

CDET**B**

An Bord Oideachais agus Oiliúna Chathair Bhaile Átha Cliath
City of Dublin Education and Training Board

City of Dublin Education and Training Board

Programme Module for NFQ Level 3 QQI Minor Award in Work Experience 3N0587

Programme Module	Award
Title of Programme Module Work Experience	Component Name and Code Level 3 Work Experience 3N0587
Duration in Hours of Programme Module 100 Hours	Award Type Minor
Status of Programme Module Optional	Credit Value 10 credits
Special Requirement None	
<p>Aims and Objectives of the Programme Module</p> <p>This programme module aims to provide a Learner with the personal knowledge, skills and capacity to source, secure and participate in a suitable work placement under direction and supervision.</p> <p>Objectives:</p> <ul style="list-style-type: none"> • To explore appropriate work placement opportunities in the locality • To develop an understanding of a Learner’s personal profile, and to match it to appropriate work placements • To provide an opportunity for the Learner to prepare for and gain practical work experience • To facilitate the Learner to develop self-awareness and self-reflection skills in order to be able to evaluate the work placement experience 	
<p>Learning Outcomes of Level 3 Work Experience 3N0587</p> <p>Learners will be able to:</p> <ol style="list-style-type: none"> 1. Describe the basic principles underpinning work experience, including preparation, planning, participation, and evaluation 2. List a range of local employers including their business activity 3. Compile a personal profile appropriate to the workplace to include personal details, education and qualifications, vocational skills, personal qualities, strengths, interests, career ambitions, relevant work experience 4. Plan for a duration of work experience, identifying a work placement to match own personal profile and agreeing a time period and terms of work with employer 5. Prepare a personal learning plan for the work placement, prioritising goals and identifying knowledge, skills and competence to be improved during placement 6. Participate in a short work placement 7. Apply appropriate health, safety and personal hygiene procedures during placement 8. Demonstrate a range of personal interactions typical of the workplace to include effective listening and responding appropriately to instruction 9. Carry out tasks in a work experience placement observing employer’s procedures and quality standards and maintaining a daily record 10. Reflect critically on work placement having sought and received written feedback from employer 11. Explore future training and employment options as a result of learning gained from work placement 12. Demonstrate the application of communications, team working and quality awareness in a work 	

environment.

1. Indicative Content

This section provides directions and suggestions for programme content. Where the term **to include** is used, the element is mandatory. Where the term **for example** is used, this is a non-prescriptive guideline. The programme module can be delivered through classroom based learning activities, group discussions, one-to-one tutorials, field trips, case studies, role play and other suitable activities, as appropriate.

*A **minimum of 30 hours** of work experience must be completed in an established organisation that has been deemed suitable to provide appropriate work experience. The work experience may be paid or voluntary and may take place in the private sector, community or public sector.*

Resources have been developed to support organisation of the work experience placement. These include Centre/College Guidelines, Guidelines for Employers, templates for letter requesting a placement, work experience agreement form and letter of understanding Log, along with a Work Experience Log for level 3 Learners. These resources are not mandatory: they may be adapted to suit the individual setting, or centres may prefer to continue using what they have already developed.

The Learner must have completed a work experience placement in order to be submitted for certification.

Indicative Content and Programme Outcomes

Preparing for Work Experience

Explore with the Learner the concept of work experience, for example, the following could be the key principles of work placement:

- Benefits the Learner
- Provides real skills and experience
- Gives people responsibility and encourages involvement
- Allows for movement towards employability
- Provides flexibility and support
- Provides a good working environment

Explore with the Learner the process of effective preparation and planning when looking for work placement. This could include:

- Getting ready to find a placement, for example:
 - Talking to people in the community
 - Advertisements in the newspaper
 - Getting help from a jobs coach
 - Phoning/visiting workplaces
- Getting ready to secure a placement by, for example:
 - Writing a CV
 - Thinking about what type of work the Learner would be suited to
 - Getting ready for an interview
- Conducting a job match by thinking about what work the Learner might enjoy and be best suited to
- Getting to know about the company that the Learner selects

Explore with the Learner the concept of employer and the concept of business activity, for example an employer could be defined as a person or firm that employs workers and a business activity can be defined as any activity that is engaged in for the primary purpose of making a profit

