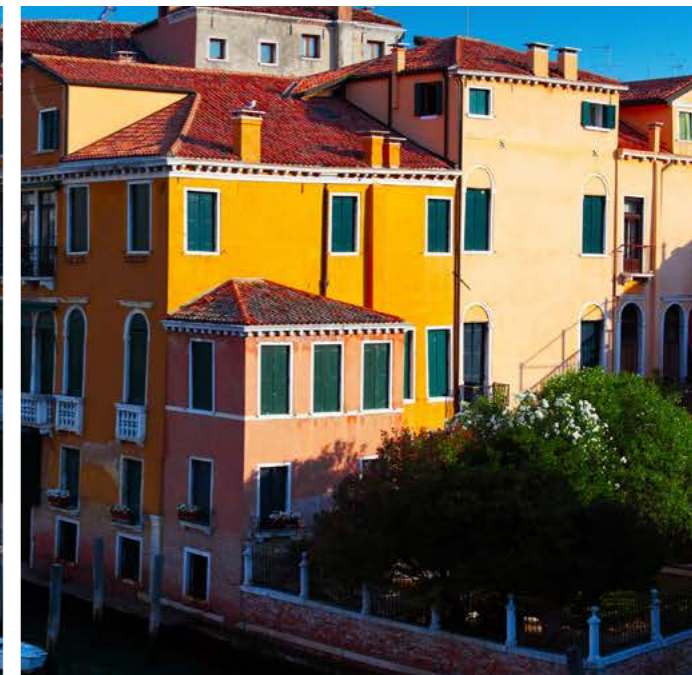


Workplace Assessment Guide

Open Colleges stock code 34139A

SIT30216
Certificate III
in Travel



Contents

Introduction	3
Units of Competency Requiring Workplace Assessments	4
Section 1: Overview of the Workplace Assessment Process	5
Students currently working at an appropriate workplace.	5
Students undertaking a Work Placement	6
Section 2: Roles and Responsibilities	7
Section 3: Work Placement	9
What is Work Placement?	9
When is the best time to undertake a Work Placement?	9
The Workplace Environment	9
The Steps in Finding a Work Placement	10
Pre-Placement Preparation	11
Section 4: Elements of Workplace Assessment	12
Section 5: Information for Workplace Supervisors	13
Induction to the Workplace	14
Structuring the Learning Experience	15
Orientation to Work Placement	15
Supervising Student Performance in the Workplace	17
Providing Student Feedback	17
When to Give Feedback	18

Section 6: Information for Workplace Assessors	19
Introduction	19
Initial Contact	19
Development of Workplace Training and Assessment Plan	20
Section 7: Additional Documents & Forms	21
Section 8: Frequently Asked Questions (FAQs)	22

Copyright Statement

All terms mentioned in this text that are known to be trademarks or service marks have been appropriately capitalised. Use of a term in this text should not be regarded as affecting the validity of any trademark or service mark. All rights reserved. No part of the material protected by this copyright may be reproduced or utilised in any form or by any means, electronic or mechanical, including photocopying, recording, or by any information storage and retrieval system, without permission in writing from the copyright owner.
© Open Colleges Pty Ltd, 2017. Printed in Australia.

Introduction

Workplace Assessment is an important component of the Certificate III in Travel delivered by Open Colleges. Workplace Assessment involves evaluating the performance of a range of practical skills under actual workplace conditions and over several occasions. Workplace Assessment can also involve the completion of written tasks reflecting on your experience in the workplace.

This guide has been developed to provide information about the Structured Workplace Learning and workplace assessment process. Reading through this guide before undertaking your workplace assessments will help you to be better prepared and have a more fulfilling and rewarding experience. The guide has also been designed to provide additional information to Workplace Assessors and Workplace Supervisors.

This guide has been written for two types of students and also contains important information for Workplace Supervisors and Workplace Assessors.

First, the guide covers those students currently working in an appropriate workplace. These students can undertake their required Workplace Assessments in their current workplace (subject to the workplace being approved by Open Colleges).

Second, the guide covers those students who are not currently employed in a relevant workplace. These students will need to undertake a Work Placement with an appropriate Host Organisation. The Work Placement involves completing a minimum of 60 hours in the workplace and undertaking specific tasks and roles that relate to the course under the guidance of an experienced and appropriately qualified Workplace Supervisor.

Work Placement highlights the relevance and practicality of the subjects studied. Work Placement provides an opportunity to bridge the gap between studying a course and the world of work. It provides an opportunity to put the theoretical learning into practice through observing workplace environments and actively participating in a range of defined work activities. It also gives the student the prospect of connecting with others working in the same role.

While undertaking a Work Placement can be one of the most challenging aspects of the training program, for many students it is also the most rewarding and stimulating aspect of learning. This guide provides specific information and advice to assist students secure a Work Placement.

Units of Competency Requiring Workplace Assessments

Workplace Assessments are required for all Units of Competency in the Certificate III in Travel.

