Workplace Learning Record

VCE VET Community Services



CHC22015 Certificate II in Community Services

**Student name:**

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Structured Workplace Learning Recognition

[VCE Structured Workplace Learning Recognition for VET](https://www.vcaa.vic.edu.au/curriculum/vce/vce-study-designs/SWLRforVET/Pages/Index.aspx) provides students with the opportunity to gain credit towards their VCE (including the VCE VM) or VPC by undertaking a Structured Workplace Learning (SWL) placement that is aligned to their VE1 VCE VET program or VE2 School-based Apprenticeship or Traineeship (SBAT).

To receive credit, students are required to demonstrate satisfactory achievement of the outcomes for the relevant unit of the *VCE Structured Workplace Learning Recognition for VET* study design.

Students must maintain a Workplace Learning Record (WLR) for each placement. In the WLR students must reflect on a minimum of six units of competency (UoCs) from their program, including a workplace health and safety (WHS) UoC.

About this workplace learning record

Students undertaking this study must maintain a Workplace Learning Record (WLR) related to the SWL placement for recording, authentication and assessment purposes.

Student reflections on their SWL placement are to be recorded in the three sections of this WLR to document the skills and knowledge learned, employability skills developed, and industry experience gained relating to the VET qualification being undertaken.

Students must undertake a work placement in a different workplace setting or context for each VCE unit and maintain a separate WLR per placement.

The WLR is divided into three sections.

**Section 1**: Learner profile

**Section 2**: Learning about VET units of competency (UoCs) in the workplace

**Section 3**: Post-placement reflections

Please complete the details of your workplace.

|  |  |
| --- | --- |
| **Employer/Company/Business** |  |
| **Supervisor name** |  |
| **Contact phone number** |  |

|  |  |
| --- | --- |
| **Employer/Company/Business** |  |
| **Supervisor name** |  |
| **Contact phone number** |  |

|  |  |
| --- | --- |
| **Employer/Company/Business** |  |
| **Supervisor name** |  |
| **Contact phone number** |  |

Section 1: Learner profile

Complete the learner profile and discuss this with your host employer on or before your first day of SWL placement.

|  |  |
| --- | --- |
| **Student Name** |  |
| **School**  |  |
| **Phone number** |  |
| **Email** |  |
| **Explain why you decided to undertake this VET certificate?** |
|  |
| **List the other studies that you are undertaking.** |
|  |
| **Explain why you have chosen this overall program.**  |
|  |
| **Outline what interests you about the industry.** |
|  |
| **What is your planned career path or future career aspiration?**  |
|  |
| **Describe any workplace skills you have developed through previous work experience, SWL or part time employment.** |
|  |
| **How have you developed these skills?**  |
|  |

Section 2: Learning about VET units of competency in the workplace

This section of the WLR will contain three key questions per unit of competency (UoC) designed to draw out related experiences you may be exposed to in a workplace.

This does not cover all the elements or performance criteria within the units and is not designed as a UoC assessment tool.

You should comment on the UoCs you have experienced in the workplace and reflect on actual observations or activities that you have been exposed to. Your observations will:

* reinforce the training you have undertaken
* identify differences in practice or equipment
* identify areas requiring further training or practical experience.

You are encouraged to take photos and/or video where appropriate to showcase learning in the workplace. Evidence you collect can include:

* observations
* descriptions of activities and tasks
* conversations with employers and other staff
* participation in meetings
* workplace documents
* research in the workplace
* photos of equipment/processes/events
* video of workplace activities.

**Note**: please speak to your host employer before taking photos or video. Do not use the names or details of any clients/stakeholders external to the organisation/other. This record does not require identifying actual people or events, as this may breach confidentiality.

