

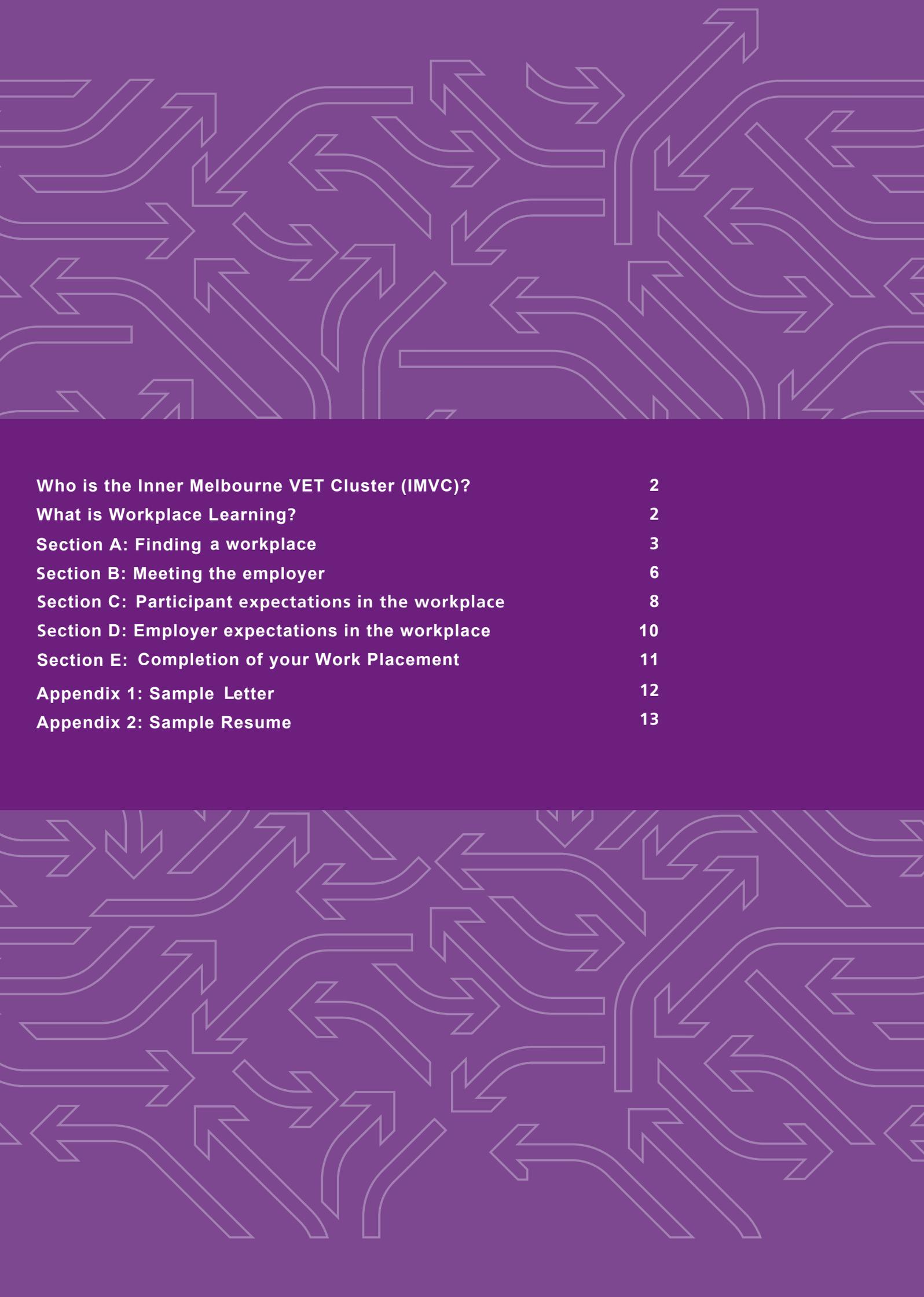
IMVC Workplace Learning Induction Handbook for Participants

Inner Melbourne VET Cluster Inc

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www.imvc.com.au

The logo for IMVC, consisting of the letters 'IMVC' in a white, sans-serif font. The letter 'V' is stylized with a white arrow pointing upwards and to the right, integrated into its right vertical stroke. The logo is set against a dark purple square background.

