking outside the box’ is often used to describe people who come up with new ideas or new places/ways to apply an old idea. This is also called lateral thinking. Have you ever proposed a small change to a process, product or service within your own role in the workplace? Explain.
3. If you thought of a new way of doing something in your workplace, who would you talk to about this idea?
4. How adaptable are you? Would you be open to supporting new ideas, techniques or processes that mean you will have to change what you are used to doing? How would this make you feel? What strategies could be put in place in your workplace to help workers adjust to new ideas or processes?
5. **\***Outline one way in which you could improve a process, product or service in your workplace. How does your work placement provide you with the opportunity to use the skills and knowledge learnt as part of your industry qualification to be creative or innovative?
6. **\***List at least three advances that have been made in your workplace. How do you imagine this industry might develop or change in the future? How has your industry qualification supported you in thinking and preparing for future developments in this industry?

**\****Questions marked with an asterisk are of particular relevance to students undertaking a VET qualification.*

# Skill Cluster 3: Get the work done

# Skill Area 3e – Work in a digital world

This Skill Area refers to the use of digital systems and technology to connect to other people or information for work related purposes. It includes understanding emerging/accepted etiquette and risks associated with online environments. It also involves identifying how digital technology and digitally based systems can extend, enhance or make possible specific aspects of a role or task, and create new opportunities.

1. A digital world refers to the global environment in which digital technology enables:
* rapid access to, and transfer of, information
* multiple connections between people
* the visualisation and analysis of data
* the ability to connect with others to share information, collaborate and build relationships that are not limited by time and location.

Are all personnel within your workplace equally confident in their use of digital technologies? Explain.

1. Digital technologies include any products that will store, retrieve, manipulate, transmit or receive information electronically in a digital form e.g. devices, applications and software. Describe a technological or digital tool used in your workplace. How does this tool improve the way in which you or others complete their work?
2. Do you have a range of basic digital technology skills? How could you improve your skills in this area?
3. New technologies bring with them the need for new work health and safety measures. Choose one of the digital technologies used in your workplace and outline the safety protocols for use of this tool.
4. Describe at least one advance in digital technology in the last few years which has changed the way your workplace functions on a day to day basis.
5. **\***Identify at least three ways digital technology is incorporated into your workplace. How has your work placement reinforced the skills and knowledge learnt as part of your industry qualification?
6. **\***Describe one digital technology that you frequently use in your workplace. What are the major benefits of this technology? How has your industry qualification prepared you for using this technology in your workplace?

**\****Questions marked with an asterisk are of particular relevance to students undertaking a VET qualification.*

**Workplace Learning completion advice**

**To be completed by the Workplace Learning Coordinator and kept on the student’s school records file.**

Student: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Year \_\_\_\_\_\_\_\_\_

has completed a total of \_\_\_\_\_\_\_\_\_\_ hours in a workplace/s in 20\_\_\_\_.

I confirm that the student has completed:

* the ***Workplace Learning Logbook*** containing:

🞎 the number of hours completed in the workplace

🞏 a list of tasks undertaken in the workplace

🞎 a workplace supervisor evaluation for each 55 hours completed in the workplace.

* the ***Workplace Learning Skills Journal*** for each 55 hours completed in the workplace containing:

🞎 specific examples to demonstrate the student’s application of knowledge and understanding of the Core Skills for Work.

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| Comment: |

Following assessment, the Workplace Learning Coordinator must:

* present this signed document to the school administration so the achievement can be reported to the School Curriculum and Standards Authority via an upload to SIRS by the deadline indicated on the *WACE Activities Schedule*
* place a copy on the student’s school record file.

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| Workplace Learning Coordinator’s name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Workplace Learning Coordinator’s signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: \_\_\_\_\_\_\_\_\_\_\_ |

Note: all achievement reported to the School Curriculum and Standards Authority must be verified by the Principal and a record of the achievement retained by the school in accordance with the
*State Records Act 2000*.