ORDER OF STUDIES	MODULE	UNIT TYPE	UNIT CODE	UNIT TITLE
Study Period 1: Provide advice on Australian destinations	Module 1	Core	SITTTSL004	Provide advice on Australian destinations
Study Period 2: Working in the travel industry	Module 2	Core	SITTIND001	Source and use information on the tourism and travel industry
		Core	SITXWHS001	Participate in safe work practices
Study Period 3: Servicing customers	Module 3	Core	SITXCOM002	Show social and cultural sensitivity
		Core	SITXCCS006	Provide service to customers
Study Period 4: Understanding travel products	Module 4	Core	SITTTSL002	Access and interpret product information
	Module 5	Core	SITTTSL006	Prepare quotations
	Module 6	Core	SITTTSL005	Sell tourism products and services
Study Period 5: Customer payments for travel arrangements	Module 7	Core	SITTTSL008	Book supplier products and services
	Module 8	Elective	SITXFIN001	Process financial transactions
	Module 9	Core	SITTTSL009	Process travel-related documentation
Study Period 6: Galileo	Module 10	Core	SITTTSL010	Use a computerised reservations or operations system
Study Period 7: Domestic airfares	Module 11	Elective	SITTTSL011	Source airfares for domestic flights
Study Period 8: Providing advice on international destinations and cruising	Module 12	Core	SITTTSL003	Provide advice on international destinations
	Module 13	Elective	SITTTSL016	Provide specialist advice on cruises
Study Period 9: Construct normal and promotional international fares	Module 14	Core	SITTTSL012	Construct normal international airfares
	Module 15	Core	SITTTSL013	Construct promotional international airfares

For more information on the units of competency, visit training.gov.au

Section 1: Overview of the Workplace Assessment Process

The Workplace Assessment process varies depending on whether a student is currently employed in an appropriate organisation or seeking work placement in a Host Organisation.

Students currently working at an appropriate workplace.

If you are currently working in an appropriate organisation and under the guidance of an experienced and appropriately qualified workplace supervisor, you can complete your Workplace Assessments in your current workplace. Section 8: FAQs provides more detailed information on what constitutes an appropriate organisation and Workplace Supervisor.

To complete your Workplace Assessments, you need to undertake the following steps:

Step 1: Complete the Workplace Assessment Approval Form. This provides Open Colleges with important information about your workplace, its facilities and resources and details of your proposed Workplace Supervisor. This includes an Agreement to provide Workplace Assessments to be signed by your organisation. You should also provide a copy of this guide to

your proposed Workplace Supervisor.

Step 2: You will be assigned a Workplace Assessor from Open Colleges. The Workplace Assessor will review the Workplace Assessment Approval Form and approve your workplace as suitable for Workplace Assessment or, if necessary, seek further information from you.

Step 3: Your Workplace Assessor will contact you and arrange a time to speak with you by telephone to review the Workplace Assessment process and develop a Workplace Training and Assessment Plan, specifically customised for you. The Workplace Training and Assessment Plan will include dates and times for your Workplace Assessor to interview you and your Workplace Supervisor.

Step 4: Your Workplace Assessor will then conduct the interviews with you and your Workplace Supervisor in accordance with the Workplace Training and Assessment Plan. You will be required to keep a Logbook of the various tasks and activities that you complete as part of your Workplace Assessment. You will also be required to complete additional assessment tasks. These are outlined in the Workplace Assessment Portfolio.

Step 5: When all the interviews and other requisite Workplace Assessment documentation (including the Logbook and Workplace Assessment Portfolio) are completed, your Workplace Assessor will formally complete the assessment process.

Step 6: Your Workplace Assessor will deem your Workplace Assessments 'satisfactory' or 'unsatisfactory'. If your Workplace Assessments are deemed 'satisfactory' and you have successfully completed your Written Assessments, you will be deemed 'competent' for the Units of Competency reliant upon the Workplace Assessments. The Workplace Assessor will provide you with feedback on your Workplace Assessments.

Students undertaking a Work Placement

If you are not currently working in an appropriate organisation, you will be required to secure your own Work Placement with a Host Organisation under the guidance of an experienced and appropriately qualified Workplace Supervisor. Section 8: FAQs provides more detailed information on what constitutes an appropriate Host Organisation and Workplace Supervisor. To complete your Work Placement and Workplace Assessments, you need to follow these steps:

- Step 1:** Identify an appropriate Host Organisation to undertake the Work Placement. Section 3 provides advice and tips on how to identify and approach potential Host Organisations.
- Step 2:** Having secured a Work Placement with a Host Organisation, you need to complete the Workplace Assessment Approval Form. This provides Open Colleges with important information about your proposed Host Organisation, its facilities and resources and details of your proposed Workplace Supervisor. You should also provide a copy of this Guide to your proposed Workplace Supervisor.
- Step 3:** You will be assigned a Workplace Assessor from Open Colleges. The Workplace Assessor will review the Workplace Assessment Approval Form and approve your workplace as suitable for Workplace Assessment or seek further information from you.
- Step 4:** Your Workplace Assessor will contact you and arrange a time to speak with you by telephone to review the Workplace Assessment process and develop a Workplace Training and Assessment Plan, customised for you. The Workplace Training and Assessment Plan will include dates and times for your Workplace Assessor to interview you and your Workplace Supervisor.

- Step 5:** Once your Work Placement officially commences, you will need to keep track of your attendance, tasks and activities in the Logbook. The Logbook needs to be signed-off by your Workplace Supervisor.
- Step 6:** Your Workplace Assessor will then conduct the interviews with you and your Workplace Supervisor in accordance with the Workplace Training and Assessment Plan.
- Step 7:** When all the interviews and other requisite Workplace Assessment documentation are completed, your Workplace Assessor will formally complete the assessment process.
- Step 8:** Your Workplace Assessor will evaluate your Workplace Assessments and deem them 'satisfactory' or 'unsatisfactory'. If your Workplace Assessments are 'satisfactory' and you have successfully completed your Written Assessments, then you will be deemed 'competent' for the Units of Competency reliant upon the Workplace Assessments. The Workplace Assessor will provide you with feedback on your Workplace Assessments in OpenSpace.