IMVC



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Who is the Inner Melbourne VET Cluster (IMVC)?

The IMVC provides a diverse suite of programs and, as such, we have the unique capability to provide our participants with a holistic approach to the development of skills, assets, opportunities and capabilities to:

- **Learn** – Participate in education and training
- **Work** – Participate in employment, unpaid or voluntary work; and
- **Engage** – Connect with people and community

Services are delivered for at risk young and marginalised people (including people with disability, refugees, and culturally and linguistically diverse (CALD) communities), who experience barriers to education and employment. Services offered include:

- Personalised case management/outreach
- Advocacy support
- Flexible training and learning initiatives
- Re-engagement programs
- Vocational guidance and employment support

What is Workplace Learning?

Workplace learning provides participants with the opportunity to integrate on-the-job experience with study. It can be delivered as part of either VCE or VCAL VET programs, or VCE Industry and Enterprise or Work Experience.

BENEFITS OF WORKPLACE LEARNING FOR PARTICIPANTS

- Exposure to the 'real' world of work
- A greater understanding of the workplace environment, behaviour and expectations
- The chance to put into practice skills and knowledge you have acquired in your studies
- Improved communication skills – through interaction with adults in a variety of workplace situations
- An opportunity to develop contacts with potential employers
- Assistance in career planning through contact with employers
- An opportunity to test future career choice before leaving school
- Improved self-confidence and self awareness

Finding a workplace to support your workplace engagement

There are a number of ways of finding a Work Placement:

1. Your personal network

Ask your immediate family, or your extended family. Talk to other people that you know, neighbours, friends of your parents, people your parents/guardians work with, etc.

2. The neighbourhood

It is often worth your while to walk around the area you live in and look at the businesses which are closest to you. Walk in and ask the staff if they are willing to take you on.

3. The internet and phone book

Use the internet/phone book - make a list of organisations to call that you're interested in.

CONTACTING AN EMPLOYER

There are a number of ways to contact an employer:

1. Cold calling the employer

Using the telephone is an important skill in searching for jobs for the following reasons:

- A lot of employers prefer this method of contact
- You have a better chance of getting through to the decision maker
- It is faster and more efficient than door knocking or writing a letter
- You don't have to dress up to use the telephone
- If you wish you can use a script or prompts to help you

2. Send them a letter requesting a Work Placement

The letter should always be typed and include the following:

- Appropriate layout (refer to Appendix 1)
- Correct spelling of the employer's name, title and company
- Correct grammar and punctuation
- Limited to one page
- Accompanied by a resume (refer to Appendix 2)

WHEN USING A PHONE, USE THE FOLLOWING TIPS TO HELP YOU:

DO'S

- Be prepared – have your script, pen, paper and possible questions
- Investigate the organisation or business before you make contact
- Know what you are going to say. Practice, practice, Practice
- Use names - your own, the receptionists and the employer (write them down)
- Be friendly and co-operative
- Speak clearly and concisely
- Sound confident but not overly confident
- Make a list of 5 to 10 people or companies to phone before you begin
- The first call is the hardest. It will get easier. don't waste time start now
- If you don't get the response you like be polite, thank them and quietly hang up
- Turn off the television and music so there is not a lot of background noise and distraction while you are on the telephone

DON'T

- Don't be pushy or aggressive
- Don't give them your life story
- don't talk over the top of them
- Don't ask about job opportunities straight away
- Don't whinge or complain on the phone
- Don't worry or get discouraged – it takes time and all the practice will help make it easier

