Workplace Learning Record

VCE VET Community Services

CHC32015 Certificate III in Community Services

**Student name:**

Authorised and published by the Victorian Curriculum and Assessment Authority
Level 7, 200 Victoria Pde
East Melbourne VIC 3002

© Victorian Curriculum and Assessment Authority 2024

No part of this publication may be reproduced except as specified under the *Copyright Act 1968* or by permission from the VCAA. Excepting third-party elements, schools may use this resource in accordance with the [VCAA educational allowance](https://www.vcaa.vic.edu.au/Footer/Pages/Copyright.aspx). For more information go to <https://www.vcaa.vic.edu.au/Footer/Pages/Copyright.aspx>.

The VCAA provides the only official, up-to-date versions of VCAA publications. Details of updates can be found on the VCAA website at [www.vcaa.vic.edu.au](https://www.vcaa.vic.edu.au/Pages/HomePage.aspx).

This publication may contain copyright material belonging to a third party. Every effort has been made to contact all copyright owners. If you believe that material in this publication is an infringement of your copyright, please email the Copyright Officer vcaa.copyright@edumail.vic.gov.au

Copyright in materials appearing at any sites linked to this document rests with the copyright owner/s of those materials, subject to the Copyright Act. The VCAA recommends you refer to copyright statements at linked sites before using such materials.

The VCAA logo is a registered trademark of the Victorian Curriculum and Assessment Authority.

|  |
| --- |
| Contact us if you need this information in an accessible format - for example, large print or audio.Telephone (03) 9032 1635 or email vcaa.media.publications@edumail.vic.gov.au |

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

CHC32015 Certificate III 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** |
| HLTWHS002 | Follow safe work practices for direct client care | 25 |  | 9 |
| **Compulsory** |
| CHCCCS016 | Respond to client needs | 60 |  | 10 |
| CHCCOM005 | Communicate and work in health or community services | 30 |  | 11 |
| CHCDIV001 | Work with diverse people | 40 |  | 12 |
| HLTWHS006 | Manage personal stressors in the work environment | 25 |  | 13 |
| **Elective** |
| BSBPEF202 | Plan and apply time management | 20 |  | 14 |
| CHCCDE019 | Work within a community development framework | 75 |  | 15 |
| CHCCDE020 | Implement participation and engagement strategies | 90 |  | 16 |
| CHCCOM001 | Provide first point of contact | 35 |  | 17 |
| CHCECE002 | Ensure the health and safety of children | 63 |  | 18 |
| CHCECE004 | Promote and provide healthy food and drinks | 35 |  | 19 |
| CHCECE015 | Attend to daily functions in home based child care | 35 |  | 20 |
| CHCVOL001 | Be an effective volunteer | 25 |  | 21 |
| HLTAID010 | Provide basic emergency life support | 12 |  | 22 |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

Reflect on the UoCs you have experienced in the workplace on the following pages.

VCE VET units of competency

HLTWHS002 - Follow safe work practices for direct client care

This unit describes the skills and knowledge required for a worker to participate in safe work practices to ensure their own health and safety, and that of others, in work environments that involve caring directly for clients.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How did the workplace identify existing and potential hazards, report them to designated staff and record them? |  |
| Describe the manual handling procedures and work instructions that you had to follow to minimise risk of injury to you and clients. |  |
| In your experience in this workplace what are the specific WHS issues when handling clients? |  |

CHCCCS016 - Respond to client needs

This unit describes the skills and knowledge required to respond holistically to client needs. Clients may have a range of issues outside and in addition to the area of immediate focus or expertise of the worker and their organisation.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Outline three legal and ethical considerations you have learned about when dealing with clients from workplace experiences. |  |
| What do you think are the important elements in building trust with clients? |  |
| What processes did you observe for referring clients on to other services? |  |

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 and/ or assumptions were challenged by your experience in the workplace. |  |
| What were the non-verbal ways you observed that showed respect for people of different social or cultural backgrounds? |  |
| How did you seek and receive support when dealing with unfamiliar situations? |  |

HLTWHS006 - Manage personal stressors in the work environment

This unit describes the skills and knowledge required to maintain health and wellbeing by preventing and managing personal stress.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What are some of the typical triggers for stress in the workplace? What did you observe in your workplace? |  |
| What might a personal stress management plan include? |  |
| When faced with a stressful situation at work, what do you think are important ways of dealing with it? |  |

BSBPEF202 - Plan and apply time management

This unit describes the skills and knowledge required to implement time management processes to organise and complete work tasks. It also addresses skills and knowledge to seek and review feedback for performance improvement regarding time management and use technology appropriate to the task.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Outline how you set about organising your work schedule each day. |  |
| Describe a situation where you took responsible action to improve the daily operation of the workplace. |  |
| How was feedback received, both individually and as a member of a team? |  |

CHCCDE019 - Work within a community development framework

This unit describes the skills and knowledge required to work within a community development framework, which may include a range of methods designed to strengthen and develop communities by enhancing individual and group capacity to confidently engage with community structures and to address problems and issues.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What is a community development work plan? How was one used in your workplace? |  |
| Outline the role of one community organisation or group that you dealt with in your placement and explain how it linked to your own workplace. |  |
| What methods did you use to learn about community priorities? |  |

CHCCDE020 - Implement participation and engagement strategies

This unit describes the skills and knowledge required to work with individuals or groups in specific communities and support their engagement in making decisions that affect their lives.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What was your role in the work team? |  |
| What sources did you use in researching a specific community’s priorities? |  |
| How did you determine whether consultation with this community was effective? |  |

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? |  |

CHCECE002 - Ensure the health and safety of children

This unit describes the skills and knowledge to ensure the health and safety of children.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| In your observation of play supervision, describe a situation where an adult had to intervene to ensure the safety of children. |  |
| How was important information about individual children communicated to you? (e.g. asthma, food allergy, behavioural problems). |  |
| What sorts of records did you help to maintain during the work day? |  |

CHCECE004 - Promote and provide healthy food and drinks

This unit describes the skills and knowledge required to promote healthy eating and ensure that food and drinks provided are nutritious, appropriate for each child and prepared in a safe and hygienic manner.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Describe a situation where you planned a menu item for children. |  |
| How did you find out about the organisation’s food safety procedures? |  |
| Were there any children with food allergies? How did the organisation manage these? |  |

CHCECE015 - Attend to daily functions in home based child care

This unit describes the skills and knowledge required to work with families to plan and attend to the daily functions as a home-based care provider.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What sort of documentation did you have to keep in the daily routine of the workplace? |  |
| What are some of the unforeseen circumstances that can occur in this type of workplace? |  |
| How was the daily review conducted in the workplace? |  |

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? |  |

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? |  |

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.

|  |
| --- |
|  |

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

|  |
| --- |
|  |

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

|  |
| --- |
|  |

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.

|  |
| --- |
|  |

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

|  |
| --- |
|  |

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.

|  |
| --- |
|  |

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

|  |
| --- |
|  |

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.

|  |
| --- |
|  |

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**