Workplace Learning Record

VCE VET Information, Digital Media & Technology



ICT30115 Certificate III in Information, Digital Media and Technology

**Student name**:

Authorised and published by the Victorian Curriculum and Assessment Authority
Level 7, 2 Lonsdale Street
Melbourne VIC 3000

ISBN: 978-1-925676-22-8

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SWL Recognition

Structured workplace learning (SWL) recognition provides you with the opportunity to gain credit into your VCE or VCAL for undertaking SWL that matches your VCE VET program.

To receive recognition and credit, you will be required to reflect on your experience in the workplace and how this relates to your VET course. Your reflections are to be recorded in the three sections of this workplace learning record (WLR).

About this workplace learning record

This workplace learning record helps you gather evidence for assessment and is part of the requirement for obtaining SWL Recognition.

To be eligible for one Unit towards your VCE or VCAL, you must:

* be enrolled in a minimum of 180 hours of units of competency (UoC) from the ICT30115 Certificate III in Information, Digital Media and Technology
* undertake a minimum of 80 hours (equivalent to 10 days of work) in an information, digital media and technology industry placement
* reflect on a minimum of six units of competency (UoC) from your program including the WHS UoC (BSBWHS304 — see page 8).

VCE VET Information, Digital Media and Technology

ICT30115 Certificate III in Information, Digital Media and Technology

The VCE VET Information, Digital Media and Technology program provides students with the opportunity to acquire and develop the skills, knowledge and confidence to work in information technology and digital media in a range of industry areas.

Organisational and specialist activity skills in addition to some leadership skills will be developed through the units of competency undertaken in Units 1 to 4 of the selected program.

This qualification provides the skills and knowledge for a student to be competent in a wide range of general information and communications technology (ICT) technical functions and to achieve a degree of self-sufficiency as an advanced ICT user.

People working at this level will support information technology activities in the workplace across a wide range of ICT areas, including technical support, network administration, web technologies, software applications and digital media technologies.

Workplace Learning Record

The workplace learning record is divided into three sections.

**Section 1**: Learner profile

**Section 2**: Learning about VET units of competency 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 placement.

|  |  |
| --- | --- |
| **Name** |  |
| **School** |  |
| **Contact information** |  |

Within your VCE/VCAL why did you undertake this VET course?

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What VCE/VCAL subjects are you also undertaking?

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Why have you chosen this overall VCE/VCAL program?

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Program outline

ICT30115 Certificate III in Information, Digital Media and Technology

**Units of competency** (UoC) included in this program are listed below. There are compulsory UoC, along with a selection of electives. You can make a note of any UoC that relates to your experiences in the workplace. Also indicate the year you’re undertaking each UoC.

|  |  |  |  |
| --- | --- | --- | --- |
| Unit code | Unit of Competency | Year | Page |
| **VCE VET Units 1–2** |
| **Compulsory** |
| BSBWHS304  | Participate effectively in WHS communication and consultation processes  |  | 8 |
| ICTICT202  | Work and communicate effectively in an ICT environment  |  | 9 |
| ICTICT202  | Work and communicate effectively in an ICT environment  |  | 10 |
| **Electives** |
| ICTICT203  | Operate application software packages  |  | 11 |
| ICTSAS303  | Care for computer hardware  |  | 12 |
| ICTSAS304  | Provide basic system administration  |  | 13 |
| **VCE VET Units 3–4** |
| **Compulsory** |
| ICTICT301  | Create user documentation  |  | 14 |
| ICTICT302  | Install and optimise operating system software  |  | 15 |
| ICTSAS307  | Install, configure and secure a small office or home office network  |  | 16 |
| ICTSAS305  | Provide ICT advice to clients  |  | 17 |
| ICTSAS306  | Maintain equipment and software  |  | 18 |
| **Electives** |
| ICTICT308  | Use advanced features of computer applications  |  | 19 |

List any other units you are undertaking and include comments regarding additional units on page 20.

What interests you about the industry?

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| --- |
|  |

What is your planned career path or future career aspiration?

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| --- |
|  |

Describe any workplace skills you have developed through previous work experience, SWL or part time employment?

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

This workplace learning record contains three key questions per UoC designed to draw out related experiences you may be exposed to in an information, digital media and technology 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 units you’ve 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. This record does not require identifying actual people or events, as this may breach confidentiality.

VCE VET units of competency

BSBWHS304 Participate effectively in WHS communication and consultation processes

This unit describes the skills and knowledge required to participate in work health and safety (WHS) communication and consultation processes.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| How did you record and communicate WHS issues at your workplace?  |  |
| What were the roles and responsibilities of WHS personnel at your workplace?  |  |
| How did the workplace share and source information about the workplace procedures for employees? |  |

ICTICT202 Work and communicate effectively in an ICT environment

This unit describes the skills and knowledge required to work and communicate effectively within organisational policies and governance arrangements, using information and communications technology (ICT) systems, equipment and software.

