



Units 1 & 2

SIT20312 Certificate II in Kitchen Operations (Partial Qualification) &
SIT20212 Certificate II in Hospitality

STUDENT WORK PLACEMENT LOGBOOK

The Workplace Learning Coordinator Program is funded by the Australian Government under the national Partnership on Youth Attainment and Transitions - a joint initiative of The Australian and State and Territory Governments.



Endless Opportunities

PLACEMENT CONTACT DETAILS

STUDENT

Name: _____

Mobile Number: _____

Emergency Contact Name: _____

Emergency Contact Number: _____

SCHOOL

Name of School: _____

Phone Number: _____

VET Coordinator: _____

Principal: _____

EMPLOYER

Name of Company: _____

Phone Number: _____

Contact Name: _____

Dates of Placement: _____

CONTENTS

Placement Preparation

- Placement Details
- What is Work Placement?
- What to do before your placement
- What employers expect
- What students can expect
- What to do if...

On the Job

- Hints
- Type of Business
- VET in Schools - Program Summary
- Work Placement Task Log
- Daily Record
- Employability Skills

Evaluation and Follow up

- What to do after your work placement
- Evaluating my placement

It is divided into three sections:

- **Placement Preparation**

Before you start your placement, please read and follow all the guidelines and complete the placement details below.

- **On the Job**

Take your Logbook with you each day and fill in your activities as you go. You may need to ask your supervisor for assistance with this.

- **Placement evaluation and follow-up**

What to do after your Work Placement
Evaluating my placement (your evaluation of the work placement)

PLACEMENT PREPARATION

Before you start your placement please read and follow all the guidelines in this section of your booklet and complete the Placement Details on the opposite page.

This section of your Log Book contains:

- Placement Details, please contact your employer prior to your commencement date to confirm these details, if they were not discussed at your meet and greet prior to placement.
- What is Work Placement?
- What to do before your placement
- What employers expect
- What can students expect
- What to do if...

PLACEMENT DETAILS

PLEASE COMPLETE THIS PAGE **BEFORE** YOUR PLACEMENT STARTS

Business Name:		
Business Address:		
Business Telephone:		
Contact Person:		
Title (eg. Manager)		
Type of Work:		
Work Hours:	Start:	Finish:
Date From:	To:	
Breaks:	From:	To:
	From:	To:
Lunch Arrangements:		
Clothing Requirements:		
Transport Arrangements:		
Any Special Arrangements:		

WHAT IS WORK PLACEMENT?

Work Placement aims to provide:

- “Hands-on” experience in the workplace
- Knowledge of employers expectations
- The opportunity to test career choices before leaving school
- Establishing contacts for future job prospects
- Opportunity to gain confidence and better communication skills through learning in an adult environment
- Interest and variety is added to your VCE / VCAL leading to increased enthusiasm and motivation
- Substantial credit towards further study, apprenticeships etc.
- Exposure to the real world of work and the opportunity to learn about a particular industry
- Improved employment prospects. Unemployment Rates for 15 – 19 year olds is approximately 28%. 15 – 19 year olds who have completed a VET course is 4%

What are Employability Skills?

These are skills which you can use over and over again in your life. They are the tools which help you to be effective in the workplace:

Communication: Contributing to productive and harmonious relations across employees and customers. Examples include listening and understanding, speaking clearly and directly, writing, reading and understanding.

Teamwork: Contributing to productive outcomes. Example include identifying problems, developing solutions, solving problems in teams

Self-Management: Contributing to employee satisfaction and growth. Examples include taking responsibility and evaluating and monitoring your own performance.

Planning and organizing: Contributing to long and short term strategic planning. Examples include time management, setting priorities, making decisions, setting goals, collecting, analyzing and organizing information.

Technology: Contributing to effective execution of tasks. Examples include having a wide range of basic IT skills, using IT to organize information, being willing to learn new IT skills.