TELEPHONE SCRIPT – THE COLD CANVAS CALL

EXAMPLE OF WHAT TO SAY TO AN EMPLOYER

Give your name	<i>"Hello, my name is"</i>
Ask for the name of the person in charge	<i>"Could you tell me the name of the person who is responsible for recruitment of Work Placement?"</i>
Their reply	<i>"Their name is"</i>
Ask to speak to the person	<i>"May I speak toplease?"</i>
Their reply	<i>What is it regarding? OR I'm sorry they are not available. Can I have them phone you back?</i>
Your response	<i>"I am seeking Work Placement for " OR "It would be easier if I phone them back. What would be the best time to get them?"</i>
Their reply	<i>I'm putting you through OR The best time would be"</i>
Your response	<i>"Thank you"</i>
Greet the employer	<i>"Hello,.....?"</i>
Give your name	<i>"My name is"?"</i>
If you were referred by someone the employer knows, say so at this point	<i>"Mr/Mrs.....from..... suggested I speak with you?"</i>
Say what you have to offer the company (i.e. experience, skills, interest, personal qualities, etc)	<i>"I am really interested in the opportunity of a work placement with your business and I was hoping that you could offer me a position for one/two weeks. I am currently in Year and have worked atMy other skills include.....I enjoy"</i>
Ask to meet the employer	<i>"Could I arrange a time this week that is convenient to you so I could show you my resume and get some feedback and talk to you about possible opportunities?"</i>
Their reply	<i>Yes, how about OR No, I'm too busy OR I don't have any positions available at the moment</i>
Your response	<i>"Thank you very much for your help"(arrange a time and address. Double check that you have the correct address) OR "Thank you for your time." OR "Thank you very much for your help. Would you mind if I phoned back in a month to see if you are looking for anyone with my skills if I am still seeking work?"</i>
Their reply	<i>Yes, that's correct. I look forward to seeing you then OR Goodbye OR That would be OK</i>

IMVC can assist you to find a Work Placement

1. MVC regularly contacts employers to try and source Workplace Learning Placements for students. When an employer offers a Work Placement, IMVC will advertise the position on their website www.imvc.com.au click on Workplace Vacancies. You should regularly check and register your interest online for any placement that you would like to apply for. Pay particular note to the job description, placement dates, any special requirements and location. Ensure that it is relevant to you and that you can get there.

* **Please note:** For Work Placements located in Melbourne's north select Inner North, for Work Placements located in Melbourne select Capital City, for Work Placements located in the east of Melbourne select Inner East, and for Work Placements located within cities of Manningham, Whitehorse and Monash select Gateway.

2. Once you have registered your interest online, an IMVC Project Officer will check that this Work Placement matches the requirements of your study area

3. IMVC will facilitate your request via your school VET Coordinator/Careers Coordinator

4. You will be required to arrange a 'Meet and Greet' with the employer three weeks prior to your Work Placement.

WHAT HAPPENS IF....

A change to your Work Placement occurs

- If the employer changes your Work Placement and it has been arranged through IMVC, your school will be notified immediately
- If you need to change or cancel your Work Placement you must notify your VET, VCAL or Careers Coordinator immediately

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IMVC
Endless Opportunities

ABOUT ▾ COURSES ▾ EMPLOYMENT PROGRAMS ▾ YOUTH SERVICES ▾ DISABILITY INITIATIVES ▾

ENDLESS OPPORTUNITIES

QUICK LINKS

- > VET School Login
- > **Workplace Vacancies Portal**
- > VET Student Login
- > Short Courses
- > VET Trainer Login
- > Certificate Courses

COURSE FINDER

All course types ▾ All study areas / categories ▾

Enter keywords ...

SEARCH

Meeting the employer

THE 'MEET AND GREET'

Three weeks prior to commencing your Work Placement you are required to telephone the employer to arrange a 'Meet and Greet'. You will be required to take your Structured Workplace Learning Form (FORM 55) to the 'Meet and Greet' - this is when the employer signs FORM 55 in the relevant space on the form.

Before the 'Meet and Greet'

- Have you researched the company, industry and position? Yes No
- Do you know the name of the person who is going to conduct the meeting? Yes No
- Have you practiced the meeting with family, friends or careers teacher? Yes No
- Have you planned how you will get to the meeting and how long it will take? Yes No
- Have you planned what you are going to wear? Are your clothes and shoes clean? Do you need to have a hair cut? Are your fingernails and teeth clean? Yes No
- Have you written two or three questions to ask the employer? Yes No

Tips on the day for the 'Meet and Greet'

- Arrive ten to fifteen minutes early
- Piercings – out!
- Give yourself time to gather your thoughts
- Check your appearance
- Practice some relaxation techniques
- Let the receptionist know you are there
- Make sure you have thrown away any chewing gum, turn off your mobile phone and don't smoke before your meeting