Facilitate the Learner to compile a list of employers in their locality and the business activities of each of the employers listed, to include:

- Sourcing employers in the area using, for example, newspapers, golden pages, employment agencies
- Compiling a list of employers in the locality
- Compiling a range of business activities for each employer listed
- Identifying any personal contacts with these employers

For example:

Employers	Business Activity could include:
Shops	Selling produce, for example, clothes, food, computers, mobile phones, kitchen and household appliances Providing services, for example, hairdressing, beauty care, repairing shoes, key-cutting
Hotel Group	Providing services, for example accommodation, meals, leisure facilities
Restaurants	Providing services, to include meals
Building Services	Providing services, for example, building houses, extensions, repairing roofs
Computer Company	Producing computers and providing after sales service, for example, a help desk

Explore with the Learner the concept of personal profiling, by

- Facilitating the Learner to generate information that could be used to compile a personal profile appropriate to the work place, to include:
 - Personal Details such as, name, address, date of birth, phone number, email address
 - Education undertaken
 - Qualifications received
 - Vocational skills
 - Identifying personal qualities
 - Identifying career ambitions
 - Exploring personal strengths and weaknesses that are relevant to working life
 - Exploring and identifying his/her interests and matching them to possible employment opportunities using an interest inventory or test, for example,
 - Interest Test from Careers Portal website
 - Careers Interest Inventory (CII)
 - The Self-Directed Search (SDS)
 - Discussing and identifying any work-related experiences
- Assisting the Learner to compile a personal profile for the workplace using the information from above and document this in the form of a CV
- Facilitating the Learner to produce a profile of work placement opportunities in the locality, that match the Learner's own personal profile
- Facilitating the learner to develop and practise interview skills through:
 - preparing for an interview
 - taking part in a practice interview
 - reflecting on the experience and on feedback received

If the learners are covering interview skills in the Level 3 Communications module, the same interview

can be used for both the Communications and the Work Experience modules.

Planning for Work Experience

Facilitate the Learner to identify a work placement to match own personal profile, by:

- Exploring and identifying his/her skills, preferences, qualities and interests and matching them to possible careers using an interest inventory or test, for example:
 - Interest Test from Careers Portal website
 - Careers Interest Inventory (CII)
 - The Self-Directed Search (SDS)
- Discussing with the Learner at least three possible work placements that could match own interests, preferences and capabilities

Facilitate the Learner to prepare a personal learning plan for the work placement, by:

- Exploring the concept of goal setting, for example, using the SMART system (smart, measurable, achievable, realistic, timely)
- Facilitating the Learner to identify their own learning goals for the placement
- Facilitating the Learner to prioritise their learning goals
- Discussing with the Learner the personal qualities and skills needed to accomplish goals on work placement
- Facilitating the Learner to identify two personal qualities and/or skills which s/he hopes to practise while on work placement.
- Facilitate the Learner to compile a plan of action for the work placement to include the following details:
 - Name, address, location of the work placement
 - Phone number of the company or business
 - Name of supervisor and contact person
 - Probable work tasks and hours of work
 - Travel and lunch arrangements
 - Appropriate dress
- Prepare the Learner for communicating effectively and appropriately in the workplace, by facilitating the Learner to:
 - Demonstrate a capacity to communicate appropriately in formal and informal conversations to include introductions and greetings, initiating and maintaining the conversations
 - Demonstrate appropriate speaking and listening skills for the workplace
 - Understand the importance of following instructions
 - Clarify instructions with the right person when necessary
 - Understand different communication styles, for example, aggressive, passive and assertive
 - Demonstrate assertiveness skills
- Prepare the Learner to work effectively with others/in teams by facilitating the Learner to:
 - Examine the roles played by people in groups/meetings, for example, encourager, compromiser, leader, summariser/clarifier, ideas person, evaluator, recorder
 - Examine what makes an effective team, for example, having clear goals agreed, everyone understands what they are to do, co-ordinator appointed, supportive atmosphere, a lot of discussion, learn from experience
 - Examine what makes an ineffective team, for example, people talk more than they listen, silent members, ideas are dismissed, arguments between members, one or two members dominate, lack of clarity, roles not delegated, lack of trust