Learning: Contributing to ongoing improvement and expansion in employee and company operations and outcomes. Examples include being enthusiastic about learning, being willing to learn, being open to new ideas and techniques.

Initiative and enterprise: Contributing to innovative outcomes. Examples include adapting to new situations, being creative, turning ideas into action, coming up with a range of options.

WHAT TO DO BEFORE YOUR PLACEMENT

You should already know the basic details of your work placement

- The name of your employer
- The address of the business
- The phone number of the business
- The name of your contact person

There are still some things that you need to do in the weeks before your placement begins:

Ensure that you are covered by Work Cover and for Public Liability

Only students who have completed the blue Structured Workplace Learning Arrangement Form (this form can be obtained from your VET coordinator) and submitted this to their school will be covered. Please ensure that the following has been undertaken:

- Student details completed
- School Details completed (including details of teacher in charge)
- Course of study, skills & competencies 'sections
- In case of emergency details
- Student Agreement, Name, Signature & Date
- Parent/Guardian Agreement Name, Signature & Date
- Work Cover & Public Liability – section completed
- Principal consent, Name of school, Signature & Date
- Employer signature

Only the completed **Original form** is acceptable. If you have not completed this form or are unsure, **do not commence placement**. Speak to your VET Co-coordinator.

Contact and/or meet your employer

If you haven't already met your employer, you **MUST** do so before your placement starts, to get your blue Structured Workplace Learning Arrangement Form from school signed. If you have already met your employer, then you must speak to your employer by phone during the week before you placement starts, just to touch base.

Check the necessary details with your employer

- Find out (or make a final check on) the following details:
- Your start and finish times each day.
- What should you wear? What is appropriate in that particular workplace?
- What lunch arrangements will you need to make? What is expected? What is available?
- Any other special requirements or arrangements you will need to be aware of?
- What you will be doing during your week at work? Discuss with the employer the types of tasks that you might be given and the possible program you could be following. This step is very important. It is one way that you can show some interest in the workplace and impress your employer even before you arrive at work!

Organise your transport

Organise in advance how you will get to and from work each day. Travel arrangements are your own responsibility. If you need assistance with how to do this or how to research the possible travel arrangements please see your VET coordinator. If you are required to travel with your host employer as part of the placement requirements, an additional form is required. Please discuss this with your VET coordinator.

Get all of your questions answered

Discuss with your employer, teachers and family any concerns or questions you might have regarding your placement.

Work placement is an opportunity for you to become more independent and confident in your ability to communicate effectively in an adult setting.

WHAT EMPLOYERS EXPECT

Have the right attitude

- Show enthusiasm and initiative
- Accept and complete duties planned by the work place supervisor
- Listen to instructions and ask questions when you are unsure
- Ask for jobs when you have nothing to do
- Be polite, courteous and well-mannered throughout the placement with all staff members
- Dress appropriately to industry standards in the work place
- Ask questions about the job, business and the industry.
- Be positive. A positive attitude is the best thing you can take with you to your work placement. Your employer, who will incur costs in time and money to help you, will appreciate if you make a positive contribution.
- Smile and enjoy yourself.

Attendance and Punctuality

- Start your placement on time each day
- Take only the allocated time for your breaks
- Contact the employer and IMVC first thing in the morning if you are unable to attend on a particular day
- Attend your placement for the normal hours of work for that job, unless you have negotiated otherwise

Confidentiality

- You may be exposed to information about the business and/or clients that will be confidential. You will be expected to maintain privacy by not repeating any of this information. In some cases employers may want you to sign a confidentiality contract. Find out from your work place supervisor what is considered confidential.

Safety

You will be required to comply with occupational health and safety guidelines:

- You may be required to wear protective clothing
- You will be required to work in a safe manner
- You will need to report any accidents to your work place supervisor immediately
- You should notify your work place supervisor and your school if you identify any hazards in the work place

The more you put in to your Work Placement, The more you will get out of it!

