



**CRANBOURNE EAST**  
**SECONDARY COLLEGE**

**YEAR 10**  
**WORK EXPERIENCE**  
**PROGRAM**

8 – 12 May, 2017

Student Name: \_\_\_\_\_

## **TABLE OF CONTENTS**

<b>INTRODUCTION</b>	<b>3</b>
<b>WHY DO WORK EXPERIENCE?</b>	<b>4</b>
<b>KEY DATES</b>	<b>4</b>
<b>LEGAL REQUIREMENTS</b>	<b>5</b>
<b>OVERVIEW OF WORK EXPERIENCE PLANNING PROCESS</b>	<b>8</b>
<b>THINGS TO REMEMBER</b>	<b>9</b>
<b>RESPONSIBILITIES</b>	<b>10</b>
<b>CHOOSING A WORK EXPERIENCE PLACEMENT</b>	<b>11</b>
<b>MAKING CONTACT WITH AN EMPLOYER</b>	<b>12</b>
<b>WORK EXPERIENCE CHECKLIST</b>	<b>16</b>
<b>RECORD OF CONTACT</b>	<b>17</b>
<b>NOTES</b>	<b>19</b>

## INTRODUCTION

Over the past three years, as part of the Work Experience program, Cranbourne East Secondary College students have had the opportunity to visit and observe a workplace, in order to learn job-related skills in a field of interest.

Work Experience is compulsory for all Year 10 students. The school runs a one-week block of Work Experience, during which all Year 10 classes are cancelled. **The 2017 Work Experience Program will run from Monday 8<sup>th</sup> May until Friday 12<sup>th</sup> May.**

Students are being given time in their Personal Futures classes during Term 4 of Year 9 to begin organising their Work Experience for Year 10. This is because some workplaces are very popular and placements fill up quickly, whilst other workplaces require students to submit applications. Ultimately it is the students' responsibility to organise their own work experience or risk being placed in whatever is leftover.

This handbook is designed to outline the objectives and requirements of the Work Experience program and help guide both students and parents through the Work Experience planning process. This handbook can also be used by students to record the details of their contacts and placement (once it is organised). Students should ensure that they fill in the required information in both this handbook and on the individual forms that they are given.

Teachers are very supportive of the program and will assist students during the planning process. Students are also visited or called by a teacher at their Work Experience workplace. Students will have a Work Experience Journal to complete, so it is important to use the placement time to learn as much as possible about the workplace and to develop positive relationships with employers and other workers.

Finally, if students have not given any thought to Work Experience yet, *start now!* Every year, students get caught out, having left the organisation much too late.

If students (or parents) have any questions, please speak to your Personal Futures teachers.

## WHY DO WORK EXPERIENCE?

Workplace learning activities are an integral part of students' learning and career development. The benefits of Work Experience for students include:

- Better understanding of the work environment and what employers expect of their workers
- An opportunity to explore possible career options
- Increased self-understanding, maturity, independence and self-confidence
- Increased motivation to continue study and/or undertake further training
- An introduction to workplace recruitment practices
- Enhanced opportunities for part-time and casual employment
- Opportunity to include the employer's work experience evaluation in future job and course applications
- Opportunity to develop work-related competencies and acquire skills
- Opportunity to positively interact within the workplace with fellow workers and the general public (if applicable)
- The chance to 'try out' a workplace, prior to possibly undertaking VCE, VCAL or VET in Years 10 to 12

## KEY DATES

**Friday 24<sup>th</sup> March, 2017** – All *Work Experience Arrangement Forms* to be handed to Work Experience Coordinator (**NOT NEGOTIABLE** – forms will not be accepted after this date)

**Friday 31<sup>st</sup> March , 2017** – All students to have completed *safe@work* modules and tests, and have given 2 printed copies of *Awards of Attainment* to Work Experience Coordinator

**Tuesday 26<sup>th</sup> April, 2017** – CESC send finalised *Work Experience Arrangement Forms* to employers

**Monday 2<sup>nd</sup> May, 2017** - students give their employer a courtesy call during the week

**Monday 8 May until Friday 12 May, 2017** – Work Experience Week

## LEGAL REQUIREMENTS

### Age of Students

Students must be 15 years of age to do Work Experience\*. This is because under the *Child Employment Act 2003*, it is a requirement that all employers of Work Experience students under 15 years must obtain a Child Employment Permit and all supervisors of the student must hold a valid Working with Children Check, and CESC cannot ensure or enforce this.

