

# BINDJAREB COLLABORATIVE NETWORK



Pinjarra  
Senior High School



## Authority Developed Workplace Learning Work Readiness Booklet

**Students MUST complete this booklet to a satisfactory standard prior to commencing their ADWPL placement**



Student Name: \_\_\_\_\_

Year: \_\_\_\_\_

HASS Teacher: \_\_\_\_\_

Work Placement Day: \_\_\_\_\_



# Workplace Readiness Booklet

## Instructions to students

During the work readiness time allocated before work placement begins, you **MUST** complete **ALL THE ACTIVITIES, ANSWER EVERY QUESTION** within the Work Readiness Booklet. You **MUST** achieve a **SATISFACTORY LEVEL** in all aspects of this program to be deemed **WORK READY**.

When you have been assessed as work ready you will be given your workplace consent forms and when these are returned, you can begin your work placement.

The knowledge and skills that you will be assessed against are in this booklet. Your teacher will discuss the knowledge and skills you need to understand so you know what to expect.

The **CHECKLIST** on the last page must be signed off by your teacher as you complete each activity.

Finally, ensure you listen, ask questions, work with others and enjoy.



***You will not be permitted to begin work placement until this booklet is completed successfully.***



## Section 1: Employer Expectations

### Activity 1: What Employers Expect

Brainstorm what you think employers expect of new employee's/work placement students. A chart has been provided below (with the first example completed for you) giving some expectations with room for you to include your own. **Remember you need to complete all 8 expectations.**

EXPECTATION	WHAT DOES IT MEAN?	EXAMPLE IN THE WORKPLACE
Attendance	<i>Completes all scheduled work periods with no absences</i>	<i>Arrives each morning at 8.30 am for start of day and leaves at 5.00 pm for end of day. Appointments are scheduled in lunchbreaks where possible</i>
Punctuality		
Attitude		
Common sense		
Initiative		
Confidentiality		
Safety		
Enthusiasm		
Communication		

## Activity 2: Appropriate Dress

Outline the appropriate dress standards for the positions listed below. Include shoes, protective equipment required for the job, jewellery, hair, makeup etc.

Hair and Beauty Worker or **Flight Attendant** (highlight your choice):

Professional, polished and practical which also shows airline branding and image.

Women: Tailored suit, skirt, pants, blouse or dress with branded scarf or tie. Soft natural looking makeup

Men: Suit with collared shirt, tie and dress pants. Clean shaven or neatly trimmed facial hair

Shoes for both male and females are closed toed, slip resistant and low-heeled for comfort and safety. Minimal Jewellery. No facial piercings or visible tattoos.

Mechanic or Electrician (**highlight** your choice):

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Farmer or Vet Nurse (**highlight** your choice):

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Child Care Worker or Nurse (**highlight** your choice):

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AFL Football Player:

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## Activity 3: Getting Ready → Workplace 'Backpack'

### Appearance

1. **Dress nicely.** This means you must wear clean clothes appropriate to the workplace.
2. **Be clean.** Have a bath or shower and wash your hair before you leave home. Use a deodorant but not too much perfume.
3. **Make sure your hair is neat and tidy.** If your hair is long, make sure you comb it and tie it back.
4. **Nail care is important.** Check that your nails are clean and manicured.
5. **Clean clothes need to be worn every day.** Make sure you have clean ironed clothes ready the night before.
6. **Make sure the right footwear is worn.** Shoes must be sensible and clean, no high heels, sandals or thongs. Check what footwear you need for the job you will be doing. You will need closed shoes, with non-slip soles for most workplaces.
7. **Clean your teeth twice a day-** Before you leave for work and before you go to bed. This will make sure that your breath is fresh, and your teeth are clean.

**Hygiene** can be an awkward issue to discuss. Outline some methods you use to maintain your personal hygiene. Please consider piercings and tattoos in this answer in relation to Employer expectations. Discuss what some of the grooming considerations/expectations that you need to make for your position.

Your Job Role: \_\_\_\_\_

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### Workplace 'Backpack' items to consider

1. Log Book that needs to be completed and signed each week
2. A mobile phone to arrange transport or use in case of an emergency

What else could you include in your workplace backpack? E.g. Asthma Reliever

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## Activity 4: Communication

Look at the following work situations and determine whether the action in the situation was appropriate (Approp.) or not appropriate (Not Approp.)