WHAT STUDENTS CAN EXPECT

The employer is expected to:

- provide a safe working environment
- provide support for you in the work place and encourage you to participate in a range of activities
- assist you to record your achievement of skills and knowledge demonstrated in the work place in your logbook
- complete the student evaluation form
- provide adequate supervision at all times
- pay you a minimum of \$5.00 a day to cover costs such as transport and lunch. (Not for profit organisations and Government Departments are exempt from paying)
- notify IMVC immediately if any problems or issues arise

WHAT TO DO IF...

You are going to be late for work:

This shouldn't happen. However, if something happens to make you late you should phone your employer or supervisor at the workplace to make them aware that you are on your way. Provided you get there as soon as possible, and your reason is genuine and unavoidable, your employer will understand.

However, do not make this a habit.

If you are sick and cannot go to work:

Make two phone calls, one to the employer, and one to IMVC.

- Phone your employer or supervisor before normal starting time and explain why you will be absent. Give your employer an indication of the length of time you think you will be absent. Ask if they require a doctor's certificate. If so, make an appointment with your doctor.
- Your parent/guardian should write a letter to your school advising the reason for your absence.

If you are injured at work:

There are specific procedures for your employer to follow if you are injured. However, no matter how trivial you think the injury is, you should report it to your employer immediately. Depending on the extent of your injury, the employer will contact either your parent/guardian, school, or the IMVC. Work Cover forms will have to be completed. **However, if your Structured Workplace Learning Arrangement Form is not completed, you will not be covered.**

If you have a part time job which clashes with your work placement:

Discuss this in advance with your employer. Try to arrange your regular roster to fit in with this work placement. If there is a problem, see your Careers Teacher/VET Coordinator who will help you to arrange something suitable.

You are involved in a sports team or other activities during your work placement:

If a sporting event (school based) occurs during the time of your work placement, and it is essential that you attend, see your Careers Teacher/Workplace Learning Coordinator to discuss this. Do this prior to your work placement. If you are involved in a sports team that trains during the week and training will clash with your work placement, see your Careers Teacher/VET Coordinator in advance, to work out a solution to the problem.

If you feel you are being harassed at work:

Harassment at work may fall into a number of categories. It is essential that, if you are not comfortable with your workmates or supervisor, you discuss this with someone immediately. This may be someone from your family or from the school. If necessary, the school may need to act on your behalf.

Do not wait until the placement is over to discuss the issue – it is important to resolve the problem as soon as possible. Phone the school if you have any problems you can't deal with during your time at work. Your Careers Teacher/VET Coordinator will be available to help you.

ON THE JOB

Take your logbook to work every day and have your work supervisor sign it at the end of every day. Please complete the Business Profile details, as this will help you understand exactly what the company do that you are undertaking your work placement with.

You may need to ask your supervisor for assistance with this.

This section of the booklet contains:

- Hints for your work placement
- Type of Business (for you to complete)
- Daily record, activities and Employability Skills

HINTS

If you have a **mobile phone** with you – **turn it off** before you enter your place of employment. Only check messages during breaks and lunch. Also put your employers phone number into your phone contacts so that you can make contact with them if need be.

Remember to **smile when you are introduced** to people.

Make sure you **learn and use the names of the people you will be working with**. Introduce yourself to workers as you meet them.

Find out if there are any special **occupational health and safety issues** you need to be aware of at this type of workplace.

Make sure you **understand** what your employer wants you to do.

BUSINESS PROFILE

Describe the type of business you are working for:

- | | |
|--|--|
| <input type="checkbox"/> Sole trader | <input type="checkbox"/> Public Company |
| <input type="checkbox"/> Partnership | <input type="checkbox"/> Government Department |
| <input type="checkbox"/> Private Company | <input type="checkbox"/> Other, please explain |

Where does the business operate?