Introductions

- Greet the employer, introduce yourself, shake hands (firm), smile and look the employer in the eye
- Watch the way you sit – don't slouch, put your feet on the seat or sit with your legs wide open
- Avoid nervous habits

During the 'Meet and Greet'

- Volunteer positive information about yourself
- Stress what you can do, NOT what you can't do. If there are things that you don't know DON'T FAKE IT, but acknowledge that you don't know and that you are willing to learn
- Smile and maintain eye contact during the meeting
- Be confident, enthusiastic and BE YOURSELF
- Avoid slang words and speak clearly
- If you don't understand a question, ask the employer to repeat it or rephrase the question
- Take your time to answer questions and answer as honestly as possible
- Keep to the point, don't ramble on when answering questions
- If you are feeling really nervous be honest with the employer and ask for a glass of water

'MEET AND GREET' QUESTIONS - TYPICAL RESPONSES

An employer has the task of discovering what kind of person and worker you will be in a short time period.

Whatever the questions are, you MUST:

- Listen carefully to the question being asked
- Think, and be careful how you answer
- Stay positive
- Respond to the question and don't ramble

Sample question: Tell me about yourself?

This question is directed at finding out about you as a person, as well as about your skills.

1. Your interests and experiences should relate to the position you are applying for. Emphasize your hobbies.
2. Your past work experience including paid casual or part-time work and volunteer work.

Sample question: Tell me about school.

Always talk about the positives at school and NEVER mention anything negative. Talk about your favourite subjects and why they are your favourite, any awards you may have won including academic, sporting or other extra curricula activities you have been involved in including school plays, debating teams, community services etc.

Sample question: Which subject is your favourite?

This question is designed to help the employer get a better understanding of whether you enjoy academic or practical subjects, whether you are into sciences, business or arts subjects. You may also talk about how a teacher has inspired you to perform better in a subject you had previously not done well in.

Sample question: Tell me about your hobbies and interests.

This question will give you the opportunity to highlight to the employer other skills that you have that could be useful in the workplace. You may have mentioned these when you were asked to "Tell me about yourself" so either talk about them again briefly or mention some others that will show your good qualities.

Sample question: What are your greatest strengths?

Mention your skills, reliability, experience, enthusiasm, persistence, efficiency, ability to get along with others, that you are hard working, a quick learner and eager to learn new things.

Sample question: What are your weaknesses?

Do not fall into the trap and start listing all your weaknesses or what you DON'T do well. Instead, respond by telling the employer that you do not have any weaknesses that will prevent you from being an excellent employee.

What is expected of you in the workplace?

THE RIGHT ATTITUDE

- Show enthusiasm and initiative
- Accept and complete duties planned by the workplace supervisor
- Listen to instructions and ask questions when you are unsure
- Ask for jobs when you have nothing to do
- Be polite, courteous and well-mannered throughout the placement with all staff members
- Dress appropriately to industry standards in the workplace

ATTENDANCE AND PUNCTUALITY

- Start your placement on time each day. If you are going to be late, phone your employer immediately and let them know you will be arriving soon. **DO NOT MAKE A HABIT OF BEING LATE. YOU'LL BE ASKED TO LEAVE!**
- Take only the allocated time for your breaks.
- Contact the employer and IMVC first thing in the morning if you are unable to attend on a particular day.
- You must not change the dates of your placement without discussing it with IMVC or your school coordinator.

CONFIDENTIALITY

- You may be exposed to information about the business and/or clients 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 agreement. Find out from your workplace supervisor what is considered confidential.

COMPLETING YOUR LOGBOOK

- In order to be assessed as achieving a skill, you need to demonstrate the skills according to the statements in the student logbook. You are responsible for the logbook and require the employer to sign off the relevant skills gained.
- At the end of the placement the employer will also be required to complete a student evaluation form. This will be posted to the employer before you commence the placement.

SAFETY

You must comply with Occupational Health and Safety guidelines:

- You may be required to wear protective clothing
- You must work in a safe manner
- You must report any accidents to your workplace supervisor immediately
- You should notify your workplace supervisor and IMVC if you identify any hazards in the workplace

Often an employer/workplace supervisor will ask you to perform tasks that are not directly related to your vocational studies (e.g. collecting lunch, rinsing dishes, cleaning duties). It is important to remember that a large part of work involves cooperating with and helping fellow employees, and ensuring the workplace is a neat and comfortable area. Everyone has to help out with tasks that could be considered trivial or mundane but are essential to the smooth running of the workplace.



