Workplace Learning Record

VCE VET Community Services



CHC24015 Certificate II in Active Volunteering

**Student name**:

Modification history

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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 WLR helps you gather evidence for assessment and is part of the requirement for obtaining SWL recognition.

To be eligible for one unit of credit towards your VCE or VCAL, you must:

* be enrolled in a minimum of 180 nominal hours of units of competency (UoCs) from the CHC24015 Certificate II in Active Volunteering
* undertake a minimum of 80 hours (equivalent to 10 days of work) in an education and care service placement
* reflect on a minimum of six UoCs from your program including the WHS UoC (HLTWHS001 - see page 8).

VCE VET Community Services

CHC24015 / Certificate II in Active Volunteering

The VCE VET Community Services program is drawn from a national training package and offers portable qualifications which are recognised throughout Australia. These qualifications provide students with a broad range of knowledge and skills to pursue a career or further training in the community services sector.

CHC24015 Certificate II in Active Volunteering Services reflects the role of entry level volunteer workers. At this level, work takes place under direct, regular supervision within clearly defined guidelines.

This qualification may be used as a pathway for workforce entry. Organisations may require volunteers to undergo relevant background checks.

To achieve this qualification, the candidate must have completed at least 20 hours of volunteer work as detailed in the Assessment Requirements of units of competency.

Workplace Learning Record

The WLR is divided into three sections.

**Section 1**: Learner profile

**Section 2**: Learning about VET 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 placement.

|  |  |
| --- | --- |
| **Name** |  |
| **School** |  |
| **Phone number** |  |
| **Email** |  |
| **Explain why you decided to undertake this VET course?** | |
|  | |
| **List the other subjects 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 WLR contains three key questions per 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

CHC24015 Certificate II in Active Volunteering

UoCs included in this program are listed below. There are compulsory UoCs, along with a selection of electives. You can make a note of any UoC that relates to your experiences in the workplace. Indicate the year you are undertaking each UoC.

| Unit code | Unit of Competency | Nominal Hours | Year | Page |
| --- | --- | --- | --- | --- |
| **Work, Health and Safety Units** | | | | |
| HLTWHS001 | Participate in workplace health and safety | 20 |  | 8 |
| **Compulsory** | | | | |
| BSBCMM201 | Communicate in the workplace | 40 |  | 9 |
| CHCDIV001 | Work with diverse people | 40 |  | 10 |
| CHCVOL001 | Be an effective volunteer | 25 |  | 11 |
| **Electives** | | | | |
| CHCCOM001 | Provide first point of contact | 35 |  | 12 |
| FSKDIG003 | Use digital technology for non-routine workplace tasks | 15 |  | 13 |
| FSKLRG003 | Use short and simple strategies for career planning | 10 |  | 14 |
| FSKLRG006 | Participate in work placement | 10 |  | 15 |
| FSKLRG009 | Use strategies to respond to routine workplace problems | 15 |  | 16 |
| FSKRDG001 | Recognise extremely short and simple workplace signs and symbols | 10 |  | 17 |
| HLTAID011 | Provide First Aid | 18 |  | 18 |
| VU22786 | Develop personal effectiveness | 30 |  | 19 |

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

VCE VET units of competency

HLTWHS001 Participate in workplace health and safety

This unit describes the skills and knowledge required for workers to participate in safe work practices to ensure their own health and safety, and that of others.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| How did you learn about the work health and safety (WHS) policies and procedures? |  |
| Briefly outline the purpose of a workplace safety meeting you attended, or a workplace consultative activity you participated in. |  |
| Describe the workplace health and safety processes you were required to follow and/or implement. |  |

BSBCMM201 Communicate in the workplace

This unit describes the skills and knowledge required to communicate in the workplace including gathering, conveying, and receiving information and completing routine written correspondence.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| Describe two ways you had to communicate information and/or ideas in this workplace. |  |
| How did you find out about organisational standards for style, format, and accuracy in written information in this workplace? |  |
| In what ways did you modify your communication in response to individual differences e.g. language barriers or social protocols? |  |

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 non-verbal types of communication did you observe that showed respect for people of different social or cultural backgrounds? |  |
| How did you seek and receive support when dealing with unfamiliar situations? |  |

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 methods did you use to organise your time and tasks? |  |
| What did your supervisor require you to report on during your placement? |  |

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? |  |

FSKDIG003 Use digital technology for non-routine workplace tasks

This unit describes the skills and knowledge required to use digital technology to undertake routine workplace tasks.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| List and describe some of the digital technologies used in this workplace. |  |
| What were some of the routine workplace tasks that you used digital technology to complete? |  |
| What was some of the routine workplace information, including some of the terminology you had to work with in this workplace? |  |

FSKLRG003 Use short and simple strategies for career planning

This unit describes the skills and knowledge required to plan for work and learning using an individual learning plan.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| What did you learn from this workplace about your personal work goals? |  |
| Identify a skill you observed in others in the workplace that you don’t have and how you would go about developing that skill. |  |
| How is this workplace assisting you to develop an individual learning plan? |  |

FSKLRG006 Participate in work placement

This unit describes the skills and knowledge required to plan and participate in work experience and work placements.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| How did you identify information about this host employer and relevant work protocols? |  |
| Describe a situation where you had to seek advice from a supervisor about a new task or unfamiliar equipment. |  |
| How was feedback about your performance on this work placement provided and how did you respond? |  |

FSKLRG009 Use strategies to respond to routine workplace problems

This unit describes the skills and knowledge required to identify routine workplace problems and strategies to respond to the problems.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| Describe a problem that occurred in this workplace. (This could relate to any routine work activity). |  |
| Why did the workplace problem occur and how was it solved? |  |
| How is feedback provided to you in the workplace when dealing with routine problems? |  |

FSKRDG001 Recognise extremely short and simple workplace signs and symbols

This unit describes the skills and knowledge required to recognise highly familiar and extremely short and simple workplace signs and symbols in printed or digital formats, such as Work Health and Safety (WHS) signs and symbols.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| Insert photos or graphics of three familiar, short and simple signs and symbols from this workplace. At least one must be a sign and one a symbol. What does each one mean? |  |
| Describe how you were taught the meaning of a short and simple sign or symbol in this workplace. |  |
| Describe why this workplace had signs or symbols and if they were effective in communicating information. |  |

HLTAID011 Provide First Aid

This unit describes the skills and knowledge required to provide a first aid response to a casualty.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| How did staff in this workplace know what to do if anyone needed first aid? |  |
| What signage and first aid equipment and supplies did they have in this workplace and what procedures did they have in place to maintain the equipment and supplies |  |
| What were the workplace requirements for reporting and communicating details of an incident? |  |

VU22786 Develop personal effectiveness

This unit describes the skills and knowledge to develop strategies that enhance the interpersonal and communication skills that support personal effectiveness for a range of contexts.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| Describe one way you effectively communicated with others in this workplace? |  |
| Give an example of some constructive and positive communication you witnessed in this workplace. |  |
| When faced with a stressful situation at work, what do you think are important ways of dealing with it? |  |

Comments/observations on any other unit(s) of competency 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. 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. 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 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.

|  |
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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.

|  |
| --- |
|  |

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** | **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** (Block letters)

**Date**