*\*Students who are 14 at the time of Work Experience may only attend a primary school or early learning centre for Work Experience.*

### Timing of Work Experience

Students must not work between 9.00 pm and 6.00 am, and they must have a 10-hour break between placement days/shifts. Students are not permitted to work on weekends.

### Payment

The Education and Training Reform Act 2006 (Ministerial Order 382) requires that a minimum payment of \$5.00 per day be paid to students on Work Experience. Employers are NOT obligated to pay more than this amount.

Some non-profit and governments organisations (e.g. schools) are exempt from this payment (i.e. students are not paid for Work Experience).

Students should NOT be making a decision about their Work Experience placement based solely on their rate of pay.

### Work Experience Arrangement Form

Once an employer has agreed to take a student, the ***Work Experience Arrangement Form*** must be completed. It is a legal document to be signed by all parties involved: the student, parent or guardian, CESC Principal and the employer. This is vital as it provides Work Cover (by the Education Department) in case the student is involved in an accident.

**Work Experience cannot proceed unless all sections of this form are completed and the original document has been returned to CESC.**

## Occupational Health and Safety (*safe@work*)

Students are required to participate in Occupational Health and Safety (OH&S) training before they can be eligible to undertake Work Experience. This training is conducted at CESC in Year 9 and Year 10 PEF classes, and involves class activities and two online modules. After the modules, **students are required to complete two online self-assessments. Work Experience cannot proceed if students do not obtain the two Awards of Attainment.**

All students must complete the General Module and then complete the module which relates to the specific industry area in which they will be working (Automotive, Building and Construction, Health and Community Services, Electrical and Electronics, Hairdressing, Hospitality and Tourism, Manufacturing, Metals and Engineering, Office and Business Services, Painting, Plumbing, Primary Industry Retail or Veterinary Industry).

These OH&S modules have been designed to ensure that students are aware of the safety requirements in their chosen industry.

## Work Cover

Students doing Work Experience are covered by Work Cover through the correct completion of the ***Work Experience Arrangement Form***. Work Cover will only apply if the:

- Occupational Health and Safety modules have been satisfactorily completed with two Awards of Attainment
- Work Experience Arrangement Form (and the Risk Assessment, if required) has/have been correctly completed and signed
- The originals of the Work Experience Arrangement Form have been lodged with CESC prior to the commencement of Work Experience

## Prohibited Industries and Tasks

Students must NOT undertake activities that require extensive training or experience, or expose them to dangerous or risky situations.

Work Experience students are NOT permitted to undertake work in:

- Security Industry
- Tattoo Parlours
- Any retail or other business where guns or ammunition are sold
- Abattoirs or butchers
- Fishing boats (other than boats operating on inland waters) or aeroplanes

Work Experience students are NOT permitted to:

- Hand out or administer medication to patients
- Discuss the condition of patients
- Bathe patients
- Undertake any task that requires training or special skills
- Use machinery (e.g. power cutting tools such as chain saws, welding equipment, power lifting equipment, excavators, nail guns, UV equipment, etc.)
- Drive any vehicles (e.g. tractors, forklifts, ride-on mowers, bulldozers, etc.)
- Hold or transport cash or cheques with a value exceeding \$100.00
- Work at a height above 2 metres

Students may undertake Work Experience in a licensed hospitality venue (e.g. restaurant or hotel), but they cannot be involved in the selling, serving or disposing of liquor.

In order to undertake Work Experience with animals, students must complete the 'Proposed Work Experience with Animals: Summary of Student's Experience' Form and provide it to the school's Work Experience Coordinator.