Program outline

CHC22015 Certificate II in Community Services

The compulsory UoCs and a selection of electives are listed in the table below. You may list any additional UoC(s) relating to your experiences in the workplace in the table. Indicate the year in which you are undertaking each UoC. You must reflect on a minimum of six UoCs from your program, including a workplace health and safety (WHS) UoC.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| UoC code | UoC title | Nominal hours | Year | Page |
| **Work, Health and Safety** |
| HLTWHS001 | Participate in workplace health and safety | 20 |  | 9 |
| **Compulsory** |
| BSBWOR202 | Organise and complete daily work activities | 20 |  | 10 |
| CHCCOM001 | Provide first point of contact | 35 |  | 11 |
| CHCCOM005 | Communicate and work in health or community services | 30 |  | 12 |
| CHCDIV001 | Work with diverse people | 40 |  | 13 |
| **Elective** |
| CHCDIV002 | Promote Aboriginal and/or Torres Strait Islander cultural safety | 25 |  | 14 |
| CHCVOL001 | Be an effective volunteer | 25 |  | 15 |
| FSKLRG011 | Use routine strategies for work-related learning | 10 |  | 16 |
| FSKWTG009 | Write routine workplace texts | 15 |  | 17 |
| HLTAID010 | Provide basic emergency life support | 12 |  | 18 |
| HLTINF006 | Apply basic principles and practices of infection prevention and control | 35 |  | 19 |
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Reflect on the UoCs you have experienced in the workplace on the following pages.

VCE VET units of competency

HLTWHS001 - Participate in workplace health and safety

This unit describes the skills and knowledge required for workers to participate in safe work practices to ensure their own health and safety, and that of others.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How did you learn about the work health and safety (WHS) policies and procedures? |  |
| Briefly outline the purpose of a workplace safety meeting you attended, or a workplace consultative activity you participated in. |  |
| Describe the workplace health and safety processes you were required to follow and/or implement. |  |

BSBWOR202 - Organise and complete daily work activities

This unit describes the skills and knowledge required to seek feedback for performance improvement and use current technology appropriate to the task.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How did you organise your work schedule whilst on SWL placement? |  |
| How did you communicate your progress on work tasks to supervisors or colleagues? |  |
| How did you receive feedback for your work? Give an example. |  |

CHCCOM001 - Provide first point of contact

This unit describes the skills and knowledge required to greet clients and exchange routine information, to prioritise the individual’s needs, and to respond to immediate needs.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How did you learn about the workplace’s confidentiality requirements? |  |
| What steps did you take to provide follow up attention for clients? |  |
| In your observation and experience, what are the key ways of dealing with conflict when making initial contact with a client? |  |

CHCCOM005 - Communicate and work in health or community services

This unit describes the skills and knowledge required to communicate effectively with clients, colleagues, management and other industry providers.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Describe the range of communication skills you observed in the workplace. Which one was the most effective in your experience? |  |
| How was digital technology used in the workplace? Describe briefly some of the applications. |  |
| What types of workplace documentation did you complete? |  |

CHCDIV001 - Work with diverse people

This unit describes the skills and knowledge required to work respectfully with people from diverse social and cultural groups and situations, including Aboriginal and/or Torres Strait Islander people.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Briefly describe a situation where your personal views or assumptions were challenged by your experience in the workplace. |  |
| What are the non-verbal ways you can show respect for people of different social or cultural backgrounds? |  |
| What are the non-verbal ways you can show respect for people of different social or cultural backgrounds? How did you seek and receive support when dealing with unfamiliar situations? |  |

CHCDIV002 - Promote Aboriginal and/or Torres Strait Islander cultural safety

The unit describes the skills and knowledge required to identify Aboriginal and/or Torres Strait Islander cultural safety issues in the workplace, model cultural safety in own work practice, and develop strategies to enhance cultural safety.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Outline how the workplace promoted Aboriginal and/or Torres Strait Islander cultural safety. |  |
| Describe a situation where you were required to be culturally aware whilst in the workplace. |  |
| How were Aboriginal and/or Torres Strait Islander people involved in the planning and delivery of services and programs? |  |

CHCVOL001 - Be an effective volunteer

This unit describes the skills and knowledge required to work effectively as a volunteer in a variety of capacities and contexts.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How did you find out about the policies and procedures for volunteers that applied in the workplace? |  |
| What sorts of methods did you use to organise your time and tasks? |  |
| What did your supervisor require you to report on during your placement? |  |

