Workplace Learning Record

VCE VET Hospitality

SIT20322 Certificate II in Hospitality

**Student name:**

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East Melbourne VIC 3002

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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

SIT20322 Certificate II in Hospitality

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** |
| SITXWHS005 | Participate in safe work practices | 12 |  | 10 |
| **Compulsory** |
| BSBTWK201 | Work effectively with others | 40 |  | 11 |
| SITHIND006 | Source and use information on the hospitality industry | 25 |  | 12 |
| SITHIND007 | Use hospitality skills effectively | 0 |  | 13 |
| SITXCCS011 | Interact with customers | 20 |  | 14 |
| SITXCOM007 | Show social and cultural sensitivity | 20 |  | 15 |
| **Elective** |
| BSBCMM211 | Apply communication skills | 40 |  | 16 |
| BSBSUS211 | Participate in sustainable work practices | 20 |  | 17 |
| SIRXSLS001 | Sell to the retail customer | 20 |  | 18 |
| SITHACS009 | Clean premises and equipment | 15 |  | 19 |
| SITHACS011 | Prepare rooms for guests | 25 |  | 20 |
| SITHACS013 | Provide porter services | 10 |  | 21 |
| SITHCCC023 | Use food preparation equipment | 25 |  | 22 |
| SITHCCC024 | Prepare and present simple dishes | 25 |  | 23 |
| SITHCCC025 | Prepare and present sandwiches | 10 |  | 24 |
| SITHFAB025 | Prepare and serve espresso coffee | 30 |  | 25 |
| SITHKOP009 | Clean kitchen premises and equipment | 13 |  | 26 |
| SITXCCS010 | Provide visitor information | 35 |  | 27 |
| SITXCCS014 | Provide service to customers | 25 |  | 28 |
| SITXCOM006 | Source and present information | 10 |  | 29 |
| SITXFSA005 | Use hygienic practices for food safety | 15 |  | 30 |
| SITXFSA006 | Participate in safe food handling practices | 40 |  | 31 |
| SITXINV006 | Receive, store and maintain stock | 20 |  | 32 |
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|  |  |  |  |  |
|  |  |  |  |  |

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

VCE VET units of competency

SITXWHS005 - Participate in safe work practices

This unit describes the performance outcomes, skills and knowledge required to incorporate safe work practices into own workplace activities. It requires the ability to follow predetermined health, safety and security procedures and to participate in organisational work health and safety (WHS) management practices.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How did you find out about the work health and safety practices in your workplace? |  |
| What WHS signage was used in the workplace?Describe the personal protective clothing or equipment (PPE) you had to use and wear in your workplace. |  |
| What were the emergency evacuation procedures and were you trained in these? |  |

BSBTWK201 - Work effectively with others

This unit describes the skills and knowledge required to work cooperatively with others and deal effectively with issues, problems and conflict.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What was your role and responsibility within the team that you worked with? |  |
| How was feedback communicated and received by staff? |  |
| How did you support team members to ensure that the workplace goals were met? |  |

SITHIND006 - Source and use information on the hospitality industry

This unit describes the performance outcomes, skills and knowledge required to source and use current and emerging information on the hospitality industry.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How were new industry trends and information discussed with staff in the workplace? |  |
| What current and emerging products or services did you observe in the workplace? |  |
| What was the work ethic required by managers/supervisors in the workplace? |  |

SITHIND007 - Use hospitality skills effectively

This unit describes the performance outcomes, skills and knowledge required to provide effective hospitality service to customers during service periods.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How did staff interact and respond to diverse demands during service periods (shifts) within the workplace? |  |
| What was the requirement for working with speed and efficiency? How was this measured? |  |
| How were problems discussed and resolved during service periods (shifts) in the workplace? |  |

SITXCCS011 - Interact with customers

This unit describes the performance outcomes, skills and knowledge required to deliver fundamental customer service to both internal and external customers.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What were the customer service standards of the workplace? |  |
| How did staff deal with problems and/or difficult customers? |  |
| How was feedback from customers handled? |  |

SITXCOM007 - Show social and cultural sensitivity

This unit describes the performance outcomes, skills and knowledge required to be socially aware when serving customers and working with colleagues.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Outline the communication techniques you observed in the workplace that were non-discriminatory. |  |
| How did the workplace consider different communication styles to ensure they were meeting social and cultural conventions? |  |
| How did staff overcome language or other barriers when communicating with customers? |  |

BSBCMM211 - Apply communication skills

This unit describes the skills and knowledge required to apply basic communication skills in the workplace, including identifying, gathering and conveying information along with completing assigned written information.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Describe the verbal and non verbal skills you applied when working with colleagues |  |
| What sorts of writing did you have to do as part of your work? |  |
| What feedback about your written or verbal communication did you receive? What was the result? |  |

BSBSUS211 - Participate in sustainable work practices

This unit describes the skills and knowledge required to measure, support and find opportunities to improve the sustainability of work practices.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How did they measure the sustainability of their work practices in this workplace? |  |
| Give an example of one environmental hazard you noticed in this workplace? |  |
| Give an example of one way this workplace was trying to be more sustainable? |  |

SIRXSLS001 - Sell to the retail customer

This unit describes the performance outcomes, skills and knowledge required to deliver quality customer service and sell to retail customers.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How did you interact with customers and what were the types of communication that you used to initiate a sale? |  |
| What were three techniques used by staff to close a sale or recommend certain products? |  |
| How did the business promote customer loyalty and repeat sales? |  |