More information can be found at:

<http://www.education.vic.gov.au/school/teachers/teachingresources/careers/work/Pages/workexperience.aspx>

## OVERVIEW OF WORK EXPERIENCE PLANNING PROCESS

Students research potential workplaces and participate in preparatory lessons in PEF classes (including writing scripts for phone calls and emails)

Students contact employers AT HOME, with parent support and supervision

Once an employer accepts the student, student fills in pink-coloured CESC Work Experience Notification Form and returns it to CESC Work Experience Coordinator

ONGOING: Student completes two Occupational Health & Safety Modules and Self-Assessment Tests online (General and Industry specific) and prints two Awards of Attainment

CESC Work Experience Coordinator generates formal Work Experience Arrangement Form and returns it to student

Student has Work Experience Arrangement Form signed by employer, parent/guardian and themselves, then returns it to CESC Work Experience Coordinator

Principal signs student's Work Experience Arrangement Form and two Awards of Attainment  
(ONLY AT THIS STAGE IS THE STUDENT ALLOWED TO GO ON WORK EXPERIENCE)

School sends employer and parents a copy of completed Work Experience Arrangement Form, prior to student going on Work Experience

1 week prior to Work Experience, students confirm their placement and check starting time, appropriate dress, lunch arrangements and any special requirements



## THINGS TO REMEMBER

- Your placement should not be with someone you are very familiar with (e.g. your parent/ guardian or an extended family member because they will treat you with familiarity, and you need to have an authentic experience)
- You cannot work at your current part-time job for Work Experience
- You should try and find a placement that is relevant to your preferred future career pathway (e.g. a law firm if you're interested in law; a supermarket or department store if you're interested in retail management; a primary school if you're interested in teaching; etc.)
- Students **MUST** be checking when applications for Work Experience at major companies and organisations (e.g. hospitals, newspapers, radio stations, television stations, etc.) open and close
- Students, **NOT** parents, should be contacting potential employers and making the arrangements. This is part of the learning process for students (and employers tend not to look favourably upon students who get their parents to call for them)
- Be willing to try Work Experience in a few different workplaces, because you may not get your first preference
- Do not expect to get a placement with your first try (some students have had to try more than 10 workplaces before they get a place)
- Even when you have secured a placement, have a backup plan (sometimes conditions change and the workplace may no longer feel they can offer a student a placement)
- Be willing to travel outside of the City of Casey for a relevant Work Experience placement. If you travel with your employer, you will need to fill in this form: <http://www.education.vic.gov.au/Documents/school/teachers/teachingresources/careers/work/workexptravaccform.pdf>
- If you have no idea what you want to do after school, this is a great opportunity to sample any work environment. Be creative!
- Please note that applications for Victoria Police, Zoos Victoria and Melbourne SeaLife Aquarium have already closed for Work Experience 2017

## RESPONSIBILITIES

All **students** are expected to:

- Discuss their choice of workplace for Work Experience with both their parents and their PEF teachers
- Research and contact possible Work Experience employers themselves
- Collect, fill in and submit their pink-coloured CESC Work Experience Notification Form
- Collect their *Work Experience Arrangement Form* (legal document) and have it signed by themselves, a parent/guardian and the employer
- Return filled in *Work Experience Arrangement Form* to Work Experience Coordinator
- Complete General and Industry-specific Occupational Health and Safety online modules and self-assessment tests, obtaining 2 Awards of Attainment
- Contact employer 1 week prior to Work Experience to check in
- Arrive at and leave work at set times
- Contact the employer and CESC in case of absence
- Wear appropriate clothing prescribed for that job
- Carry out duties as agreed upon between themselves and their employer
- Complete their Work Experience Journal and Evaluation
- Send a letter of thanks to their employer
- Represent CESC well when on Work Experience

All **parents** should:

- Encourage and assist with (but **NOT** be solely responsible for) sourcing and contacting an appropriate employer for their child
- Contact CESC if they are aware of any difficulties their child is experiencing when trying to source an employer
- Ensure that they sign the *Work Experience Arrangement Form*

The **school** will:

- Prepare students as part of our Year 9 and 10 PEF program
- Keep records of the *Work Experience Arrangement Form* (including Work Cover), Awards of Attainment and contact details of each student's placement
- Liaise with places of employment when required (e.g. sending relevant forms)
- Visit or call each student at their place of work during Work Experience Week
- Complete an evaluation feedback form for each student based on the visit or call, which is part of the students' reported assessment