Section 2: Roles and Responsibilities

Conducting successful Workplace Assessment requires the collaboration and support of the student, Workplace Assessor, Workplace or Host Organisation and Workplace Supervisor. This section clarifies the roles and responsibilities of these four key groups.

Open Colleges Student

- Ensures that they have met all requirements of the workplace or Host Organisation (Section 3 provides more information on some of the potential requirements of the Host Organisation).
- Provides the Workplace Supervisor with a copy of this guide and other relevant supporting documentation, including the relevant forms and Logbooks.
- Works with the Workplace Assessor and Workplace Supervisor to develop a Workplace Training and Assessment Plan.
- Commits to complete the tasks and activities outlined in the Workplace Training and Assessment Plan and other-related assessment activities.
- Complies with all requirements of the workplace or Host Organisation, including code of conduct, confidentiality, Work, Health and Safety (WHS), induction and orientation.
- Provides and receives feedback about their learning needs, objectives and performance from the Workplace Assessor and Workplace Supervisor.

Workplace Assessor

- Reviews the workplace or Host Organisation to ensure that they are appropriate for the Workplace Assessment and/or Work Placement.
- Reviews the proposed Workplace Supervisor to ensure that they have the appropriate level of experience and qualifications to provide supervision to the student.
- Works in collaboration with the Workplace Supervisor and the student in the development of a relevant and realistic Workplace Training and Assessment Plan.
- Contacts the student and Workplace Supervisor to explain the Workplace Assessment process and answer any questions or concerns from the student or Workplace Supervisor.
- Provides guidance and support to the student and Workplace Supervisor on all aspects of the qualification requirements and processes.
- Leads the formal evaluation of the student's performance to ensure that evidence of competence meets the requirements of the qualification.
- Provides timely and constructive feedback to the student on their performance against the Workplace Assessments.

Workplace Supervisor

- Completes the Workplace Assessment Agreement and provides the Workplace Supervisor Details as outlined in the Workplace Assessment Approval Form.
- Provides guidance and support to the student throughout the Work Placement or Workplace Assessment.
- Discusses with the student and the Workplace Assessor the workplace learning opportunities available and the core learning objectives for the Work Placement and/or Workplace Assessment.
- Provides the student with appropriate orientation and induction to the work environment, including WHS and any other key workplace policies and procedures.
- Participates in the development of the Workplace Training and Assessment Plan for the student and provides sufficient time and resources to complete the identified tasks.
- Verifies the completion of tasks in the student's Logbook to a standard considered acceptable within that workplace.
- Provides regular contact with the student and completes documentation requirements as outlined in this guide.
- Participates in interviews with the Workplace Assessor to provide feedback on the student's performance in the workplace and to ensure the student gains the most from the workplace experience.

Workplace or Host Organisation

- Assists the Workplace Supervisor to provide a meaningful learning experience.
- Provides access and opportunity for the student to experience a workplace where they can develop and practice work-based skills and knowledge.
- Provides the student with access to the necessary facilities, equipment and resources to complete the activities and tasks outlined in the Workplace Assessment Logbook and Workplace Assessment Plan.
- Supports the student to reflect upon their own workplace behaviour with the view to enhancing their workplace skills, knowledge and expertise.
- Is compliant with industry regulations and accreditations.

Section 3: Work Placement

If you are currently employed in an appropriate workplace please skip this section and go to Section 4.

What is Work Placement?

Work Placement is a purposeful, organised, supervised and assessed learning activity that integrates theoretical learning with its application in the workplace. Work Placement exposes you to a range of work related situations and provides a rich range of learning experiences. Students are required to find their own Work Placement in an appropriate Host Organisation under the guidance of an experienced and appropriately qualified Workplace Supervisor. This section provides students with tips and advice on how to find a Work Placement. Section 8: FAQs provides more detail on what constitutes an appropriate Host Organisation and Workplace Supervisor. Section 8 also outlines the support services and resources available to you should you encounter difficulties in identifying or securing a Work Placement.

When is the best time to undertake a Work Placement?

Students are advised to commence their work placement after Study Period 6. Workplace Agreements are to be submitted in Study Period 6, before starting the placement.

Aims of Work Placement

The aims of the work placement are for the student to:

- Be exposed to the workplace environment;
- Develop and practice the skills identified in the units of competency;
- Be assessed in a real work environment working under appropriate supervision over a period of time;
- Develop the capacity to reflect on their own work practices; and
- Observe skilled workers in action.

The Workplace Environment

Workplace settings in which students conduct their Work Placements are often highly complex environments with many unpredictable variables. At the same time, students have their own social and interpersonal skills and ways of operating. Many Open College students will have significant existing work and life experiences that they bring to the workplace.

It is interesting to note that employers' top-ranked workplace competencies were: ability and willingness to learn, teamwork and cooperation, initiative, analytical thinking, computer literacy, concern for order, quality and accuracy and written communication skills. (Coll,Zegwaard & Hodges, 2002).

Work Placement gives you the opportunity to respond to the daily challenges of working in the Travel and Tourism sector, as well as giving you experience in interacting and collaborating with others in the workplace. Your ability to “fit in” is integral to your learning in the workplace. This means being able to adapt to the cultural expectations and organisational pressures of the workplace and learning the

“language of the job.” How well you negotiate different work situations will be integral to the success of your work placement.