Situation	Approp.	Not Approp.	Reason
You need to source information. The work colleague next to you has the information. You email them the request.			
You use work time to post Facebook messages and updates while your boss is not looking.			
My next-door neighbour had his car serviced and when he went to pay there was insufficient funds in his account. I discussed this with Mum and Dad whilst eating dinner.			
You are working with a teacher and observing a class from the back of the room. You take the opportunity to text message your friends about how well your work placement is going.			
When you get back from your lunch break you tell your boss that you must leave early because you have a hair appointment for the school ball tonight.			
You are working with an electrician and you drive for an hour to get to Joondalup for a job. During that time, you do not say a word to the electrician.			
You cannot attend work today because you are ill. You sleep in and forget to inform your boss.			
While working in retail you inadvertently use inappropriate language in front of the customer.			

## Section 2: Occupational Safety and Health

### Activity 1: Lost Youth Video

**Warning: explicit language and vision → workplace accident re-enactments. This video contains graphic content that may be disturbing to some viewers. Viewer discretion is advised**

Watch video (17 minutes) <https://www.youtube.com/watch?v=DMT50Fw5OCQ>

- Answer questions on worksheet below

1. What are some of the reasons Michael, Jennifer, John, and Nick were injured at work?

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2. What safety messages/issues were conveyed in the video?

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3. What role does the employer play in keeping workers safe at work?

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4. What role does the worker play in keeping himself or herself safe at work?

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5. What can parents do to help keep their children safe at work?

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6. What are some of the potential hazards at your place of work?

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7. What strategies could you use to keep yourself safe at work?

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## Activity 2:

### Occupational Health and Safety Certificate – WorkSafe SmartMove

Like any Workplace, there are requirements for all Employees to ensure they and their colleagues and customers/clients are kept safe.

Complete a WorkSafe SmartMove Certificate (<http://smartmove.safetyline.wa.gov.au/>) incorporating:

#### 1. General Program (Parts 1 → 4, 1½ hours)

Passing requirement: 100% with unlimited tries.  
Timing: see below for each part.

**Part 1**  
Estimated learning time: 25 to 30 minutes

General Module - Part 1

**Part 2**  
Estimated learning time: 17 to 23 minutes

General Module - Part 2  
**Restricted** Not available unless: The activity **General Module - Part 1** is marked complete

**Part 3**  
Estimated learning time: 15 to 20 minutes

General Module - Part 3  
**Restricted** Not available unless: The activity **General Module - Part 2** is marked complete

**Part 4**  
Estimated learning time: 13 to 18 minutes

General Module - Part 4  
**Restricted** Not available unless: The activity **General Module - Part 3** is marked complete

#### 2. Industry Specific – choose the closest to your placement:

- Automotive
- Building & Construction
- Business and ICT
- Electrical
- Farming
- Fast Food & Takeaway
- Hairdressing, Nail & Beauty
- Health and Community Care
- Heavy Mechanical & Engineering
- Horticulture
- Hospitality
- Light Manufacturing
- Mining
- Plumbing & Gas Fitting
- Retail Trade
- Sports Fitness & Recreation

**\*\* Take between 20 → 42 minutes to complete**

Print the WorkSafe SmartMove Certificate of Completion  
In colour and hand in with your Portfolio of Evidence



### Activity 3: Cloze Exercise

Watch "New to the job" 23 minute video at:  
<https://www.youtube.com/watch?v=SQMOCfwckqY>

to complete the following:

The Occupational S\_\_\_\_\_ and Health Act  
(\_\_\_\_\_) **legislates** to:

Make workplaces s \_\_\_\_\_

E \_\_\_\_\_ fatalities

P \_\_\_\_\_ injuries and d \_\_\_\_\_

Encourage co-operation and c \_\_\_\_\_ between employers & employees.

**Hazards and Risks** in a workplace to consider:

F \_\_\_\_\_ or falling objects

H \_\_\_\_\_ substances

S \_\_\_\_\_ and trips

Extremes of t \_\_\_\_\_

E \_\_\_\_\_

Radiation

Manual h \_\_\_\_\_

Excessive n \_\_\_\_\_

Over exertion or repetitive movement

B \_\_\_\_\_ agents

Machinery and e \_\_\_\_\_

Psychological stress

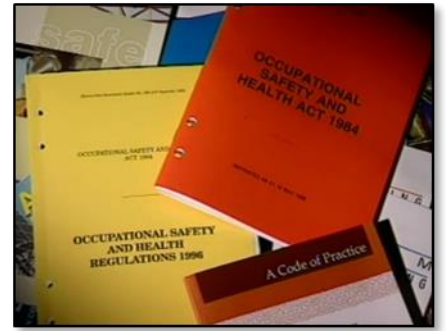
**Simple steps** to maintain safety:

1. S \_\_\_\_\_ the hazard
2. A \_\_\_\_\_ the risk
3. Make the c \_\_\_\_\_
4. Monitor and review

- Remove the hazard
- Substitute it
- Isolate the hazard
- Add safeguards
- Adopt a safer procedure
- Consider training and supervision
- Use PPE

**Employees (workers, you as a workplace learning student and others on site) MUST:**

- Take reasonable c \_\_\_\_\_ to p \_\_\_\_\_ themselves and o \_\_\_\_\_
- Cooperate with employers
- Follow Safe work p \_\_\_\_\_
- Use Personal p \_\_\_\_\_ equipment (PPE) when required
- Report i \_\_\_\_\_ and h \_\_\_\_\_



*Act, Regulations, Codes of Practice and Guidance Notes*

## Activity 4: Certificate

# First Aid for New Drivers



All students who do ADWPL MUST complete this basic first aid course prior to starting their work placement.

Step 1 Open <https://firstaidforme.stjohnwa.com.au/first-aid-for-new-drivers>

Step 2 Register using your email address. You need to say **no** to receiving any mail or updates.

You may prefer to use your school email address that is your name plus the departments address e.g. [John.Smith@student.education.wa.edu.au](mailto:John.Smith@student.education.wa.edu.au)

Step 3 Start Lessons

- On the left of the screen, start at the top on lesson 1 – Role of the First Aider.
- Move down completing each lesson in full. If there is a VIDEO then watch it! If there is a POWERPOINT then watch it!
- Remember there is an exam at the end which you must pass to get the Certificate.

Step 4 Do the Test → You need to get all eight (8) questions correct.

Step 5 Once you have passed the exam DOWNLOAD the Certificate and open. Save to your documents and place in a folder titled ADWPL.

**When you have completed the certificate, please print your Certificate in colour and show your teacher. Congratulations!**

### REMEMBER!!

**D = DANGER**  
**R = RESPONSE**  
**S = SEND FOR HELP**  
**A = AIRWAYS**  
**B = BREATHING**  
**C = CPR**  
**D = DEFIBRILLATION**



## Activity 5: Workplace Bullying

Read and **highlight** key points on this page.

### Key messages

- While in the workplace the way you behave and treat others is taken very seriously.
- Workplace bullying is repeated, and unreasonable behaviour directed towards a worker.
- Workplace bullying can create a risk to health and safety.
- Workplace bullying may affect the mental and physical health of workers.
- The best way to deal with workplace bullying is to report it quickly to your supervisor.
- The longer the bullying behaviour continues, the harder it becomes to repair working relationships and the greater the risk to health and safety.

### What is workplace bullying?

- Bullying can take different forms including:  
Psychological



- Physical



- Or even indirect bullying - for example, not letting someone from work join in team activities



Some examples of workplace bullying include:

- mean comments or rude language
- aggressive and frightening behaviour
- embarrassing comments
- practical jokes
- unfair criticism or complaints.

### What is not workplace bullying?

Not all behaviour that makes a worker feel upset is workplace bullying.

- Managers are responsible for providing staff with helpful feedback on their performance. If you make a mistake your supervisor needs to explain how you can do better and allow you to learn from your mistakes. Your supervisor needs to focus on the positives as well as the negatives to help you learn.
- Disagreeing with a worker is not, on its own, workplace bullying.

### What are the effects of bullying?

Workplace bullying can seriously harm workers by:

- making people not want to go to work
- making workers less productive
- preventing them from going to work because of physical injuries or mental health reasons.

View the Bullying and sexual harassment video (6 minutes 39 seconds)

<https://youtu.be/riakb8pCmQo>

Whilst viewing answer the following questions:

1. Define Workplace Bullying.

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2. Complete the table by classifying the examples listed below as either direct or indirect bullying

Descriptor	Direct	Indirect
Being hit or pushed	X	
Sending threatening emails or text messages		
Verbal abuse		
Posting things about you on Facebook that are hurtful or not true		
Someone threatening you		
Taking things from you and refusing to give them back		
Texting others to embarrass, humiliate or make fun of someone		

3. Define sexual harassment.

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4. Fill in the missing blanks with information from the video to complete what sexual harassment can be:

Sexually \_\_\_\_\_ or \_\_\_\_\_ comments

\_\_\_\_\_ emails, phone calls or text messages

\_\_\_\_\_ offensive material

Sexually explicit \_\_\_\_\_

Sexual propositions or \_\_\_\_\_ and \_\_\_\_\_ requests for dates

5. Who can you tell if you are being bullied/sexual harassed in your workplace learning placement? (Hint: you should list at least five people)