## CHOOSING A WORK EXPERIENCE PLACEMENT

- The first thing to do is to think about what you would LIKE to do! Thinking about what INTERESTS you will help you to pick an industry area (e.g. healthcare, construction, sports) and job type (e.g. nurse, architect, physiotherapist)
- Network! Talk to your friends, family friends, teachers, sports coaches, etc. about your Work Experience. These people are often a great source of information about organisations that are willing to take on Work Experience students
- Spend time researching individual companies online or using a Work Experience directory (e.g. <http://www.workexperiencedirectory.com.au>)
- Research companies using the Yellow Pages (this is good because jobs are listed in occupational groups and locations)
- If you are unable to get a placement in the career you are interested in, choose another, related occupation
- Keep at it! It takes perseverance, resilience (and a bit of luck) to find a placement
- If you are stuck, make a list of all the jobs you are interested in and then speak to your PEF teachers (we can use our register of Work Experience but this is a last resort and only available if all other options have been tried)

## MAKING CONTACT WITH AN EMPLOYER

- You can either call, visit or email employers to ask for a Work Experience placement
- Keep a record of every single person/company that you contact (see back of this handbook)
- Ensure you gather the relevant information from your employer/contact person (e.g. full name, phone number, email address, address, etc.)
- You may need the following information when you contact employers:
  - Dates of Work Experience: **Monday 8 May until Friday 12 May, 2017**
  - School address: **50 Stately Drive, Cranbourne East, 3977**
  - School phone number: **5990 0200**

### Applying by telephone

This is the best way to approach a potential employer to find out if they even take on Work Experience Students.

Remember:

- Have a pen and paper ready to write down the details of the conversation
- Have the pink-coloured CESC Work Experience Notification Form with you, to help guide you when asking the employer for details
- Have important details about Work Experience and the school (above), if the employer asks you about them
- Speak slowly and clearly, be polite and sound keen and interested
- Write down the name of each person you speak to during a phone call, and use their name during the conversation
- Ask to speak to someone who can advise you about student Work Experience and make a note of their name
- If the relevant person is not available, leave your full name and phone number and ask them to call you back; if you are asked to ring back, make a note and remember to follow it up!
- If they cannot help you, thank them for their time (and perhaps ask if they can suggest someone who may be able to offer you a place)
- If you are asked to send more details through an email, remember to do so!

## **SAMPLE PHONE CONVERSATION**

**“Good morning / afternoon, my name is \_\_\_\_\_ and I am a student at Cranbourne East Secondary College. May I please speak with the person in charge / manager / supervisor about a possible Work Experience placement?”**

*You may be transferred onto another person at this point; if so, introduce yourself again.*

**“I am interested in investigating a career in \_\_\_\_\_. I would like to complete one week of Work Experience with your company, in the second week of May, 2016. Do you take on Work Experience students?”**

*If they DON'T take Work Experience students... “Thank you very much for your time. Before I go, would you have any contacts in your area that may be interested in taking on Work Experience students?”*

*Thank them again for helping you and proceed to call any contacts they may have given you.*

*If they DO take Work Experience students... “Thank you! The specific dates are Monday 8<sup>th</sup> until Friday 12<sup>th</sup> May, 2017. Could I please have some details from you, in order to fill in my placement form?”*

**“Could I have your full business name?”**

**“Could I have the address, including postcode?”**

**“Could I have the phone number and fax number?”**

**“Could I have your full name and job title, or the name and job title of the primary contact person?”**

**“What type of duties will I be undertaking and what will my hours of work be?”**

*Do not be afraid to ask them to slow down, repeat or spell something for you. Remember, this form needs to be filled in correctly to generate the Work Experience Arrangement Form, which is a legal document.*

**“Thank you for those details. My school will be generating the Work Experience Arrangement form, and I will either send this to you, or visit you with this, as you will need to sign it. I will call you again to arrange a time, if I need to visit you.”**

**“Thank you so much for giving me this opportunity. Please feel free to contact me if needed. You can email me at \_\_\_\_\_ or call the school, and they can pass a message on to me. The school’s phone number is 5990 0200, and you can ask to speak to the Work Experience Coordinator.”**

**“Thanks again, goodbye!”**

## Applying by email

This is a good way to make initial contact AND a good way to follow up a phone call.