- | | |
|---|--|
| <input type="checkbox"/> Local Area | <input type="checkbox"/> Internationally |
| <input type="checkbox"/> Across the state | <input type="checkbox"/> Other, please explain |
| <input type="checkbox"/> Across Australia | |

What does the business do?

How many people are employed in the business?

What area/occupation are you doing your placement in?

Describe some of the main tasks you would expect to perform in this occupation:

Describe some of the personal requirements you would need for this type of work:

List the other occupations that exist in the business:

**SIT20312 Certificate II Kitchen Operations (Partial) &
SIT20212 Certificate II in Hospitality**

Units of competency		
1.	SITXFSA101	Use hygienic practices for food safety
2.	SITXWHS101	Participate in safe work practices
3.	SITHIND202	Use hospitality skills effectively
4.	SITHCCC103	Prepare sandwiches *
5.	SITHCCC102	Prepare simple dishes *
6.	SITHCCC101	Use food preparation equipment *
7.	SITHKOP101	Clean kitchen premises and equipment
8.	SITHFAB201	Provide responsible service of alcohol
9.	SITHCCC201	Produce dishes using basic methods of cookery
10.	SITXINV202	Maintain the quality of perishable items
11.	BSBWOR203B	Work effectively with others
12.	SITXCCS303	Provide service to customers
13.	SITXCOM201	Show social and cultural sensitivity
14.	SITXCCS202	Interact with customers
15.	SITHIND201	Source & use information on the hospitality industry.
16.	SITHCCC207	Use cookery skills effectively *
17.	SITHCCC202	Produce appetisers and salads *
18.	SITHCCC203	Produce stocks, sauces and soups *
19.	SITHCCC204	Produce vegetable, fruit, egg and farinaceous dishes *
20.	SITXINV301	Purchase Goods

WORK PLACEMENT TASK LOG

Unit Name: Use hygiene practices for food safety - SITXFSA101

Tasks to be undertaken relating to this unit	Supervisor Signature	Date
Collect evidence of temperature checks that you have taken. This may be checks at delivery, preparation or storage of goods.		
What is the policy at your "workplace" if a staff member is sick? Who do they do contact?		
Identify the pest control at your workplace (Provide the contact details). Describe how this is undertaken, who is responsible and who to call in the event of infestation.		

Unit Name: Participate in safe work practices - SITXWHS101

Tasks to be undertaken relating to this unit	Supervisor Signature	Date
Collect a workplace incident or accident report form. Do not provide a completed document.		
How is work place safety communicated to staff in your workplace? Where possible, provide evidence.		
Identify the following WHS /OHS representatives in your workplace: 1. Fire warden 2. First aid officer 3. WHS/OHS representative		

Unit Name: Use hospitality skills effectively - SITHIND202

<i>You are required to complete 10 service sessions whilst on work placement to achieve competence in this unit. Your workplace supervisor must sign off each session/shift. During each shift you must complete two service sessions.</i>		
Specify breakfast, lunch or dinner shift and the jobs assigned for this session.	Supervisor Signature	Date & Times worked.
1. BREAKFAST /LUNCH / DINNER		
2. BREAKFAST /LUNCH / DINNER		
3. BREAKFAST /LUNCH / DINNER		
4. BREAKFAST /LUNCH / DINNER		
5. BREAKFAST /LUNCH / DINNER		
6. BREAKFAST /LUNCH / DINNER		
7. BREAKFAST /LUNCH / DINNER		
8. BREAKFAST /LUNCH / DINNER		
9. BREAKFAST /LUNCH / DINNER		
10. BREAKFAST /LUNCH / DINNER		

Unit Name: Prepare sandwiches - SITHCCC103

Task undertaken relating to this unit	Supervisor Signature	Date
Collect evidence of food preparation lists and recipes for sandwiches that you have prepared.		
Provide photos of the range of sandwiches you have prepared.		