The Steps in Finding a Work Placement

1. Begin by thinking about where you would like to work — consider the location and also the type of work situation that interests you. Remember, the aim is for you to gain exposure to the range of tasks and activities carried out in the workplace (as outlined in your Workplace Assessment Portfolio) in addition to gaining practical experience.
2. Having decided on the location and type of placement you are looking for, you need to find the contact details of potential Host Organisations. Using your personal contacts and networks (friends, family, fellow students, current or former colleagues) is often the best way to find contacts with potential Host Organisations. Alternatively, you can use a search engine such as Google to identify potential Host Organisations.
3. There are four ways to contact a potential Host Organisation:
 - In person
 - By phone
 - By email
 - By letter

Many Host Organisations will be relatively small and so email may be the most effective way to make initial contact as it is the most convenient way for the organisation to reply to you. You will probably

need to look at the organisation’s website to get an email address. If you do not receive a reply within a week, your email should be followed up with a phone call.

It is best to contact several potential Host Organisations as often you may not receive a reply or they may take weeks to say “no.” Don’t get disheartened by this — it is nothing personal, they are usually just very busy and may have many requests for placement. To maximise your chances of successfully finding a Host Organisation, it is best to contact several organisations simultaneously.

Open Colleges has developed a Standard Work Placement Introduction Letter. This letter includes important background information on the Work Placement as well as details on insurance. This standard letter is available in OpenSpace. You simply need to include the contact details for your potential Host Organisation and insert your address details so the Host Organisation can respond to you. You may also wish to customise this letter to include an overview of your background and experience and why you would like undertake your Work Placement with the organisation.

Follow Up Phone Call

Allow a week from the time you send an email or letter to a prospective Host Organisation and then follow up with a phone call. Many larger organisations are accustomed to receiving multiple requests from students for work placement opportunities, so, depending on their size, they may well have someone within the organisation whose role includes arranging work placement for students.

Pre-Placement Preparation

Prior to commencing your Work Placement, there are a range of requirements that you may need depending on the individual Host Organisation's policies. These may include:

National Criminal Record Check

Prior to commencing work placement, students may be required to undertake a Criminal Record Check (CRC) to obtain a National Police Certificate at their own cost.

Confidentiality agreement

Organisations produce confidential information relating both to individuals and businesses. Any matters of a confidential nature — including information relating to staff, clients and/or the organisation's policies and practices — must, under no circumstances, be divulged or passed on to any unauthorised person. Before commencing your Work Placement, it is possible that you may be required to sign a legally binding contract regarding confidential matters.

Pre-Placement Checklist

Knowing the following information about the Host Organisation and its initial expectations can enable you to feel more comfortable when you start. Some of the preparation is quite simple – see the following checklist.

Do you know:

- Where you have to go on your first day?
- What time you need to start?
- What your hours of work are?
- To whom you will report, and who your Workplace Supervisor is?
- Who typically uses the Host Organisation and what their needs are?
- What to wear? Are there standards of dress, or a uniform?
- Do you know what to do if you are absent?
- What does Open Colleges require you to do?

At your induction into the Host Organisation you will need to be prepared to describe the learning you have gained from undertaking your course and to indicate your willingness to follow the guidance and direction of your Workplace Supervisor.

You may also find it helpful to go over your notes and learning materials so you feel confident of your knowledge base.

Section 4: Elements of Workplace Assessment

For the Certificate III in Travel there are 3 key elements of the Workplace Assessment:

Element 1: Logbook

Students are required to complete a Workplace Assessment Logbook that contains a list of specified tasks and activities to be undertaken. The Logbook is verified and signed-off by the Workplace Supervisor each day.

Element 2: Workplace Assessment Portfolio

Students are required to collect a range of direct evidence during their Work Placement in order to compile a Workplace Assessment Portfolio.

The Workplace Assessment Portfolio includes:

- Research activities
- Self-reflection activities
- Task reports
- Practical activities

Element 3: Interviews Conducted by the Workplace

Assessor

The Workplace Assessor will conduct interviews with the student and the Workplace Supervisor. The below phone call structure is a general guide, however these times may change depending upon the needs of the student and supervisor, and whether the student is doing the work placement in a full time or part time capacity.

Student: The following structure of interviews will occur:

- A phone call prior to starting the work placement to ensure that all is in order prior to the student starting.
- A phone call at the end of the first day of work placement to discuss the student's initial reaction to the workplace and any initial issues that may need addressing.
- A 30-minute formal phone assessment interview with the student after each 30 hours of completed work placement. Prior to the interview, students are provided with a list of questions. It is expected that the Workplace Assessor will conduct at least 2 interviews with the student.

Workplace Supervisor: The following structure of interviews will occur:

- A phone call prior to the student starting to ensure that all is in order and that the workplace supervisor understands the student's needs during work placement.
- A phone call at the end of the student's first day of work placement to discuss the student's initial reaction to the workplace and any initial issues that may need addressing.
- A 30-minute phone interview with the Workplace Supervisor

regarding the student's performance after each 30 hours of the student's activities. The questions about the student's performance are set. It is expected that the Workplace Assessor will conduct, as a minimum, at least 2 interviews with the Workplace Supervisor.

This assessment process allows students to be assessed over a period of time and in a variety of workplace situations. If required, an Open Colleges Workplace Assessor may visit the Host Organisation to meet with both the student and Workplace Supervisor.

Section 5: Information for Workplace Supervisors

Workplace Supervisors play a critically important role in the Workplace Assessment and Work Placement process. This section provides additional advice and tips to Workplace Supervisors about their role in this key part of the learning experience. Section 2 provides a useful summary of the key roles and responsibilities of the different groups involved in the Workplace Assessment process including the Workplace Supervisor.

Getting started

Before commencing the Workplace Assessment process, the student will need to complete the Workplace Assessment Approval Form. This form includes important information about the workplace, Workplace Supervisor and the equipment and resources of the workplace.