Remember:

- Send as many emails as you can – this will ensure a better chance of a positive reply
- Make sure you include all relevant details in your initial email (e.g. your full name, school name, dates of Work Experience, etc.)
- Ensure that you are using your school email (e.g. STU0001@cesc.vic.edu.au)

### **SAMPLE INITIAL EMAIL**

**[Your name]**

**[School name]**

**[School address]**

**[Date]**

Dear \_\_\_\_\_,

My name is \_\_\_\_\_ and I am a student at Cranbourne East Secondary College.

I am writing to ask if you could offer me a Work Experience placement during Term 2, 2017. The dates are Monday 8<sup>th</sup> May until Friday 12<sup>th</sup> May.

I am interested in finding out more about [*industry area or job type*] and would like the opportunity of working with [*company name*]

I am currently studying [*relevant subjects*] and participate in [*extra-curricular activities*]. I particularly enjoy [*interest areas*] and have had experience in [*past work experience*].

I hope that you will give consideration to my request for a Work Experience placement, and I look forward to hearing from you soon.

Kind regards,

**[Your name]**

## **SAMPLE FOLLOW-UP / THANK YOU EMAIL (when they have accepted you)**

**[Your name]**

**[School name]**

**[School address]**

**[Date]**

**Dear \_\_\_\_\_,**

**I would like to thank you and [company name] for accepting me for a Work Experience placement. I am writing to confirm that I will be attending your workplace from Monday 8<sup>th</sup> May to Friday 12<sup>th</sup> May.**

**My school will be generating the *Work Experience Agreement Form*. It is a legal document and ensures that I have Work Cover and that I will be insured by the school. As my employer for the week, the document requires your signature. I will be [choose one] sending the form to you [or] visiting you with the form on [insert date].**

**After you have signed the form, please let me know so that I can collect it. It will then be signed by my [choose one] parents [or] guardians and Mrs. Strickland (the Cranbourne East Secondary College Principal). Once the form is complete, one copy will be sent to you. Please keep this copy for your records.**

**I will be in contact with you one week prior to commencing Work Experience, to finalise the placement and to clarify starting and finishing time, the dress code and so on.**

**I am looking forward to meeting you and working at [company name] for the week.**

**Kind regards,**

**[Your name]**

## WORK EXPERIENCE CHECKLIST

- Research and collect contact details for a range of potential workplaces
- Contact (in person, phone call or email) potential employers and keep record of conversations
- Complete the pink-coloured CESC Work Experience Notification Form (as soon as an employer has offered a placement)
- Return the pink-coloured CESC Work Experience Notification Form to the CESC Work Experience Coordinator
- Collect the *Work Experience Arrangement Form* from the CESC Work Experience Coordinator (when notified)
- Email employer thanking them and informing them that they will need to sign the *Work Experience Arrangement Form* (and arrange a time to do so, if needed)
- Sign the *Work Experience Arrangement Form* and have it signed by parent/guardian and employer
- Return the *Work Experience Arrangement Form* to the CESC Work Experience Coordinator
- (If applicable) Fill in and submit appropriate forms if working with animals or travelling with employer (see Work Experience Coordinator)
- Complete General Module of *safe@work* (OH&S Training), including Self-Assessment Test
- Print Award of Attainment for General Module of *safe@work* and give to the CESC Work Experience Coordinator
- Complete Industry-Specific Module of *safe@work* (OH&S Training), including Self-Assessment Test
- Print Award of Attainment for Industry-Specific Module of *safe@work* and give to the CESC Work Experience Coordinator
- Contact employer 1 week before Work Experience Week (Monday 1st May) to double check starting and finishing times, dress code, lunch arrangements, etc.



# RECORD of CONTACT

Date	Method of Contact (phone, email, in person)	Company Name	Contact Name & Job Title	Notes / Feedback	Further Action (what and by when)

**RECORD of CONTACT (continued)**

<b>Date</b>	<b>Method of Contact (phone, email, in person)</b>	<b>Company Name</b>	<b>Contact Name &amp; Job Title</b>	<b>Notes / Feedback</b>	<b>Further Action (what and by when)</b>

## NOTES

