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Training & Employment Authority

Module Descriptor **Work Experience**

Award Type: Minor
Award Level: 3
Award Code: 3N0587
FÁS Assessment Code: 3N0587-022
Validation Date: 14th July 2011

Revision 2.0

Module Descriptor

Purpose: The purpose of this module is to provide learners with the knowledge, skills and competencies to perform effectively within a working environment

Module Duration: 100 hours

Learning Outcomes: By the end of this module, the learner will be able to:

1. Plan for a duration of work experience by identifying a work placement to match their own specific skill set and selected vocational career pathway
2. Complete a defined period of work experience
3. Reflect critically on their period of work experience
4. Demonstrate the application of communications, safety awareness, quality awareness, and teamwork in a work environment

Unit 1 Preparing for Work Experience

At the end of this unit, the learner will be able to:

- 1.1 Create a personal profile by identifying own personal details, personal qualities and vocational skill sets, education and qualifications, strengths, interests and career ambitions
- 1.2 Identify areas of employment that match their own personal profile
- 1.3 Practice interpersonal work related skills
- 1.4 Identify work experience placement and agree time period and terms of work with potential employer
- 1.5 Agree a personal learning plan to achieve set personal work experience goals

Key Learning Points

Learning Outcome 1.1:

Create a personal profile by identifying own personal details, personal qualities and vocational skill sets, education and qualifications, strengths, interests and career ambitions

Key Learning Points

- Personal profiles
- Identification of own personal details, qualities, education, qualifications, strengths, interests and career ambitions
- Knowledge of personal qualities, vocational skill sets used in the workplace
- Knowledge of how personal qualities and vocational skills will assist in gaining work experience
- Writing a personal profile

Learning Outcome 1.2:

Identify areas of employment that match their own personal profile

Key Learning Points

- Knowledge of types of employment that would suit own personal profile
- Reading and writing list of employment and job vacancies that would suit own personal profile

Learning Outcome 1.3:

Practice interpersonal work related skills

Key Learning Points

- Identifying interpersonal work related social skills
- Knowledge of interpersonal work related social skills
- Practicing interpersonal work related social skills

Learning Outcome 1.4:

Identify work experience placement and agree time period and terms of work with potential employer

Key Learning Points

- Knowledge of where to find work experience
- Contacting a potential employer using a variety of methods e.g. by phone or letter
- Speaking and listening to potential employers
- Discussing terms of work and time periods with a potential employer
- Recording in writing the results of discussions with potential employers
- Planning the working day e.g. how to get to and from work, how to arrive on time to work every day

Learning Outcome 1.5:

Agree a personal learning plan to achieve set personal work experience goals

Key Learning Points

- Personal learning plan
- Identifying goals
- Writing list of goals
- Creating a personal learning plan

Unit 2 Completing Work Experience

At the end of this unit, the learner will be able to:

- 2.1 Carry out tasks on work experience observing procedures and standards of quality as required by the employer
- 2.2 Record work experience in terms of daily activities and key learning achieved in a reflective diary

Key Learning Points

Learning Outcome 2.1:

Carry out tasks on work experience observing procedures and standards of quality as required by the employer

Key Learning Points

- Completing a work placement
- Observing procedures as laid down by an employer
- Arriving on time
- Being appropriately groomed
- Complying with company health and safety rules
- Complying with company hygiene practices
- Practicing interpersonal work related social skills

- Reading any written instructions if required
- Asking questions if instructions or procedures are not understood
- Communicating verbally with fellow workers or customers if required
- Using various methods of communications e.g. verbal, telephone, office memo, e-mail

Learning Outcome 2.2:

Record work experience in terms of daily activities and key learning achieved in a reflective diary

Key Learning Points

- Reflecting on key learning in daily activities
- Writing daily activities and key learning in a reflective diary

Unit 3 Reflecting on Work Experience

At the end of this unit, the learner will be able to:

- 3.1 Seek feedback from employer
- 3.2 Reflect on their work experience placement
- 3.3 Explore future training and employment options as a result of learning gained from work experience

Key Learning Points

Learning Outcome 3.1:

Seek feedback from employer

Key Learning Points

- Planning and drafting letters
- Structure and layout of letters
- Writing letters of 'thank you'
- Writing request for feedback

Learning Outcome 3.2:

Reflect on their work experience placement

Key Learning Points

- Reflecting on own performance critically
- Reading employer's feedback of performance
- Reflecting on employer's feedback critically
- Writing own reflection

Learning Outcome 3.3:

Explore future training and employment options as a result of learning gained from work experience

Key Learning Points

- Reflecting how further training would help future training and career options
- Identifying further training and employment options
- Writing list of training courses

Unit 4 Communications, Safety, Quality Awareness and Teamwork

At the end of this unit, the learner will be able to:

- 4.1 Demonstrate the application of communications, safety, quality awareness, and teamwork in a work environment.

Key Learning Points

Learning Outcome 4.1: Demonstrate the application of communications, safety, quality awareness, and teamwork in a work environment.