Approval process

Once the student has completed the Workplace Assessment Approval Form, a Workplace Assessor will contact the Workplace Supervisor. This introductory call will assist the Workplace Supervisor in understanding the Workplace Assessment process and the roles and responsibilities of the different stakeholders. The Workplace Assessor will also review the Workplace Assessment Approval Form and approve the workplace, or alternatively seek additional information. This is usually undertaken in a brief telephone discussion.

Workplace Training and Assessment Plan

Shortly after the initial discussion with the Workplace Assessor, the Workplace Supervisor will receive a draft copy of the Workplace Training and Assessment Plan for the student by email from the Workplace Assessor.

The Workplace Supervisor needs to review the plan to ensure that the tasks and roles identified in the Plan are realistic and achievable, and subsequently to provide any feedback by email to the Workplace Assessor. The Plan will also outline the proposed dates for further phone discussions between the Workplace Assessor and Workplace Supervisor.

Commencement

Once the Workplace Training and Assessment Plan is finalised (a final copy will be sent by the Workplace Assessor to the Workplace Supervisor), the student can commence the tasks and activities outlined in the Plan.

Where the student is undertaking a Work Placement, the Workplace Supervisor will need to notify all relevant staff, including administrative staff, about the:

- Arrival of the student;
- Expected dates and duration of the placement;
- Qualification towards which the student is studying; and
- Any specific projects on which the student will be working.

The Workplace Supervisor will need to advise the student of any specific dress or uniform requirements in the workplace as well as where they should report on their first day and at what time.

Induction to the Workplace

An induction folder is a very helpful reference tool when inducting and orientating the student. It sets the workplace scene for the student, and serves as a prompt for the Workplace Supervisor to ensure that they cover all the important information.

The Induction Folder would typically contain the following:

- General introduction to the organisation: mission statement, philosophy, services offered, units/departments, standards of practice, lines of communication/reporting, funding source, hours of operation, costs to client etc.
- Dress/uniform standards, where appropriate
- Map of the workplace
- Facilities nearby: i.e. food outlets, banks, post office, public phones, amenities
- Staff lists with role/delegation: can include a checklist of staff with whom you would like to schedule times for the student to meet
- Meal times/breaks
- Information on routine procedures: in/out communication board, phone messages, use of email/internet/computers etc.
- WHS and emergency procedures
- Job descriptions, particularly that of the role that the student is learning

- Policy and Procedures Manuals and how to access them
- Administrative procedures: report-writing protocols and standards, guidelines for recording information/statistics
- Confidentiality policies, Codes of Practice and any other documentation pertaining to ethical issues
- Relevant Acts and Legislation with which the student should be conversant
- Information or guidelines relating to providing sensitive and culturally-appropriate communication to specific client groups if the student will be interacting with clients
- Expectations of professional behaviour
- Other special or specific workplace requirements.

Structuring the Learning Experience

It is important that the Workplace Supervisor make some time with the student to find out about their prior levels of experience and learning, their interests and the expectations they have when they arrive at the workplace.

A student will bring to the placement:

- expectations of you, the organisation and what they hope to learn
- knowledge of theory frameworks
- their personal learning goals
- a range of developing skills.

Orientation to Work Placement

Using the Induction Folder as a guide on day one, the Workplace Supervisor could start with orientation to the workplace, introductions to work colleagues/staff, a tour of facilities, followed by orientating the student to the services provided by the organisation.

The Adult Learning Process

Open College students are typically adults with significant life and work experience. Adults don't fit into neat categories and they don't all learn in the same way, so how can we accommodate how each student learns?

This can be a difficult situation to address in the workplace. There are commonalities, however, across the spectrum of adult learners. Some of the aspects that can be taken for granted when helping adults learn include the following.

The Principles of Adult Learning

- Adults are internally motivated and self-directed. Adult learners resist learning when they feel others are imposing information, ideas or actions on them.
- Adults bring life experiences and knowledge to learning experiences. Adults like to be given an opportunity to use their existing knowledge and experience and apply it to their new learning experiences.
- Adults are goal oriented. Adult students become ready to learn when they recognise a need to acquire additional knowledge in order to cope more satisfyingly with real-life tasks or problems.

- Adults are relevancy oriented. Adult learners want to know the relevance of what they are learning as it relates to their goals, aspirations and what they want to achieve.
- Adults are practical. Through practical work experiences, interacting with clients and their real life situations, students move from knowledge and theory to hands-on problem-solving where they can recognise firsthand how what they are learning applies to life and the work context.
- Adult learners like to be respected. Typically, this involves acknowledging the wealth of life experience the student brings to their work placement and encouraging them to contribute their ideas and feedback.

It is important to keep in mind that the student is still developing their skills. However, with the theory and principles of adult learning in mind, the Workplace Supervisor can provide a learning environment that allows the student to experience a range of workplace situations, thereby motivating them to undertake the tasks and activities listed in their Workplace Assessment Logbook and Portfolio.

The Workplace Supervisor's Role in the Learning Process

1. Gain the student's attention. This involves understanding why this learning is important to the student. Why should they work hard to understand this information or master the skill? Being able to answer this question is crucial, as it is the underlying foundation of the student's motivation to learn.
2. Present information in a variety of ways and link to practical application. Research suggests that we learn:
 - 10% of what we read

- 20% of what we hear
- 30% of what we see
- 50% of what we both see and hear
- 70% of what is discussed with others
- 80% of what we experience personally
- 95% of what we teach someone else

This shows the importance of the student actively participating in workplace experiences and discussing their learning with others.

