Workplace Learning Record

VCE VET Business



BSB20115 Certificate II in Business

**Student name**:

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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 BSB20115 Certificate II in Business
* undertake a minimum of 80 hours (equivalent to 10 days of work) in business industry placement
* reflect on a minimum of six units of competency (UoC) from your program including the WHS UoC (BSBWHS201) — see page 8).

VCE VET Business

BSB20115 Certificate II in Business

The VCE VET Business 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 business industry. The Certificate II and III in Business provide a pathway for students who wish to continue with their business studies into higher education.

BSB20115 Certificate II in Business is an entry level qualification which provides students with the knowledge and skills to enhance their employment prospects in a business or office environment.

The certificate provides an understanding of business fundamentals within the Australian context and will assist students to gain employment opportunities in an entry level administrative or customer service role.

Job roles may include:

* administration assistant
* clerical worker
* data entry operator
* information desk clerk
* office junior
* receptionist.

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

BSB20115 Certificate II in Business

**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 1–4** | | | |
| **Compulsory** | | | |
| BSBWHS201 | Contribute to health and safety of self and others |  | 8 |
| **Electives** | | | |
| BSBCMM201 | Communicate in the workplace |  | 21 |
| BSBCUS201 | Deliver a service to customers |  | 22 |
| BSBIND201 | Work effectively in a business environment |  | 23 |
| BSBINM201 | Process and maintain workplace information |  | 24 |
| BSBINM202 | Handle mail |  | 25 |
| BSBITU201 | Produce simple word processed documents |  | 26 |
| BSBITU2031 | Communicate electronically |  | 27 |
| BSBSUS201 | Participate in environmentally sustainable work practices |  | 28 |
| BSBWOR202 | Organise and complete daily work activities |  | 29 |
| BSBWOR203 | Work effectively with others |  | 30 |
| BSBWOR204 | Use business technology |  | 31 |
| FSKWTG09 | Write routine workplace texts |  | 32 |

List any other units you are undertaking and include comments regarding additional units on page 26.

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?

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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 a business 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

BSBWHS201  
Contribute to health and safety of self and others

This unit describes the skills and knowledge required to work in a manner that is healthy and safe in relation to self and others and to respond to emergency incidents. It covers following Work Health and Safety (WHS) and emergency procedures and instructions, implementing WHS requirements and participating in WHS consultative processes.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| How did the workplace ensure that WHS requirements were being met? |  |
| What was the process for reporting emergency incidents and injuries in the workplace? |  |
| Outline how you contributed to workplace WHS meetings or activities. |  |

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 the effective listening and speaking skills you used to communicate in the workplace. |  |
| What were the key requirements for workplace documentation and correspondence? |  |
| What equipment/ technology did you use to communicate in the workplace? |  |

BSBCUS201  
Deliver a service to customers

This unit describes the skills and knowledge required to deliver all aspects of customer service at an introductory level. It includes creating a relationship with customers, identifying their needs, delivering services or products and processing customer feedback.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| What interpersonal skills did you use with internal and external customers? |  |
| How did you learn about the products and services available in the workplace? |  |
| How was feedback and communication between customers and the organisation documented? |  |

BSBIND201  
Work effectively in a business environment

This unit describes the skills and knowledge required to work effectively in a business environment. It includes identifying and working to organisational standards, managing workload, and working as part of a team.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| What were the relevant duty of care, legal responsibilities and organisational goals and objectives that you were required to follow in the workplace? |  |
| Outline how you worked in a team during your placement. |  |
| What was the workplace expectation in regards to time management, work/life balance, appropriate dress and behaviour? |  |

BSBINM201  
Process and maintain workplace information

This unit describes the skills and knowledge required to collect, process and store, and maintain workplace information and systems. It also includes the maintenance of filing and records systems.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| What business equipment/technology did you use in the workplace? |  |
| How did the business process information? |  |
| How did the business maintain information and filing systems?  What was your role? |  |

BSBINM202  
Handle mail

This unit describes the skills and knowledge required to receive and distribute incoming mail, and to collect and despatch outgoing mail.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| How did the workplace receive and distribute incoming mail? |  |
| How did the workplace collect and dispatch outgoing mail? |  |
| What were the specific processes for urgent and same day deliveries? |  |

BSBITU201  
Produce simple word processed documents

This unit describes the skills and knowledge required to correctly operate word processing applications in production of workplace documents.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| What specific document layout and design requirements did you use? |  |
| Outline the types of documents that you produced in the workplace. |  |
| What process did you use for previewing, checking and adjusting documents in the workplace? |  |

BSBITU203  
Communicate electronically

This unit describes the skills and knowledge required to send, receive and manage electronic mail (email), as well as collaborating online using chat rooms, intranet and instant messaging.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| What were the workplace procedures and policies for sending and receiving email? |  |
| What were the workplace guidelines for managing electronic mail? |  |
| What specific procedures and etiquette did you use when communicating electronically? |  |

BSBSUS201  
Participate in environmentally sustainable work practices

This unit describes the skills and knowledge required to effectively measure current resource use and carry out improvements, including reducing the negative environmental impact of work practices.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| Describe the workplace environmental and resource efficiency issues you observed. |  |
| With what environmental regulations was the workplace required to comply? |  |
| How could the workplace improve environmental practices and resource efficiency? |  |

BSBWOR202  
Organise and complete daily work activities

This unit describes the skills and knowledge required to seek feedback for performance improvement and use current technology appropriate to the task.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| How did you organise your work schedule whilst on SWL placement? |  |
| How did you communicate your progress on work tasks to supervisors or colleagues? |  |
| How did you receive feedback for your work?  Give an example. |  |

BSBWOR203  
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** |
| How did you develop effective workplace relationships? |  |
| How did you support team members to ensure that the workplace goals were met? |  |
| In your observations, how were issues, problems and conflict dealt with in the workplace? |  |

BSBWOR204  
Use business technology

This unit describes the skills and knowledge required to select and use computer 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? |  |
| Explain the routine maintenance requirements and technology consumables used in the workplace. |  |

FSKWTG09  
Write routine workplace texts

This unit is broad in focus. It describes the skills and knowledge required to write routine workplace texts and could be used for a variety of writing types and purposes, including letters and emails, instructions, incident or accident reports, online forms, formatted job reports — in printed or digital form.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| When writing texts in the workplace, how was the audience and purpose identified? |  |
| What was your role in the development of workplace texts? Provide an example of any documents you worked on. |  |
| What writing conventions and review processes did you use to develop texts in the workplace? |  |

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**