WHAT HAPPENS IF...

You are injured at work

- Participants on Work Placement are treated in the same way as other employees under WorkCover Laws
- WorkCover is employee insurance and is provided free to participants undertaking Work Placement
- Your employer will have specific procedures to follow if you are injured while on your Work Placement
- No matter how trivial you consider the injury to be, you should report it to your employer/supervisor immediately and this should be registered in the injury book if required
- Your employer should seek immediate medical or first aid assistance for you
- Your employer should then contact your parent/guardian, school and/or IMVC
- You will need to complete WorkCover forms – please see your school VET Coordinator

Please note that if your Structured Workplace Learning Form or Work Experience Form are not completed you will not be covered by WorkCover and Public Liability Insurances.

HANDY HINTS WHILST ON WORK PLACEMENT

- Personally shake hands with and thank your employer on the first and last day of your Work Placement
- Accept advice that is offered to you. Even criticism, when used constructively, helps you to improve
- Keep your employer's and IMVC's phone number in your wallet/purse during your Work Placement
- If your supervisor gives you a number of tasks at once – write them down
- Ensure you complete all relevant areas of your logbook and remind the employer to also complete your evaluation
- When people are busy at work they may not show the level of enthusiasm or communication that you expect. You may feel you are being ignored or not receiving adequate feedback. If you feel this way there is no harm in asking about your overall performance or clarifying whether you are performing a set task correctly
- Be positive! Your positive attitude is one of the best qualities you can bring into your host organisation. Your employer will appreciate it if you can contribute to the experience and workplace in a positive manner

A good attitude is what employers want most!



What is expected of the employer?

The employer is expected to:

- Provide a safe working environment
- Induct you into the workplace by showing you where toilets, fire exits, discuss breaks and any organisational policies that may be relevant to you
- Make sure you receive adequate breaks throughout the day
- Provide support for you in the workplace and encourage you to participate in a range of activities
- Provide adequate supervision at all times
- Pay you a minimum of \$5.00 a day to cover costs such as transport and lunch (not for profit organisations and Government Departments are exempt from paying)

WHAT IF YOU EXPERIENCE DIFFICULTIES DURING THE PLACEMENT WITH YOUR EMPLOYER?

Problems experienced by students could include:

- Harassment (e.g. verbal, physical, sexual)
- Communication problems (e.g. with a co-worker or supervisor)
- Inappropriate tasks being given (e.g. tasks that are not related to your program)
- Starting and/or finishing times (e.g. you are having difficulty attending the workplace)

If you are concerned about a situation at work, you should first discuss it with your workplace supervisor and then inform the school and/or IMVC. If you find it difficult to discuss the problem with your supervisor, you should contact your Coordinator and/or IMVC immediately.



Completion of your Work Placement

Send a letter of thanks to your employer. A letter of thanks is not only polite, but also demonstrates to the employer that you really enjoyed your Work Placement experience. An example of the letter is below.

<Your name>
<Your address>
<Your telephone>

<Name of Employer/Supervisor>
<Name of Department (eg Sales Department)>
<Name of Host organisation/Company>
<Address>

<Date>

Dear <name of Employer/Supervisor>

I would like to thank you for providing me with a Work Placement during <Month of Work Placement> this year.

During the course of my Work Placement with <name of Host Organization/Company>, I gained a greater understanding of your industry and of the workplace in general. In particular I learnt <describe what you learnt about the organisation, industry, staff, how the Work Placement relates to your studies>.

Thank you again for allowing me to enhance my vocational studies through Work Placement. Your expertise, time and commitment to me while I was with the company are very much appreciated.

I wish you and your organisation every success in the future.

Yours sincerely,

<Your Name>

REMEMBER

It costs your employer/host organisation in time and money to host you as a Work Placement participant. Please make the experience a worthwhile one for both of you.

Sample Letter

<Your contact details>

299 Box Street
Melbourne VIC 3000

<Date>

25 December 2010

<Employer name, title and address>

Mr Smith
Human Resources Manager
Kmart
71 Palmerston Crescent
South Melbourne VIC 3205

Dear Sir/Madam

I am a Year (year level) student at (school name) and I am seeking a Work Placement with your organisation from (start date) to (end date).