Key Learning Points

- Knowledge of vocational language
- Listening and responding to spoken language
- Reading and writing to obtain and convey information
- Applying appropriate health and safety and hygiene procedures
- Reflecting on own strengths and weaknesses
- Identifying areas for improvement
- Ability to work independently if required
- Participating in a team

Assessment Specification

Award Title	Work Experience
Award Type	Minor
FÁS Assessment Code	3N0587-022
Credit Value	10
Award Code	3N0587

Unit Learning Outcome	Performance Criteria (Knowledge, Skill & Competence)	Assessment Techniques	Weighting	Assessment Instrument	Assessment Evidence
1.1	Knowledge Competence	Portfolio	10	Activity A1	Personal Profile
1.2	Knowledge	Portfolio	5	Activity A2	List
1.3	Skill	Portfolio	5	Activity A3	Tape Recording
1.4	Skill Competence	Portfolio	10	Activity A4	Table
1.4	Skill	Portfolio	5	Exercise E1	Letter
1.5	Skill	Portfolio	10	Activity A5	Learning Plan
2.1	Skill Competence	Portfolio	10	Exercise E2	Feedback Sheet
2.2	Skill Competence	Portfolio	15	Activity A6	Daily Diary
3.1	Skill Competence	Portfolio	5	Exercise E3	Letter
3.2	Skill Competence	Portfolio	10	Activity A7 or A8	Reflection Sheet
3.3	Competence	Portfolio	5	Activity A7 or A8	Reflection Sheet
4.1	Knowledge Skill competence	Portfolio	10	Exercise E4	Teamwork Exercise sheet

Suggested Learning Methodologies

- Discussion Groups
- Scripted and unscripted Role Play
- Note taking
- Simulated work environment

Specific Module Requirements

Computers with internet connection
Tape Recorders with blank tapes
Access to telephone for phoning companies
Work experience placement

Suggested Learning Resources

All of the highlighted Curriculum Resources mentioned below are available on the Moodle Community Services Curriculum and Assessment page. You can access the CSCA Moodle web page from this link: <http://www.ecollege.ie/site/home.html>

If you do not already have a username and password, ask your supervisor to contact CSCA@fas.ie

Books/Manuals

FÁS, NALA (2008). *Clocking In to Clocking Out: Improving workplace basic education* FÁS, NALA

Internet websites

Information can be accessed on the following suggested websites as of 15th July 2011:

- <http://www.rug.ie> this website is a useful guide to words, numbers and short videos on using ATMs, paying bills etc.
- <http://www.europass.cedefop.eu.int> this website gives examples and templates of Curriculum Vitae
- <http://www.qualifax.ie/> this website is Ireland's National Learners' Database, access Career Directions which gives an explanation of different careers
- <http://www.moneymatterstome.co.uk/Interactive-workshops/ATM.htm> This website has an interactive ATM simulator and other useful resources
- <http://www.fas.ie> This website gives lists of training courses, jobs etc

Generic Skills: Literacy

Learners will maintain and keep a learning diary throughout the course in order to record and file any useful and relevant information during the module.

At the end of each week the learners will complete a short Weekly Reflective Sheet in order to reflect on their learning and progress during that week. This will help the learners in developing their generic skills of literacy, numeracy, communications and quality awareness and will give learners an opportunity to develop their writing skills.

This diary can be used to as a reference for the learner when filling out the mid course and final course reflection Activities A7 and Activity A8.

Learners will create a personal dictionary of new key words and terms using learner's own explanation of a word. This dictionary will be updated each week and kept in the learning diary.

Learners will add words and terms to a key word bank displayed in the classroom.

Learners will complete Word Search1 and Word Search2. When the learners have gained sufficient practice and experience at word searches, each learner will make up 1 (one) Word Search/Quiz which will be completed by the group.

Learners will practice literacy activities which may be useful on work experience such as

- Writing lists
- filling in order forms
- taking messages

Generic Skills: Numeracy

Learners will:

- Practice using a calculator identifying and locating all keys needed to carry out basic calculations.
- Plan how to travel to a workplace, estimating how long the journey would take.
- Calculate weekly transport and lunch expenses for a work placement.
- Calculate the number of hours worked in a week using a number of different scenarios e.g. working part time, working 4 days a week

Generic Skill: Communications

With a partner, learners will:

- practice listening skills by listening to an audio clip
- discuss interests, likes, qualities, skills and previous work experiences

In a group, learners will:

- Participate in a discussion on interpersonal, intrapersonal and vocational skills sets and those used in the workplace
- Identify and record the type of jobs that would be suited to these interpersonal, intrapersonal and vocational skills and experiences.

Learners will:

- Identify any skills gaps that exist and how these may be remedied in order to overcome any obstacles to getting work experience and a job.
- Discuss with a partner what is to be gained from work experience and any issues or difficulties that could arise doing work experience.
- Discuss the experiences of previous jobs/ work experience and how these can be used to anticipate/ prevent any difficulties/problems in order to make a success of work experience.
- Discuss with a partner or instructor career ambitions/plans and how identified skills and experiences can be used to further these ambitions.
- Identify questions to ask a potential employer about work experience e.g. vacancies, duration of experience.
- Contact potential employers by telephone, letter and calling personally and enquire about availability of work experience.
- With a partner acting as a potential employer learners will practice telephoning potential employers to seek work experience/work.
- Use scripted and unscripted role plays to practice using personal skills e.g. asking questions, leaving a message.
- Identify/discuss types of records to be kept in a Work Experience Diary.

Generic Skill: Literacy, Digital Competence

- Identify key words associated with the computer
- Identify key words associated with the internet
- With a partner or instructor, source information by accessing suggested websites on the internet
- Prepare information for Curriculum Vitae.
- Research potential employers using newspapers, magazines, websites, shop windows, personal networking.

Recommended by: _____
Manager Training Policy Development and Support

Approved by: _____
Director Training Policy Development and Support