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| --- | --- |
| **Respond to the following** | **Comments/observations** |
| In the workplace how did you process an internal request?  |  |
| How did the workplace record information about client requests?  |  |
| Where a technical issue was not resolved immediately, what was the workplace procedure for escalating the issue? |  |

ICTSAS301 Run standard diagnostic tests

This unit describes the skills and knowledge required to troubleshoot problems and conduct diagnostic tests on a range of platforms.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| In your workplace what industry accepted hardware and software diagnostic tools did you use?  |  |
| Identify three common symptoms of hardware/ software problems you dealt with in the workplace?  |  |
| What was the process within the workplace for reporting identified viruses? |  |

ICTICT203 Operate application software packages

This unit describes the skills and knowledge required to identify, select and operate three commercial software packages, including a word processing and a spreadsheet application package.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| What safe work practices did you observe relating to ergonomic principles and energy and resource conservation?  |  |
| What software applications did you use in your workplace?  |  |
| What were common input and output devices you used in the workplace? |  |

ICTSAS303 Care for computer hardware

This unit describes the skills and knowledge required to manage the maintenance and location of hardware.

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| --- | --- |
| **Respond to the following** | **Comments/observations** |
| In your workplace what safe work practices did you follow for correct use, maintenance and storage of tools?  |  |
| Outline the computer hardware maintenance practices you followed in the workplace.  |  |
| What quality standards did you apply to computer hardware and peripherals in the workplace? |  |

ICTSAS304 Provide basic system administration

This unit describes the skills and knowledge required to implement components of systems backup, restore, security and licensing in a stand-alone or client server environment.

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| --- | --- |
| **Respond to the following** | **Comments/observations** |
| What workplace procedures did you use/ observe for maintaining software licence records?  |  |
| Within the workplace what was the procedure for carrying out system backups?  |  |
| How did you learn about the organisation’s security guidelines? |  |

ICTICT301 Create user documentation

This unit describes the skills and knowledge required to create user documentation that is clear to the target audience and easy to navigate.

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| --- | --- |
| **Respond to the following** | **Comments/observations** |
| In the workplace how were the user documentation requirements determined?  |  |
| What user documentation did you create or maintain in your workplace?  |  |
| How was user documentation reviewed in the workplace? |  |

ICTICT302 Install and optimise operating system software

This unit defines the skills and knowledge required to install, configure and optimise operating system (OS) software to meet business and client needs.

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| --- | --- |
| **Respond to the following** | **Comments/observations** |
| In the workplace what process did you use for installing and configuring an operating system?  |  |
| What operating system user interface did you use in the workplace to configure and install system software?  |  |
| Identify the system diagnostic software used in the workplace. |  |

ICTSAS307 Install, configure and secure a small office or home network

This unit describes the skills and knowledge required to identify available network components relevant to client requirements and to install, configure and secure those components as part of a small office or home office (SOHO) network.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| In the workplace how were client requirements determined?  |  |
| How did the workplace source vendors and service suppliers to obtain specifications, costs etc. for components?  |  |
| What common tests did you use in the workplace to troubleshoot network settings? |  |

ICTSAS305 Provide ICT advice to clients

This unit describes the skills and knowledge required to provide information and communications technology (ICT) advice and support to clients, including the communication of comprehensive technical information.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| What workplace procedure did you use for checking new problems logged by clients?  |  |
| How was the appropriate level of technical support for the client agreed upon?  |  |
| What was the method used in the workplace for obtaining client feedback? |  |

ICTSAS306 Maintain equipment and software

This unit describes the skills and knowledge required to carry out maintenance and fault repair according to organisational procedures, in order to keep equipment and software operating.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| How were problems reported on equipment? Who were problems reported to?  |  |
| What procedure did you use in the workplace for testing faulty equipment or software?  |  |
| In the workplace how did you obtain approval to carry out diagnostic repairs? |  |

ICTICT308 Use advanced features of computer applications

This unit describes the skills and knowledge required to use computer applications employing advanced features. It involves manipulating data and accessing support resources to solve routine problems.

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| --- | --- |
| **Respond to the following** | **Comments/observations** |
| What routine problems did you solve in your workplace?  |  |
| List three basic features and functions of the operating system software you used in the workplace.  |  |
| What support resources did you have access to in the workplace for solving problems? |  |

Comment/observation on any other unit of competency/s not listed

|  |  |
| --- | --- |
| **Unit(s)** | **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. Team work
3. Problem solving
4. Self-management
5. Planning and organising
6. Technology
7. Learning
8. Initiative & enterprise

When you’re on work placement, you’ll be using employability skills in many different ways.

This record will assist you when applying for jobs and in interviews. The skills you’re developing may be transferred to a range of occupations. Assessment of SWL recognition is based on a discussion of each of the sections from this booklet with a school representative.

In Section 3, identify the employability skills you’ve used and how you’ve demonstrated them in the workplace. Identify how the skills you 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 skills.

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How did you demonstrate **team work**? 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 activities.

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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’ve 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** | **Total hours of placement** |
|  |  |
|  |  |
|  |  |
| **TOTAL** |  |

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

**Signed** (Student)

**Name** (Block letters)

**Date**