FSKLRG011 - Use routine strategies for work-related learning

This unit describes the skills and knowledge required to identify own learning goals and needs and develop a formal learning plan to participate in a vocational or workplace learning environment.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What steps did you take to develop your own learning plan? |  |
| How did you monitor progress against your learning plan? |  |
| Where did you find information about education and training requirements for you rlearning plan/options? List three. |  |

FSKWTG009 - Write routine workplace texts

This unit describes the skills and knowledge required to write formal and non-formal routine workplace texts and could be used for a variety of writing types and purposes in printed or digital formats, including letters and emails, instructions, quotation for proposed work factual texts, incident or accident reports, application letter, forms, or formatted job reports.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Describe two routin written workplace texts used in the workplace. |  |
| What are three wirting strategies used to draft workplace texts? |  |
| What was the process in the workplaace for reviewing and finalising written text? |  |

HLTAID010 - Provide basic emergency life support

This unit describes the skills and knowledge required to greet clients and exchange routine information, to prioritise the individual’s needs, and to respond to immediate needs.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Describe how the workplace is prepared to respond to an emergency. |  |
| Provide examples of how hazards were identified and minimised to ensure the health and safety of all people in the workplace. |  |
| What types of workplace documentation were completed for reporting the details of emergency incidents? What first aid was provided? What preventative measures were in place? |  |

HLTINF006 - Apply basic principles and practices of infection prevention and control

This unit describes the performance outcomes, skills and knowledge required to apply basic infection prevention and control principles in work settings including implementing standard and transmission-based precautions and responding to risks.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What steps did you follow to ensure hand hygiene in the workplace? |  |
| Describe the techniques you used for wearing and removing personal protective equipment. |  |
| How did you identify and respond to potential infection risks at your workplace? |  |

Comments/observations on any other UoCs not listed

|  |  |
| --- | --- |
| UoCs | Comments/observations |
|  |  |

Section 3: Student post-placement reflection

Employability skills are a set of eight skills we use every day in the workplace.

1. Communication
2. Teamwork
3. Problem solving
4. Self-management
5. Planning and organising
6. Technology
7. Learning
8. Initiative and enterprise

When you are on work placement, you will be using employability skills in many ways.

This record will assist you when applying for jobs and in interviews. The skills you are developing may be transferred to a range of occupations.

In Section 3, identify the employability skills you have used and how you have demonstrated them in the workplace. Identify how the skills you have acquired and used during your 80 hours of SWL might assist you in the future.

List of employability skills

How did you demonstrate **communication skills**? For example, by listening and understanding, speaking clearly and directly, or reading and writing.

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|  |

How did you demonstrate **teamwork**? For example, by working as part of a team or sharing ideas and resources with co-workers.

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How did you demonstrate **problem solving**? For example, by identifying problems or developing solutions to workplace issues.

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How did you demonstrate **self-management**? For example, by taking responsibility, managing time and tasks effectively, monitoring your own performance or having the ability to work unsupervised.

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How did you demonstrate **planning and organising**? For example, by time management, setting priorities, making decisions, setting goals, collecting, or analysing and organising information.

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How did you demonstrate the use of **technology**? For example, by being prepared to use a range of technology systems, IT skills (typing or data entry), or being able to learn new skills from the technology used in this industry.

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|  |

How did you demonstrate **learning**? For example, by being willing to learn new things, being open to new ideas or adapting to change.

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How did you demonstrate **initiative and enterprise**? For example, being creative, adapting to new situations, turning ideas into actions, coming up with a variety of options.

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Summary of industry learning

At the conclusion of your SWL for this VET qualification, think about the experiences you have had in the workplace, your reflection of learning against the UoCs and the employability skills you have developed.

How will these learnings assist you in your pathway to employment or further training in this industry?

|  |
| --- |
|  |

Student declaration

I confirm that I have undertaken work placement with:

|  |  |  |
| --- | --- | --- |
| **Employer/Company/Business name** | **Dates of placement** | **Total hours of placement** |
|  |  |  |
|  |  |  |
|  |  |  |
| **TOTAL** |  |  |

I have completed the reflections and evidence submitted in this WLR and they are from my own experiences.

**Signed** (Student)

**Name**

**Date**