- Enable the Learner to create an awareness of quality standards, for example, rules in relation to record keeping, health and safety, communication, equipment, code of behaviour

Participation in Work Experience

Explore with the Learner how to effectively participate in the work placement, for example:

- Knowing the terms and conditions of the placement, such as starting date and time, finish date, type of work to be completed, total number of hours in the placement, times for breaks
- Establishing who their supervisor is
- Establishing what equipment is needed, including safety equipment
- Finding out what the dress code is

Facilitate the Learner to participate in a short work placement of a minimum of 30 hours where the Learner will:

- Arrive at work regularly and on time
- Wear suitable dress
- Carry out tasks as instructed under supervision
- Seek clarification of instructions where necessary
- Observe health and safety regulations, for example, applying hygienic practices, using equipment safely, proper conduct, wearing protective clothing, not to be under the influence of alcohol/drugs, report defects in equipment, reporting accidents
- Interact with colleagues appropriately
- Demonstrate appropriate communication
- Demonstrate an ability to work in a team
- Apply personal hygiene procedures during placement, for example, regularly washing hands, wearing gloves, wearing overalls, hair clean and tied back, clean and presentable clothes
- Observe the employer's procedures at all times
- Observe employer's quality standards, for example, rules in relation to record keeping, health and safety, communication, equipment, code of behaviour
- Keep a daily record of all activities and tasks carried out while on the placement, noting the duration of each of the activities/tasks, any special circumstances, the Learner's own personal reflections
- Send a suitable letter of thanks, using correct format, greetings and spelling
- Request written feedback from the work placement supervisor

Evaluation of Work Experience

Explore with the Learner the concept of evaluation and how the Learner might evaluate their participation in the work placement, for example:

- examining what went well
- what they could have done differently
- what they learned while on placement

Facilitate the Learner to reflect critically on work placement, to include some of all of the following:

- Identification of type of service/product offered/produced by the employer
- Explanation of the staffing structures
- List of the key health and safety regulations
- Explanation of the recruitment procedures and employment potential
- List of the tasks and activities carried out in the workplace
- Recall of personal learning goals
- Identification and explanation of two ways in which the work was well done

- Identification and explanation of two ways in which the work could have been improved
- Consideration of whether personal goals had been achieved
- List of at least two skills, qualities or insights which the learner has developed as a result of the work placement

Explore with the Learner any future training and employment options as a result of learning gained from work placement, to include:

- Discussing with the Learner what they learned while on work placement
- Compiling a list of ways of finding out about work and training opportunities, for example, newspapers, notice boards, employment agencies, word of mouth, local radio
- Evaluating these options listed, in meeting the Learner's needs
- Compiling a list of potential work places and training places for the future
- Compiling a list of appropriate positions vacant, potential job opportunities and training vacancies
- Evaluating the potential of any vacancy in meeting their needs

Assessment - General Information – Level 3 Work Experience 3N0587

The Assessor is required to devise assessment brief/s for the Collection of Work. In devising the assessment briefs, care should be taken to ensure that the Learner is given the opportunity to show evidence of ALL learning outcomes.

Mapping Each Learning Outcomes to an Assessment Technique	
Learning Outcome	Assessment Technique
1. Describe the basic principles underpinning work experience, including preparation, planning, participation and evaluation	Collection of Work
2. List a range of local employers including their business activity	Collection of Work
3. Compile a personal profile appropriate to the workplace to include personal details, education and qualifications, vocational skills, personal qualities, strengths, interests, career ambitions, relevant work experience	Collection of Work
4. Plan for a duration of work experience, identifying a work placement to match own personal profile and agreeing a time period and terms of work with employer	Collection of Work
5. Prepare a personal learning plan for the work placement, prioritising goals and identifying knowledge, skills and competence to be improved during placement	Collection of Work
6. Participate in a short work placement	Collection of Work
7. Apply appropriate health, safety and personal hygiene procedures during placement	Collection of Work
8. Demonstrate a range of personal interactions typical of the workplace to include effective listening and responding appropriately to instruction	Collection of Work
9. Carry out tasks in a work experience placement observing employers procedures and quality standards and maintaining a daily record	Collection of Work
10. Reflect critically on work placement having sought and received written feedback from employer	Collection of Work
11. Explore future training and employment options as a result of learning gained from work placement	Collection of Work
12. Demonstrate the application of communications, team working and quality awareness in a work environment	Collection of Work

Specific Information Relating to the Assessment Techniques

The Assessor is required to devise assessment brief/s for the Collection of Work. In devising the assessment briefs, care should be taken to ensure that the Learner is given the opportunity to show evidence of ALL learning outcomes.

