

WORKPLACE-BASED EXPERIENCE (WBE)

Student Task Book

MARKETING NC(V) LEVEL 4



CUSTOMER SERVICE
Please rate your experience

Excellent	<input checked="" type="checkbox"/>
Good	<input type="checkbox"/>
Average	<input type="checkbox"/>
Poor	<input type="checkbox"/>
Very Poor	<input type="checkbox"/>

STUDENT NAME: _____

COLLEGE: _____

HOST EMPLOYER: _____

Workplace-Based Experience (WBE)

MARKETING TASK BOOK

**National Curriculum (Vocational) (NC(V))
Level 4**

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The Swiss South African Cooperation Initiative (SSACI) is a public-private partnership in development. It has supported vocational training since 2001. SSACI's main aim is to open up pathways to skilled employment for young South Africans.

This task book was developed by SSACI as part of its FET College Project. It is hoped that this task book, and other logbooks developed through the FET College Project, serve as useful resources.

TABLE OF CONTENTS

PART 1: UNDERSTANDING WBE	5
1.1 Introduction to WBE	6
1.2 Instructions for WBE	6
1.3 Overview of WBE	8
1.3.1 WBE Objectives and Learning Outcomes	8
1.3.2 WBE Themes	8
1.4 Curriculum Knowledge and Skills Checklist	10
PART 2: WBE PLACEMENT ASSIGNMENTS	13
2.1 Workplace Induction Checklist	14
2.2 WBE Structured Questions and Activities	15
2.3 Daily Journal	28
2.4 WBE Presentation	39
PART 3: WBE EVALUATION	40
3.1 Student Evaluation of WBE	41
3.2 College Mentor Comment	42
3.3 Employer Evaluation of Student	43
3.4 Employer Letter to Confirm Student Work Experience Provided	44
PART 4: WBE DOCUMENTATION	45
4.1 Employer and College Contact Information	46
4.2 Student Profile	47
4.3 Student Learning Agreement	48
4.4 Certified Copy of ID or Passport (paste in)	49
4.5 Indemnity Form	50

PART 1: UNDERSTANDING WBE

Part 1 welcomes you to WBE and provides important information on the content and outcomes of your WBE.

It also provides a WBE instructions checklist, which will guide you in completing all of the necessary tasks before, during and after your WBE.

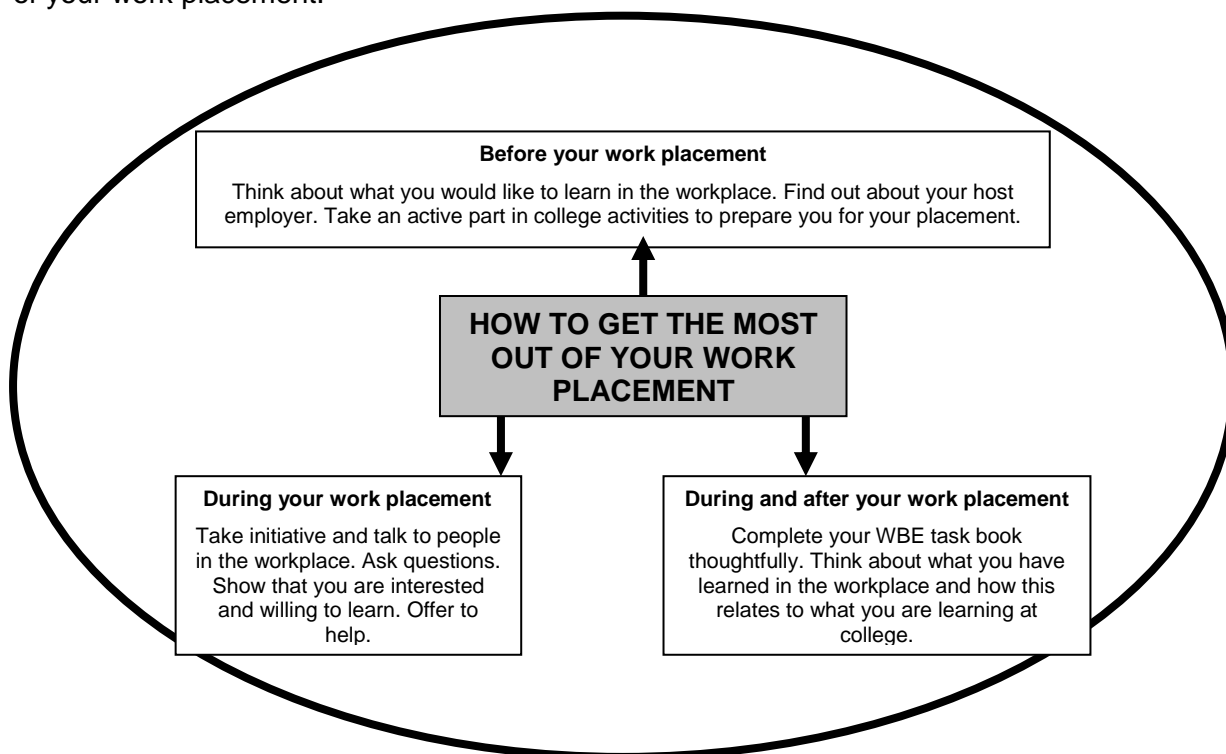
In addition, a curriculum knowledge and skills checklist is included. This checklist has two purposes. The first is to give your host employer information on what you are learning at college. This will help the employer to plan the types of work exposure and experience to provide you with during your placement. The second purpose is to provide a record of the actual workplace exposure and experience you receive during your placement.