SITHACS009 - Clean premises and equipment

This unit describes the performance outcomes, skills and knowledge required to carry out general cleaning duties.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How did you learn about the workplace’s safety and waste disposal procedures? |  |
| Who was responsible for inspecting the workplace after cleaning, and when did this inspection occur? |  |
| What was the key information you learned about cleaning procedures in the hospitality workplace? |  |

SITHACS011 - Prepare rooms for guests

This unit describes the performance outcomes, skills and knowledge required to clean and prepare rooms, including bedrooms and bathrooms, in an accommodation establishment.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Identify three reasons why it is important to prepare a schedule and the trolley before engaging in daily room servicing. |  |
| How do you handle spoiled linen when preparing rooms and why is it important to handle these items correctly? |  |
| Why is it important to catalogue and communicate all room defects identified to your supervisor? |  |

SITHACS013 - Provide porter services

This unit describes the performance outcomes, skills and knowledge required to provide porter services in commercial accommodation establishments.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What steps were taken by staff to plan for daily arrivals and plan the work day? |  |
| Where you trained in customer service? Why would it be important for a porter to be able to communicate well with guests? |  |
| What WHS requirements were taken into account when lifting lugage? |  |

SITHCCC023 - Use food preparation equipment

This unit describes the performance outcomes, skills and knowledge required to safely use commercial kitchen equipment to prepare a range of different food types.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Where were the manufacturer instructions for equipment kept in the workplace? |  |
| Describe the end-of-shift or end-of day process for cleaning food preparation equipment. |  |
| What was the process in your workplace for reporting unsafe or faulty equipment? |  |

SITHCCC024 - Prepare and present simple dishes

This unit describes the performance outcomes, skills and knowledge required to prepare and present a limited range of simple menu items following standard recipes.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Were you able to prepare any simple dishes? If yes, what did you prepare? |  |
| What different cookery methods did you use in the workplace? |  |
| Did you handle prepared items? If so, what did you do? |  |

SITHCCC025 - Prepare and present sandwiches

This unit describes the performance outcomes, skills and knowledge required to prepare and present a variety of sandwiches in a hospitality or catering organisation, such as cafes, kiosks, canteens and cafeterias, or to organisations where catering forms only a small part of the business.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How were sandwiches prepared in the workplace? |  |
| Were you able to prepare any sandwiches? If yes, what did you do? |  |
| How were sandwiches presented to customers? Describe the presentation styles used. |  |

SITHFAB025 - Prepare and serve espresso coffee

This unit describes the performance outcomes, skills and knowledge required to extract and serve espresso coffee beverages using commercial espresso machines and grinders.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How was the coffee workstation organised in the workplace? |  |
| Were you trained in making espresso coffees and allowed to use the machine? What types of coffee did you make? |  |
| What was the daily cleaning procedure for the coffee machine? |  |

SITHKOP009 - Clean kitchen premises and equipment

This unit describes the performance outcomes, skills and knowledge required to clean food preparation areas, storage areas, and equipment in commercial kitchens to ensure the safety of food.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How was kitchen equipment cleaned and sanitised in the workplace? |  |
| What part of the cleaning process were you involved in? What was your role? |  |
| What WHS requirements were taken into account when cleaning the kitchen and equipment? |  |

SITXCCS010 - Provide visitor information

This unit describes the performance outcomes, skills and knowledge required to access general information on facilities, products and services available in the local area and to provide this to visitors.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How did the workplace ensure that staff were up-to-date with local facilities, products and services? |  |
| Describe how visitors were provided with information in the workplace. |  |
| How did the workplace gather visitor feedback? What did they do with this feedback? |  |

SITXCCS014 - Provide service to customers

This unit describes the performance outcomes, skills and knowledge required to communicate effectively with and provide quality service to both internal and external customers.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How did you communicate with internal and external customers using both verbal and non-verbal communication techniques? |  |
| What methods did you use to establish rapport with customers and identify their needs and expectations? |  |
| How did you handle and resolve customer complaints professionally? |  |

SITXCOM006 - Source and present information

This unit describes the performance outcomes, skills and knowledge required to conduct basic research and present information in response to an identified need.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Outline any information that you were required to gather in the workplace. |  |
| What was the purpose of the information that you gathered? |  |
| How was information presented to others in the workplace? List examples and discuss if this was effective. |  |

SITXFSA005 - Use hygienic practices for food safety

This unit describes the performance outcomes, skills and knowledge required to use personal hygiene practices to prevent contamination of food that might cause food-borne illnesses.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How was food safety treated by staff and management? |  |
| What safety precautions were required when handling food? |  |
| What were the health issues likely to cause a hygiene risk in the workplace? |  |

SITXFSA006 - Participate in safe food handling practices

This unit describes the performance outcomes, skills and knowledge required to handle food safely during the storage, preparation, display, service and disposal of food.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What sort of information was displayed in the workplace or provided to you that helped you remember how to handle food safely? |  |
| What was the procedure for reporting food safety hazards? |  |
| Describe the process you followed when you arrived at work to start your shift. |  |

SITXINV006 - Receive, store and maintain stock

This unit describes the performance outcomes, skills and knowledge required to check and take delivery of stock and appropriately store, rotate and maintain the quality of stock items.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Describe the process of checking deliveries against documentation that operated at your workplace. Which documents were used? |  |
| List three quality checks aplied to perishable stock at delivery. Who was responsbile for checking quality? |  |
| Describe the location where the following stock items are stored: 1/ dairy items, 2/ dry goods, 3/ fruit and vegetables. Why are they stored in these locations? |  |

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.

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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.

|  |
| --- |
|  |

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**