Unit Name: Prepare simple dishes - SITHCCC102

Task undertaken relating to this unit	Supervisor Signature	Date
Provide evidence of a menu from your workplace. Indicate the items that you have prepared whilst undertaking your placement.		
Comment on the end product, was it visually appealing, meet the workplace standards, did the customer enjoy it?		

Unit Name: Use food preparation equipment - SITHCCC101

Task undertaken relating to this unit	Supervisor Signature	Date
Identify one small and one large piece of food preparation equipment, write a "guide for use and cleaning" for each piece.		

Unit Name: Clean kitchen premises and equipment - SITHKOP101

Task undertaken relating to this unit	Supervisor Signature	Date
Create or provide a copy of a housekeeping roster from your workplace.		
Highlight the tasks that have been assigned and completed by you.		

Unit Name: Produce dishes using basic methods of cookery - SITHCCC201

Task undertaken relating to this unit	Supervisor Signature	Date
Write a report on one dish that you prepared. Outline the ingredients used, the preparation and cooking (if required). Comment on the end result. Could you have done anything better? Attach photographs.		

Unit Name: Maintain the quality of perishable items - SITXINV202

Task undertaken relating to this unit	Supervisor Signature	Date
Create a checklist of items that staff members should check in the store areas of perishable foods. Describe when and how often this occurs in your workplace.		

Unit Name: Work effectively with others - BSBWOR203B

Task undertaken relating to this unit	Supervisor Signature	Date
Locate and if permissible copy the workplace policy and procedure for dealing with conflict situations. If you are unable to copy, then summarise the content (in your own words).		
Explain in your own words why good working relationships are important. Include 3 positives to having a harmonious work place. Include 3 negatives to having a work place where there is internal conflict.		

Unit Name: Provide service to customers - SITXCCS303

Task undertaken relating to this unit	Supervisor Signature	Date
Report on the customer service standard that you have observed in your workplace. Explain the importance of good customer service in your workplace and the impact that poor service would have on the business. How are customer service standards conveyed to staff in your workplace?		

Unit Name: Show social and cultural sensitivity - SITXCOM201

Task undertaken relating to this unit	Supervisor Signature	Date
Summarise the type of customer at your workplace. Discuss the demographic of this group: age, family structure, ethnicity and any other characteristics that diversify your customers. How does your workplace demonstrate social and cultural sensitivity? Do you think you workplace embraces social and cultural diversity? Explain why you agree or disagree.		

Unit Name: Interact with customers - SITXCCS202

Task undertaken relating to this unit	Supervisor Signature	Date
How would you describe the customer service in your workplace? Do you think customer expectations are consistently exceeded? How could this be improved? Do you think management of your workplace are aware of the current customer service level being provided? Comment on your observations.		

Unit Name: Source and use information on the hospitality industry-
SITHIND201

Task undertaken relating to this unit	Supervisor Signature	Date
Obtain information on hospitality products and/or services provided by your workplace. Report on how your workplace differs from the competitors. What future trends do you see that are likely to impact on your workplace? Explain what needs to occur in readiness for the changes ahead.		

Unit Name: Use cookery skills effectively - SITHCCC207

Task undertaken relating to this unit	Supervisor Signature	Date
Select three (3) dishes that you have prepared. Create a task list for the steps needed to create each dish. Eg: descaling fish, list the steps and resources that were involved. Attach a photograph of the end product.		

Unit Name: Produce appetisers and salads - SITHCCC202

Task undertaken relating to this unit	Supervisor Signature	Date
Create a recipe card for one appetiser or salad that you have created. Include the steps required to produce the dish. Attach a photo.		

Unit Name: Produce stocks, sauces and soups - SITHCCC203

Task undertaken relating to this unit	Supervisor Signature	Date
Collect photo evidence and record steps involved to make a stock, sauce or soup.		

Unit Name: Produce vegetable, fruit, egg and farinaceous dishes -
SITHCCC204

Task undertaken relating to this unit	Supervisor Signature	Date
Collect photo evidence and record steps involved to produce a vegetable, fruit, egg or farinaceous dish.		