The Learner must have completed a work experience placement in order to be submitted for certification.

Collection of Work	100%
The collection of work may be produced throughout the duration of this programme module	
<p>The Learner will compile a collection of work to include the following pieces:</p> <p>Case Study Work Experience Supervisor's Report Other Evidence</p> <p>Case Study: The case study should include evidence of:</p> <ul style="list-style-type: none"> ○ Preparation and planning for the work experience placement ○ A personal profile ○ Participation in a practice interview to include preparation for interview, feedback from interviewer and reflection on learning from the experience ○ A personal learning plan for the work placement ○ Prior research on the workplace ○ A work experience diary in the form of daily records, kept during the placement and demonstrating the following: <ul style="list-style-type: none"> ▪ The application of appropriate health, safety and personal hygiene procedures during placement ▪ Appropriate personal interactions, including effective listening and responding appropriately to instruction ▪ The application of communications, team working and quality awareness in the work environment ▪ An ability to carry out tasks, as instructed, and in line with the employer's procedures and quality standards ○ Evaluation and review of work experience including a plan for future work or training opportunities <p>Work Experience Supervisor's Report: a written reference should be prepared by the work placement supervisor and programme module Assessor, describing the Learner's performance on work-related tasks and interpersonal skills.</p> <p>A standard Work Experience Supervisor's Report Form is included in this programme module descriptor. This may be copied and used by work placement supervisors.</p> <p>Other Evidence: Learners may submit additional evidence to demonstrate knowledge of the local employers in the area and their related business activities.</p> <p>The collection of work may include worksheets, diagrams, cloze tests, multiple choice statements or other appropriate evidence in the form of written, oral, graphic, audio, visual or any combination of these. Any audio or video evidence must be provided on tape.</p> <p>All instructions for the Learner should be clearly outlined in an assessment brief.</p>	

Work Experience 3N0587	Learner Marking Sheet
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Learner's Name: _____

The Learner must complete at least 30 hours of work experience in order to pass this module. No. of hours of work experience completed by Learner: _____

Learning Outcome Learners will be able to	Assessment Criteria Evidence of the following is included in the assessment portfolio:	Evidence Please indicate where evidence is to be found
1. Describe the basic principles underpinning work experience, including preparation, planning, participation and evaluation	<ul style="list-style-type: none"> • Description of the basic principles underpinning work experience, to include: <ul style="list-style-type: none"> ○ Preparation ○ Planning ○ Participation ○ Evaluation 	
2. List a range of local employers including their business activity	<ul style="list-style-type: none"> • List of local employers • Business activities listed for each of the local employers 	
3. Compile a personal profile appropriate to the workplace to include personal details, education and qualifications, vocational skills, personal qualities, strengths, interests, career ambitions, relevant work experience	<ul style="list-style-type: none"> • Compilation of Personal Profile appropriate to the workplace, to include: <ul style="list-style-type: none"> ○ Personal Details ○ Education and Qualifications ○ Vocational Skills ○ Personal Qualities ○ Strengths ○ Interests ○ Career Ambitions ○ Relevant Work Experience • Evidence of participation in a practice interview to include preparation for interview, feedback from interviewer, reflection on learning from the experience 	
4. Plan for a duration of work experience, identifying a work placement to match own personal profile and agreeing a time period and terms of work with employer	<ul style="list-style-type: none"> • Compilation of a plan for a work experience placement , to include: <ul style="list-style-type: none"> ○ Identification of a work placement that matches their personal profile ○ Agreed time period for the placement ○ Agreed terms of work for the placement (to be agreed with the employer) ○ 	