3. Use the student's prior experience. All adults compare new information with their previous knowledge and experience. The Workplace Supervisor needs to give the student the chance to reflect, question and compare as there is a need for them to draw from their past and link it to the new information. This affords the student the opportunity to integrate new concepts and prior knowledge.
4. Enable the student to practice their skills. The Workplace Supervisor's job is to help the student move through their workplace experiences in an orderly and effective way, giving them time to practice new skills. The student will draw their own conclusions about what they have learned based on their own unique perspective, experience and learning style. The information gained from the various experiences can be reflected upon and recorded in the student's Workplace Assessment Logbook.
5. Understand the student's feelings. There are typically a range of emotions that accompany the learning process. Learning something new can mean that we make mistakes, which at times engenders anxiety and uncertainty. These are not comfortable feelings for anyone — and adults particularly like to feel in control of their world.

Learning can present many challenges and it is not always fun to learn, as often we learn the most from situations that have not gone according to plan.

6. Engage with the Workplace Assessor. The Workplace Assessor will be in regular contact with the Workplace Supervisor throughout the Work Placement. Should the Workplace Supervisor experience difficulties in dealing with any situations involving the student, they should speak with the Workplace Assessor.

Supervising Student Performance in the Workplace

An important part of the student learning process is meeting with their Workplace Supervisor. This meeting with the student should involve the student being prepared, and could involve the student bringing with them their completed self reflection report, observations or experiences from the previous week's activities, along with any additional questions they may have.

It is recommended that you meet with the student for at least one hour per week. This meeting provides an opportunity to:

- Discuss the student's progress against their Workplace Training & Assessment Plan and the Workplace Assessment Logbook and Portfolio – this can be used as a guide to the rest of the session as it should highlight the student's areas of strength and challenge. Feedback tends to promote the gaining of skill and competency and reflection leads to individual growth and deeper understanding and implications of an experience or action. It is important to establish a thoughtful environment with your student.
- Discuss and review any written work.

- Discuss the student's workload — are they being provided with the right type of workplace experience?
- Discuss any problem areas and seek to resolve the issues.
- Check that the students Workplace Assessment Logbook has been signed.

An important method in facilitating student learning is the provision of regular constructive feedback and the opportunity for self-evaluation.

Providing Student Feedback

Receiving constructive feedback is an essential part of the learning process as it gives the student insight into their strengths and areas for improvement, and this provides a drive for change. The aim of feedback is to guide the student in the improvement of their professional behaviours.

To ensure that your feedback is received positively by the student, a climate of trust and respect must be established. You need to be clear and explicit regarding your expectations of the student's performance and be committed to your responsibility for providing formal and informal, well-documented observations.

Constructive feedback is:

- Individualised and relevant
- Aligned with the student's learning goals
- Well-timed and expected
- Focused on observed behaviours
- Positive and encouraging

- Factual (not generalised)
- Documented
- Followed up on at a later date

Feedback should pay attention to both the student's demonstration of knowledge and skills and also their attitudes and feelings associated with what they are doing.

When to Give Feedback

There are two major forms of feedback that can be given to students.

Informal feedback — feedback on the go

This type of feedback involves providing the student with concrete, practical suggestions, which are given either immediately during (particularly if safety is a concern) or following an action or interaction. The feedback may be preceded by something like, "Let me show you an easier way to do X" or "Let me give you some feedback". This is feedback on the go.

Formal feedback

Providing the student with formal feedback involves meeting with them at a specified time to discuss their workplace performance and also to provide practical suggestions following a particular learning experience. It is important to ensure that the feedback is given in privacy.

Formal feedback is also that which is provided during weekly scheduled meetings.

For example, formal feedback might be scheduled immediately after the student has been involved in a specific situation that is typically challenging e.g. following an interaction with a difficult customer.

It may also be given following a particularly difficult situation or when inappropriate behaviours or actions have been observed.

Generally, the student knows that feedback will be given, and so s/he will have had an opportunity to reflect on their performance. For example you could open the session with a question such as "How did that situation go for you?" and then "What went well, and what might you have done differently/better?" Points made by the student during self-evaluation can then be reinforced with solutions and strategies for improvement explored.

Section 6: Information for Workplace Assessors

Introduction

Workplace Assessors are the primary link between Open Colleges and the students and workplace. This section provides useful information for the Workplace Assessor. This information is also important for students and Workplace Supervisors as it assists in further clarifying the key processes and responsibilities for the different groups.

Initial Contact

The way in which the Workplace Assessment and Work Placement process is initially set is fundamental to the success of the experience for all concerned. The initial contact gives the Workplace Assessor the opportunity to establish rapport with the student and Workplace Supervisor and to establish parameters and create clear expectations of the process. Importantly, the Workplace Assessor will evaluate the information provided to determine whether the proposed workplace and Workplace Supervisor are appropriate for the Workplace Assessment process.

Initial contact is to be made with the student and the Workplace Supervisor once the student completes the Workplace Assessment Approval Form. The purpose of this contact is outlined in the following list for both the employer and the student.

Initial Contact with the Student

The Workplace Assessor will be contacted by the Student Support Team once the Workplace Assessment Approval Form has been submitted by the student. The Workplace Assessor will then arrange a convenient time to contact the student by phone. The Workplace Assessor will:

1. Review the Workplace Assessment process and Work Placement process (if required) with the student and address any specific questions or concerns the student may have.
2. Review the completed Workplace Assessment Approval Form with the student and clarify any information that is either unclear or incomplete, to enable the Workplace Assessor to formally approve the workplace or Host Organisation and Workplace Supervisor.
3. Check that the student has obtained copies of the relevant documents and forms required as part of the Workplace Assessment process.
4. Discuss the need for the student to maintain confidentiality, to abide by the workplace or Host Organisations policies and procedures, and at all times to act in an ethical manner.
5. Advise the student of the support services available during the Workplace Assessment and Work Placement (if applicable), including contact details for the Workplace Assessor and Student Support Team.
6. Obtain the necessary information to complete a Workplace Training and Assessment Plan for the student and make arrangements to contact the student for their assessment interviews.

