Workplace Learning Record

VCE VET Events and Toursim

SIT30522 Certificate III in Events

**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

SIT30522 Certificate III in Events

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 |  | 9 |
| **Compulsory** |
| BSBTWK201 | Work effectively with others | 40 |  | 10 |
| SITEEVT020 | Source and use information on the events industry | 25 |  | 11 |
| SITEEVT022 | Provide event production support | 31 |  | 12 |
| SITXCCS014 | Provide service to customers | 25 |  | 13 |
| SITXCOM007 | Show social and cultural sensitivity | 20 |  | 14 |
| **Elective** |
| BSBTEC201 | Use business software applications | 60 |  | 15 |
| BSBTEC303 | Create electronic presentations | 20 |  | 16 |
| SITEEVT023 | Plan in-house events | 40 |  | 17 |
| SITEEVT024 | Develop conference and event programs | 30 |  | 18 |
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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.

|  |  |
| --- | --- |
| 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? |  |

SITEEVT020 - Source and use information on the events industry

This unit describes the performance outcomes, skills and knowledge required to access and interpret current and emerging information on the events industry relevant to quality event coordination, including industry structure, technology, laws and relevant ethical issues.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How did you identify and access sources of information about the events industry? |  |
| What methods did you use to stay updated with current and emerging information in the events industry? |  |
| Provide an example of how you used industry information to improve event coordination. |  |

SITEEVT022 - Provide event production support

This unit describes the performance outcomes, skills and knowledge required to assist with production requirements during event set up, operation and break down.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How did you interpret operational documentation to clarify production requirements for an event? |  |
| What steps did you take to assist with production requirements and acquire new skills? |  |
| Provide an example of the feedback you gave on event operations and any suggestions for improvement. |  |

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? |  |

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? |  |

BSBTEC201 - Use business software applications

This unit describes the skills and knowledge required to select and use software and organise electronic information and data.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What were the main technology and software applications you used in the workplace? |  |
| What were the specific policies and processes you used for organising data? |  |
| How did you overcome issues with software? |  |

BSBTEC303 - Create electronic presentations

This unit describes the skills and knowledge required to design and produce electronic presentations using various applications and platforms.

It applies to those employed in a range of work environments who design electronic presentations. They may work as individuals providing administrative support within an enterprise, or may be responsible for production of their own electronic presentations.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What applications/ platforms were used to produce presentations, in the workplace? |  |
| Give an example of two application features used in presentations prepared by the workplace? |  |
| In your observation, how were presentations stored in the workplace? |  |

SITEEVT023 - Plan in-house events

This unit describes the performance outcomes, skills and knowledge required to plan the delivery of commercial events. It requires the ability to identify client operational needs and preferences, prepare and confirm event proposals, and finalise operational documents for the delivery of events.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How did you determine the specific needs of your client for their event? |  |
| Describe the process you followed the prepare and confirm the event proposal and quote |  |
| What steps did you take to coordinate with suppliers to ensure effective event planning? |  |

SITEEVT024 - Develop conference and event programs

This unit describes the performance outcomes, skills and knowledge required to develop conference and event programs that include a significant business component. It requires the application of detailed knowledge of conference and event formats and options as well as a sound understanding of learning and development issues that impact on program design.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How did you analyse the objectives of the conference or event with the stakeholders to determine the program structure? |  |
| How did you integrate appropriate technologies into the program development? |  |
| How did you evaluate the feedback to enhance future events? |  |

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?

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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**