Unit Name: Purchase Goods - SITXINV301

Task undertaken relating to this unit	Supervisor Signature	Date
Provide a photo of an invoice or delivery docket that you have checked. Document the workplace process to complete this task.		

DAILY RECORD – DAY ONE

In the space below, list your duties at work today, also give some feedback on what you enjoyed.

Student’s Signature: _____

Supervisors Signature: _____

Comments (optional): _____

DAILY RECORD – DAY TWO

In the space below, list your duties at work today, also give some feedback on what you enjoyed.

Student’s Signature: _____

Supervisors Signature: _____

Comments (optional): _____

DAILY RECORD – DAY THREE

In the space below, list your duties at work today, also give some feedback on what you enjoyed.

Student’s Signature: _____

Supervisors Signature: _____

Comments (optional): _____

DAILY RECORD – DAY FOUR

In the space below, list your duties at work today, also give some feedback on what you enjoyed.

Student’s Signature: _____

Supervisors Signature: _____

Comments (optional): _____

DAILY RECORD – DAY FIVE

In the space below, list your duties at work today, also give some feedback on what you enjoyed.

Student’s Signature: _____

Supervisors Signature: _____

Comments (optional): _____

DAILY RECORD – DAY SIX

In the space below, list your duties at work today, also give some feedback on what you enjoyed.

Student’s Signature: _____

Supervisors Signature: _____

Comments (optional): _____

DAILY RECORD – DAY SEVEN

In the space below, list your duties at work today, also give some feedback on what you enjoyed.

Student’s Signature: _____

Supervisors Signature: _____

Comments (optional): _____

DAILY RECORD – DAY EIGHT

In the space below, list your duties at work today, also give some feedback on what you enjoyed.

Student’s Signature: _____

Supervisors Signature: _____

Comments (optional): _____

DAILY RECORD – DAY TEN

In the space below, list your duties at work today, also give some feedback on what you enjoyed.

Student’s Signature: _____

Supervisors Signature: _____

Comments (optional): _____

EMPLOYABILITY SKILLS

Which of the following areas did you demonstrate abilities in during this placement?

EMPLOYABILITY SKILLS	YES	NO	N/A	EXPLAIN
Communication				
Team Work				
Problem Solving				
Self-Management				
Planning and organizing				
Technology				
Learning				
Initiative and enterprise				

Student's Signature: _____

Supervisors Signature: _____

Comments (optional): _____

EVALUATION AND FOLLOW UP

This section of your Log Book contains:

What to do after your work placement:

- **In the week after your placement, you are expected to:**
 - Follow the suggestions about things to do when the week is over.
 - Complete the evaluation sheet in the back of the book.
 - **Hand in your booklet to your IMVC Trainer.**

IMVC will send you a link to fill in an online evaluation about your employer and how you found the work placement experience. It is vital that you fill in this evaluation, as this information goes to assisting IMVC with keeping quality placements available for other students.

If you have not received your copy of the online survey, please email reception@imvc.com.au

HINT

On your last day...

...Do not leave work today until you have formally thanked all the people you have been working with.

Ask your employer if they have completed the Student Evaluation form and sent it back to IMVC. If not, ask for it to be forwarded to IMVC.

Ask your supervisor to sign each day's record in your Logbook, and to comment on any skills you have demonstrated in line with your Units of Competency.

WHAT TO DO AFTER YOUR WORK PLACEMENT

If appropriate, send your employer a **thank-you note** or **letter**

Make sure you have discussed your Student Evaluation with your VET / VCAL Coordinator.

If you didn't get the chance to read it before you completed your placement, check with your Careers Teacher/Workplace Learning Coordinator who will be happy to show you a copy.

Consider Starting a Career Portfolio. In it you can store things like your Employer Evaluation and any references. This can be the start to your resume.

TRAINER COMMENTS:

--	--

Trainer name:	
Trainer signature:	
Date:	