Plan for the student and make arrangements to contact the student for their assessment interviews.

Initial Contact with Workplace Supervisor

The Workplace Assessor will arrange a convenient time to contact the proposed Workplace Supervisor by telephone. The Workplace Assessor will:

1. Describe the Workplace Assessment process and Work Placement (if necessary) process, including:
 - An overview of Open Colleges and the type of qualification
 - Confirmation of insurance cover for students on a Work Placement
 - Clarification of roles and responsibilities for Workplace Assessor
 - Clarification of roles and responsibilities for Workplace Supervisor
 - Confirmation that the Workplace Supervisor has received a copy of this guide
2. Confirm with the Workplace Supervisor that the workplace or Host Organisation has all the requisite equipment and resources as specified in the Training Package. This is specified in the Workplace Resources and Equipment Checklist, which is provided as part of the Workplace Assessment Approval Form.
3. Confirm that the proposed Workplace Supervisor has the necessary level of experience and qualifications to undertake the Workplace Supervisor position. The Workplace Supervisor requirements can be found in the Workplace Assessment approval form.
4. Obtain any additional information necessary to complete a Workplace Training and Assessment Plan for the student and make arrangements to contact the Workplace Supervisor for their assessment interviews

5. With the student's permission, discuss with the Workplace Supervisor if the student has any special learning needs, including language or disability and the support services available from Open Colleges in such a case.

Development of Workplace Training and Assessment Plan

Following the initial telephone discussions, the Workplace Assessor will develop a Workplace Training and Assessment Plan for the student using the template provided. The Workplace Assessor will submit the Workplace Training and Assessment Plan to the student and Workplace Supervisor by email for review. Once the Plan is finalised, a copy will be sent to the student, Workplace Supervisor and uploaded through OpenSpace.

Telephone Interviews

The Workplace Assessor will conduct regular interviews with the student and Workplace Supervisor as outlined in the Workplace Training and Assessment Plan. If necessary, the Open Colleges Workplace Assessor will visit the Host Organisation.

The Workplace Assessor will use the questions provided in the Student and Workplace Supervisor Interview Questions. The student and Workplace Supervisor will have access to these questions.

The Workplace Assessor will record the outcomes of these interviews on the forms provided. Completed interview forms are uploaded through OpenSpace by the Workplace Assessor.

Review and Marking of Workplace Assessment Portfolio

Workplace Assessment may also involve the completion of written and practical assessment tasks associated with the workplace. These assessment tasks will be uploaded by the student through OpenSpace. The Workplace Assessor will review and mark the Workplace Assessment Portfolio and provide feedback to the student.

Review of Logbook

At the conclusion of the Workplace Assessment, the student will submit their completed Logbook through OpenSpace. The Workplace Assessor will review the Logbook and provide feedback (if required) to the student through OpenSpace.

Final Workplace Assessment Summary Report

Once the student has completed all elements of the Workplace Assessment, the Workplace Assessor will complete the formal assessment process. The Workplace Assessor will complete the Workplace Assessment Summary Report and provide this to the student through OpenSpace.

Section 7: Additional Documents & Forms

The following forms and documents are required for the completion of the Workplace Assessment for Certificate III in Travel.

- Workplace Agreement Approval Form
- Initial Interview Checklist
- Workplace Training and Assessment Plan
- Logbook
- Workplace Assessment Portfolio
- Standard Work Placement Introduction Letter for Certificate III in Travel
- Student and Workplace Supervisor Interview Questions
- Final Workplace Assessment Summary Report

The majority of these forms and documents will be available in OpenSpace at the commencement of Study Period 1. Students should check OpenSpace regularly for the most up-to-date Forms and Documents required as part of the Workplace Assessment process, as these can change from time to time.

Section 8: Frequently Asked Questions (FAQs)

What is the difference between Work Placement and Workplace Assessment?

All students need to undertake Workplace Assessment as part of the Certificate III in Travel. Workplace Assessment involves the assessment of various skills and tasks in a work-based environment over a period of time. Workplace Assessment includes student interviews as well as the completion of various written and practical assessments, which form part of a Workplace Assessment Portfolio.

Those students who are currently employed in an appropriate organisation can undertake the Workplace Assessment at their current workplace (subject to approval by the Workplace Assessor). All other students are required to undertake a Work Placement at an appropriate Host Organisation under the guidance of an experienced and appropriately qualified Workplace Supervisor.

Work Placement is an opportunity to develop and demonstrate skills and knowledge in a workplace context. Whilst written assessments enable you to document your knowledge, work placement allows you to apply your skills in a real-life workplace.

Work Placement also provides you with the opportunity to train with others and develop your employability skills as well as job-specific skills and knowledge. It also provides insight into particular job roles and responsibilities.

What is an appropriate Host Organisation for a Work Placement?

The Host Organisation needs to be able to provide you with access to the tasks, equipment and resources necessary to undertake your Workplace Assessments.

In the case of the Certificate III in Travel, your Host Organisation will need to be a licensed provider of Travel and Tourism services.