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**You should never be afraid to come forward!**

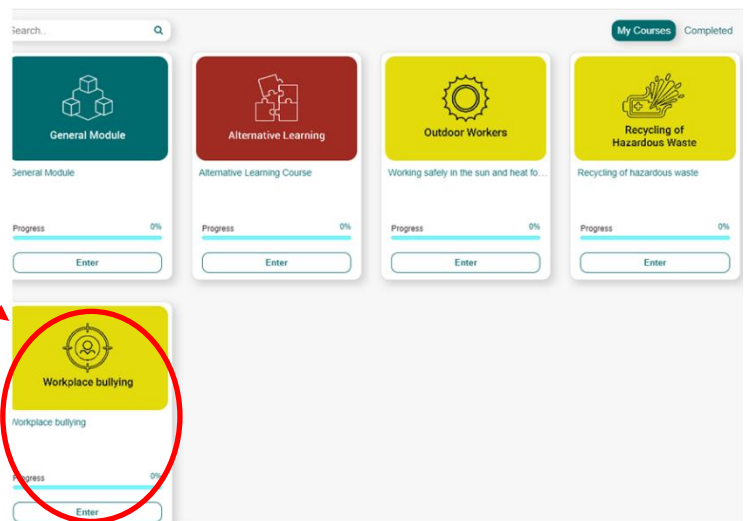
**Speak up!**

**Everyone has the right feel safe.**

Worksafe Smartmove Workplace Bullying Quiz

Complete the Worksafe Smartmove Workplace Bullying quiz

[\(http://smartmove.safetyline.wa.gov.au/\)](http://smartmove.safetyline.wa.gov.au/)



Print the Worksafe Smartmove Workplace Bullying Acknowledgement of Participation Certificate in colour and hand in with your Portfolio of Evidence.



**Pathways → Training and Qualifications?**

**Prospects → Personal Earnings. Other considerations?**

**Prospects → Will there be job opportunities in the future?**

**Related Job Roles in other industries?**

**5 interesting things that I have learnt about this job role ...**

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## Activity 2: What will I actually be doing?

It is important to remember that you will be working with highly qualified people in actual work places. You will not have all the skills and training required to complete many of the tasks that the people you will be working with are performing. Therefore, you need to have **realistic expectations** on what tasks you will be undertaking.



Given the nature of the industry area you will be working in, and the skills and knowledge that you have, what kinds of tasks do you think you will be doing.

**Your job role:** \_\_\_\_\_

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If, after a few weeks, you feel that you are not getting enough experience or learning new skills, what could you do?

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### Activity 3: Workplace Information

Using the table below identify the information that would be important for a new employee/work placement student to know prior to commencing the first day of their placement.

INFORMATION	WHY IS IT IMPORTANT?
<p><i>Start time, finish time and breaks available</i></p>	<p><i>Ensure that you know when you need to begin work. You can check out transport requirements to ensure that you arrive by the start time. Enables you to plan transport home. Aware of time for eating, drinking and filling in Log Book information. Socialise with fellow workers during breaks.</i></p>
<p>Induction</p>	
<p>Evacuation procedures</p>	
<p>Dress including PPE</p>	
<p>Amenities or facilities at the workplace and in the area. E.g. Microwave, Deli</p>	
<p>Training and additional training E.g. White Card</p>	
<p>Absence contact - procedure</p>	
<p>Will you have a different supervisor. Report to?</p>	
<p><b>Trainees ONLY</b> to complete → Procedure for payslips etc.</p>	

## Activity 4: Know the rules ...

### Scenario One

Jim has just started his work experience as a mechanic.



His supervisor has asked him to use a machine that he has not been trained to use. What should Jim do?

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Draw 2 safety signs that would be used in automotive workshops.

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## Scenario Two

Melissa is on work experience in a café.



Melissa accidentally drops a cup of coffee, what should Melissa do?

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Draw 2 safety signs that would be used in a café or restaurant.

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### Scenario Three

Craig has just started work experience and is asked to read the safety induction manual before he starts. Craig is having trouble understanding the manual.



What should Craig do?

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Draw 2 safety signs that would be used in an engineering workshop.

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## Scenario Four

Claire is undertaking work experience at a gardening centre. The supervisor has asked her to help one of the other workers with labelling some products. The worker yells at Claire when she puts on the wrong labels.



What should Claire do?

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Draw 2 safety signs that would be used in a gardening centre.

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# Activity 5: EMERGENCY PLANS and PROCEDURES

Everyday living possesses risks. Going into a workplace will expose you to even greater risks and possible emergencies.