Currently I am completing (VET course or other program) as I am very interested in (job title) as a future career. I would welcome the opportunity to undertake training and to gain practical experience in this area.

I have attached my resume that lists all the subjects I am currently studying (in this paragraph you can also indicate other attributes or skills that would make you attractive to an employer)

If you require any further information regarding this application please contact either myself or the school's VET Coordinator, (name of coordinator) on (phone number).

I will contact you in a fortnight to discuss any Work Placement opportunities.

Yours sincerely

(Signature)

(Your name)

Sample Resume

Make sure your **personal details** including your phone number and email are up to date and all your spelling is correct.

Include **training and awards** you have received either at school or outside of school. Keep a photocopy of your certificates to give to potential employers but always keep your originals.

Include all your **work experience** positions. Give a brief outline of the duties you performed as part of your work experience. If the experience has gone well, ask the employer for a reference or if you can use them as a referee.

This area of your resume should highlight any **volunteer work** you have completed. You can also add sporting commitments and positions or your involvement in other community groups such as a local theatre company.

List a few things that you enjoy doing **outside of school**, during evenings or on weekends. Also think about the type of job. If the employer is looking for a team player then you should mention that you are part of the local footy or netball team. If the employer is looking for someone who has good communication skills then you would mention hobbies and interests such as being part of the debating team or coordinator or the footy tipping competition at school.

Johnny browne
2 Starlight St, Albert Park VIC 3206
Ph: (03) 0000 00000 Mobile: 0000 000 000
Email: jb@starlight.com.au

CAREER OBJECTIVE

I am seeking a School based Apprenticeship and Traineeship in the automotive industry.

SUMMARY OF PERSONAL QUALITIES/SKILLS

- Honest, reliable, hard working, quick learner, punctual, enthusiastic
- Good communication skills
- Computer literate (software packages include Microsoft Word, Excel, Photoshop and Internet and Email)
- Able to work as part of a team
- Able to follow instructions
- Team player
- Good organisational skills
- Cash handling skills

ADDITIONAL TRAINING AND AWARDS

- 2017** St John's Ambulance: First Aid Level II
- 2016** Achievement Award for Robotics

EDUCATION

2017 South Melbourne Secondary College
Intermediate VCAL Certificate
Subjects: Wood Technology, English, General Maths, Personal Development Skills, Work Related Skills, Business Management

WORK EXPERIENCE

2017 Melbourne Auto: 2 weeks Work Experience
Duties:
Assisted with changing tyres
Checking oil and water
Detailing cars and general workshop cleaning
Observed other mechanics completing services.

EMPLOYMENT HISTORY

Jan 2018 Bob's Cafe (Casual)
- current
Duties:
Customer service
Money handling
Use of store equipment
Taking orders
General cleaning
Stocktaking.

COMMUNITY ACTIVITIES

2017 Red Cross Door Knock Appeal
2016 Captain, Under 18's Albert Park Cricket Club

HOBBIES AND INTERESTS

Basketball, Football, Snowboarding, Swimming, Reading and learning about cars

REFEREES

Bob Brown
Bob's Café, Albert Park
Ph: (03) 0000 0000

Sally Smith
Year 11 Coordinator
South Melbourne Secondary College
Ph: (03) 0000 0000

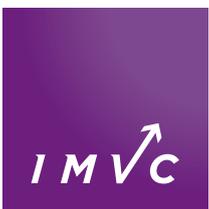
Highlight all your **personal qualities**. If you are unsure what these might be ask your friends, family or a teacher to describe your best qualities. Sit down and really think about what people like about YOU and what qualities an employer may be looking for in an employee for this particular job.

This is an opportunity to **highlight the skills** you have to offer an employer. Highlight your strengths especially if your school report is not going to be that great.

Your **education details** should be listed with the most recent first. List the subjects you are completing or at least the subjects you are good at.

Include any **casual, part-time or school holiday jobs** you have had. List all your duties that had to perform as part of the job as this will highlight to a potential employer your employability skills.

Make sure your **referees** details are all correct. Have you asked permission to use this person as a referee? Will they give you a good reference?



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