Your workplace will need to provide access to the following specialist equipment and resources:

Equipment

- Office equipment and resources
- Equipment manufacturer's instructions
- Internet access
- Access to a computerised reservation system such as Galileo, Amadeus or Sabre
- Fully-equipped travel office environment

Workplace, health and safety and environment

- Health, safety and security procedures
- Hazard and emergency incident reporting templates

Policies and procedures

- Government regulations or industry groups codes or practice and standards
- Current commercial policies, procedures and template documents used for the management of work health and safety practices

- Codes of conduct
- Criminal Code Act (1995) for child sex offences outside Australia
- Travel Agents Licensing Acts
- Queensland Tourism Services Act (2003)
- Current workplace anti discrimination policies

Other resources

- Tourism publications
- Information programs currently used in the tourism industry
- Sales kits, brochures, tour schedules, product manuals, supplier information kits and information databases
- Full range of IATA actual or training facsimile air documentation
- Operational documents
- Government distributed consumer protection regulatory documents
- Current airline, and consolidator documentation, computer data such as published fares, schedules and bulletins outlining fares and conditions

Examples of approved Host Organisations include:

- Retail or corporate travel agency
- Visitor information centre
- Day tours sales office
- Reservations call centre

If you are unsure whether a potential Host Organisation would be appropriate please contact the Open Colleges Student Support Team on 1300 650 011 or studentsupport@opencolleges.edu.au.

What is required to be an appropriate Workplace Supervisor?

It is important that your Workplace Supervisor has a level of experience and qualifications to provide you with support and guidance in the workplace.

In the case of the Certificate III in Travel, your Workplace Supervisor will need to be currently employed in the travel and tourism industry with at least two years experience in their position.

When should I start looking for a Work Placement?

You will need to start preparing for your Work Placement well in advance. Preparing for your Work Placement in advance will enable you:

- To obtain any necessary approvals
- To complete the hours required; and
- Complete your course within the maximum duration of the course.

We recommend that you:

- commence your work placement in Study Period 6,
- complete the work placement during Study Period 6 and
- undertake work placement in one workplace.

How long is the Work Placement?

You will be required to complete a minimum of 60 hours of work placement. Depending on your level of skill and experience, you may need additional time to complete all the workplace assessment activities.

Your Workplace Assessor will be able to provide you with advice on your progress throughout the Workplace Assessment process.

What is the Workplace Assessment Approval Form?

The Workplace Assessment Approval Form is used to collect important information about your workplace or proposed Host Organisation. This includes:

- Contact details of the organisation
- Nature of the services provided by the organisation
- Details of the proposed Workplace Supervisor
- Equipment and resources available at the organisation

Section 7 provides a detailed list of all additional documents and forms required as part of the Workplace Assessment.

Will my Workplace Assessor be in contact with my Workplace Supervisor?

Once the Student Support team has received your completed Workplace Assessment Approval Form, your Workplace Assessor will make contact with your Workplace Supervisor to introduce themselves and discuss the Workplace Assessment process. Your Workplace Assessor will liaise with both you and your Workplace Supervisor throughout the process.

What is workplace insurance? How do I get copy?

The Certificate of Currency, also known as Student Insurance, covers you for your mandatory, voluntary work placement that you need to undertake as part of your course. The Certificate of Currency covers you in the event of an accident whilst undertaking voluntary unpaid work placement.

You can request a copy of the Certificate of Currency to be posted or emailed to you by contacting our Student Support Team on 1300 650 011 or studentsupport@opencolleges.edu.au

If you are completing your workplace assessments with your current employer, you will be covered by your employer's Workers Compensation insurance.

What if I am going to be late or will be unable to attend Work Placement?

You will need to telephone your Workplace Supervisor and advise him/her and make suitable arrangements to complete the missed time. The Workplace Supervisor has been advised to inform Open Colleges if you fail to attend without providing notification.

What support is available to me during the Work Placement?

Support is available from your Workplace Assessor. You can contact your Workplace Assessor via email through OpenSpace. If you require urgent assistance, please contact the Student Support Team on 1300 650 011 or email: studentsupport@opencolleges.edu.au.

What if I find the job is too hard and I don't feel confident in what I need to do?

Talk to your Workplace Supervisor and let them know what you are feeling. Everyone finds learning new things difficult initially, but with time and practice, our skillset and confidence increases. For any ongoing concerns, always feel free to contact your Workplace Assessor.

What if I am injured?

Students who are completing their Workplace Assessments with their current employer will need to follow the policies and procedures of their workplace. If you are injured while completing your Work Placement with a Host Organisation please complete the Accident and Incident Form. While on Work Placement you are covered by Open Colleges insurance.

What happens if I want to withdraw from the course prior to the completion of the Workplace Assessments?

As highlighted in this Guide, the Workplace Assessments relate to a number of Units of Competency within your course. If you wish to withdraw from the course prior to the completion of the Workplace Assessments, you will need to discuss this with your Workplace Assessor. Your Workplace Assessor will be able to advise you whether the tasks you have completed at the time of withdrawing from the course are sufficient for you to be awarded with some of the Units of Competency from the course.

What if I have difficulty in securing a Host Organisation?

Open Colleges appoints Work Placement Support Officers (WPSO) to provide additional support for students undertaking a Work Placement. Students can access the WPSO either through a referral from a Student Support Officer or the Program Manager.

The role of the WPSO is to:

- Develop resources and provide information for students seeking a Work Placement;
- Develop partnerships with potential Host Organisations;
- Respond to Workplace Assessor queries regarding the Workplace Assessment process;
- Promote work placement opportunities to students in OpenSpace; and
- Provide direct student support and advice regarding Work Placement.

For more information go to the Open Colleges web site or contact the Student Support Team.