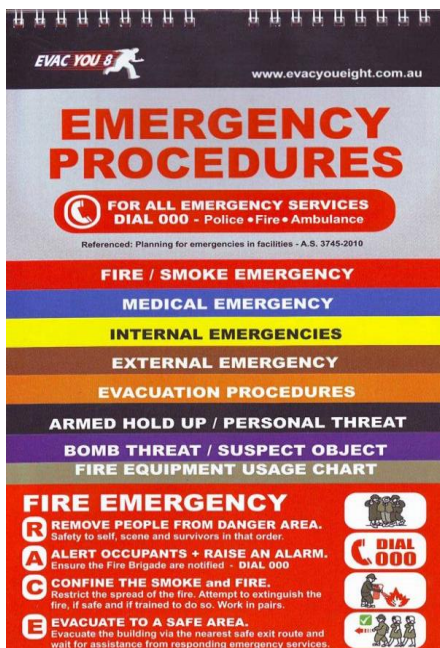
Your workplaces have taken on the responsibility to care for you as they would for any other employee. If you are unwell and cannot attend your workplace, you must let the employer know as early as possible, as they will be concerned for your safety on the way to your workplace. Your parent/guardian must notify the school before 8.30am on your workplace day.

If you were involved in an accident/incident while at your workplace, your employer would need to contact your parent/guardian and inform the school. You need these details in your logbook which you carry with you at all times. Make sure you know these details and keep your Logbook up to date.

**It is a legal requirement that all workplaces have an emergency plan.**

No one can predict when an emergency is going to take place. Emergency situations may arise due to a fire, explosion, chemical spill, medical emergency, natural disaster, bomb threat or violence. Employer emergency plans will help staff and visitors in any type of emergency.

Workplaces must display emergency procedures in a prominent place and make sure all workers know how to implement them.



Make sure you are aware of your employer's emergency procedures and are familiar with where their Emergency Procedures are, exit plans and muster points. Follow your supervisor's instructions.

**Scenario: If your business had a fire break out in the reception area, (making it impossible for your business to carry on, hence they will close for the rest of the day) the steps you would follow are:**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_

**Who are your emergency contacts?**

Parent/Guardian name		
Parent/Guardian contact numbers	Home:	Mobile:

**Student Emergency Contact**

Name	
Telephone numbers	
Relationship to student	

**Workplace Learning Staff**

Workplace Learning Coordinator/Manager	
Workplace Learning Officer/School	

**Absences**

If unable to attend your workplace **YOU MUST** notify your employer, by an agreed method (phone, text, email) and with as much notice as possible:

Employer Name: \_\_\_\_\_ Contact Number: \_\_\_\_\_

Parent **MUST** notify Workplace Learning Officer **BEFORE 8.30AM** (via phone or Email)

***A medical certificate can be requested by the school or workplace supervisor. Unexplained or frequent absenteeism may result in the placement being cancelled.***



# Workplace Readiness Checklist

At the end of each session submit your booklet. Completed activities will be assessed. Any re-submissions will be indicated so you may complete additional work. Each completed activity will be **initialled** by the teacher. At the completion of all activities your teacher will **hand your booklet to the VET Coordinator for final sign off**. You are now **work ready** and may commence your work placement once the Work Placement Officer has finalised arrangements.

Section	Activity	HASS Teacher	VET/WL Satisfactory Completion
<b>Section 1: Employer Expectations</b>	<b>Activity 1:</b> What employers expect		
	<b>Activity 2:</b> Appropriate dress		
	<b>Activity 3:</b> Getting ready → Workplace Backpack		
	<b>Activity 4:</b> Communication		
<b>Section 2: Occupational Health and Safety</b>	<b>Activity 1:</b> Lost Youth Video response		
	<b>Activity 2:</b> SmartMove Certificate Safety Awareness Training Card – No: _____		
	<b>Activity 3:</b> New to the Job – Cloze Exercise		
	<b>Activity 4:</b> Certificate – First Aid for New Drivers		
	<b>Activity 5:</b> Workplace Bullying Questions and Acknowledgement of Participation Certificate		
<b>Section 3: About Your Job</b>	<b>Activity 1:</b> Job Role Investigation		
	<b>Activity 2:</b> What will I actually be doing?		
	<b>Activity 3:</b> Workplace information		
	<b>Activity 4:</b> Know the rules		
	<b>Activity 5:</b> Emergency Plans and Procedures		

VET/WPL

Coordinator Signature: \_\_\_\_\_

Date: \_\_\_\_\_