<p>5. Prepare a personal learning plan for the work placement, prioritising goals and identifying knowledge, skills and competence to be improved during placement</p>	<ul style="list-style-type: none"> • Preparation of a personal learning plan for the work placement, to include: <ul style="list-style-type: none"> ○ Goals prioritised ○ Identification of knowledge to be improved during the placement ○ Identification of skills to be improved during the placement ○ Identification of competence to be improved during the placement 	
<p>6. Participate in a short work placement</p>	<ul style="list-style-type: none"> • Participation in a work placement of a minimum of 30 hours 	
<p>7. Apply appropriate health, safety and personal hygiene procedures during placement</p>	<ul style="list-style-type: none"> • Application of the following while on the work placement: <ul style="list-style-type: none"> ○ Appropriate Health and Safety procedures ○ Appropriate Personal Hygiene procedures 	
<p>8. Demonstrate a range of personal interactions typical of the workplace to include effective listening and responding appropriately to instruction</p>	<ul style="list-style-type: none"> • Demonstration of a range of personal interactions typical of the workplace to include: <ul style="list-style-type: none"> ○ Effective listening ○ Appropriately responding to instruction 	
<p>9. Carry out tasks in a work experience placement observing employer’s procedures and quality standards and maintaining a daily record</p>	<ul style="list-style-type: none"> • Carry out tasks on the work placement, to include: <ul style="list-style-type: none"> ○ Observing employer’s procedures ○ Observing employer’s quality standards ○ Maintaining a daily record 	
<p>10. Reflect critically on work placement having sought and received written feedback from employer</p>	<ul style="list-style-type: none"> • Reflection on the work placement based on written feedback sought and received from the employer 	
<p>11. Explore future training and employment options as a result of learning gained from work placement</p>	<ul style="list-style-type: none"> • Linked to experience gained on the work placement, exploration of: <ul style="list-style-type: none"> ○ Future training options ○ Future employment options 	
<p>12. Demonstrate the application of communications, team working and quality awareness in a work environment</p>	<ul style="list-style-type: none"> • Demonstration of the application of: <ul style="list-style-type: none"> ○ Communications in a work environment ○ Team working in a work environment ○ Quality awareness in a work environment 	

This is to state that the evidence presented in the attached portfolio is complete and is the work of the named Learner.

Learner’s Signature: (optional) _____ Date: _____

Assessor’s Signature: _____ Date: _____

External Authenticator's Signature: _____

Date: _____

Level 3 Work Experience 3N0587 – Work Experience Supervisor's Report

Learner's Name: _____ Centre/School Name: _____ Tel No: _____

Organisation/Company Name: _____ Supervisor's Name: _____ No of hours worked: _____

Guidelines: This report forms an important part of the overall assessment of Level 3 Work Experience 3N0587 for QQI certification. Learners must obtain a rating of at least Satisfactory for criterion no 3* in order to pass the Work Experience module.

This report should be completed by a Supervisor/Manager who has observed the Learner in the workplace. The Work Experience Supervisor should indicate the Learner's performance by placing a tick for each of the criteria under one of the headings.

Criterion	Very Good	Good	Satisfactory	Unsatisfactory	Work Experience Supervisor Comments
1. Punctuality: Arrives at work on time. Promptly returns from lunch and breaks. Completes the required number of hours per day. Meets deadlines for tasks.					
2. Personal presentation: Appropriately dressed for work. Meets relevant hygiene standards					
3.*Adherence to health, safety and other relevant regulations: Complies with relevant regulations. Dresses appropriately, e.g. hard hat, non-slip soles, etc. Demonstrates safe and hygienic practices and routines, e.g. handwashing. Safe operation of machinery and equipment.					
4. Effective communication skills: Interacts appropriately with supervisor, co-workers and clients. Demonstrates effective listening skills.					
5. Working under general direction. Follows instructions carefully. Seeks clarity when needed from the appropriate person. Fully completes tasks assigned. Seeks additional work once assigned tasks are completed.					

Workplace Supervisor's Signature: _____

Date: _____

Signature of Assessor: _____

Date: _____

City of Dublin Education and Training Board

To be returned by email by ___[date]___ to: _____ email address: _____

Address: _____