INSTRUCTIONS FOR PART 1

- Please **read the Introduction and Instructions** as soon as you can after getting this task book.
- **Before your placement**, complete the following documents (located in Part 4):
 - Employer and College Contact Information
 - Student Profile
 - Student Learning Agreement
 - Copy of ID or Passport
 - Indemnity Form
- **To prepare for your placement** read the Overview of WBE (section 1.3).
- Ensure that the Curriculum Knowledge and Skills Checklist is completed (**before and after your placement**).
- Complete the box indicating the person you should contact if you experience problems during your WBE placement (in section 1.2).
- Complete the “before the start of your placement” part of the **WBE Instructions Checklist**, by ticking off each task in the list after you have completed it (in section 1.2). The other parts of this checklist should be completed during and after your placement.

1.1 INTRODUCTION TO WBE

Welcome to workplace-based experience (WBE). For many of you this will be your first real exposure to a workplace in the field in which you are training. We hope that this will be a valuable experience for you. To gain the full benefit from your experience though, you must make the most of your time in the workplace. Take the opportunity to learn as much as you can about how your host employer operates and the kind of work your course is preparing you to do. Remember you will learn best by asking questions and, whenever possible, taking part in workplace tasks. The diagram below provides ideas on how you can get the most out of your work placement.



1.2 INSTRUCTIONS FOR WBE

To ensure your WBE is successful there are a number of tasks you have to complete before, during and after your placement. A one-page instructions checklist of all the things you need to do is included below. Use this list to help you keep track of what you need to do before, during and after your placement. Tick off each task when you have completed it.

From the instructions checklist you will see there are several forms you need to complete prior to your WBE placement. These forms are in Part 4 of this task book. **Please make sure ALL the forms and documents in Part 4 are completed before you start your placement.**

Lastly, if you have a problem during your WBE placement, you should call your college workplace mentor as soon as possible and discuss it with him or her. Fill in the box below to make sure you have your college workplace mentor's contact information.

Name of college workplace mentor:.....
Phone number:



WBE INSTRUCTIONS CHECKLIST

This checklist contains a summary of all the tasks you need to complete for your WBE placement. Some of these tasks must be completed before the start of your work placement, others during and some after. Use the checklist to help you keep track of what you have done and what you still need to do by ticking off each task after you have completed it.

THINGS TO DO BEFORE THE START OF YOUR WORK PLACEMENT		TICK WHEN DONE
1.	If you are under 18, give your parent/guardian the letter from your college about your WBE placement (letter to be provided by your college).	
2.	Fill in the 'employer and college contact information' form (Part 4).	
3.	Fill in the 'student profile' form' (Part 4).	
4.	Complete the 'learning agreement' (Part 4). Ensure that it is signed by a college representative, an employer representative and yourself.	
5.	Get a certified copy of your ID (or passport if you do not have an ID) and paste this into your task book (Part 4).	
6.	Complete the 'indemnity form' (Part 4). If you are under 18, this needs to be signed by your parent or guardian. If you are over 18 you need to sign it.	
7.	With the help of a lecturer, tick off the curriculum knowledge and skills checklist (Part 1). Both you and your lecturer need to sign the completed curriculum checklist.	
8.	Make transport arrangements to get to your host employer. Get transport money from your college, if this is being provided.	
9.	Find out what personal protective equipment (PPE) your host employer requires and make sure you have this.	
10.	Read through your task book very carefully (especially Part 2) before your placement so you know what information you will have to find in the workplace to complete it.	
11.	Ensure you have copies of the daily journal for each day of your placement (Part 2).	
COMPLETION OF TASK BOOK DURING AND AFTER YOUR PLACEMENT		TICK WHEN DONE
12.	Complete the 'workplace induction checklist' (Part 2) on the first day of your work placement.	
13.	During and after your placement, complete the structured questions and activities (Part 2).	
14.	During your work placement, fill in your daily journal (Part 2). Ask the person who supervised you each day to sign your journal.	
15.	After your placement, evaluate your experience (Part 3).	
16.	Prepare for your WBE presentation (Part 2).	
COMPLETION OF EMPLOYER SECTIONS AT THE END OF YOUR PLACEMENT, BUT BEFORE YOU LEAVE THE WORKPLACE		TICK WHEN DONE
17.	Ask your workplace supervisor to help you tick off the areas of exposure and practice you have received in the curriculum checklist (Part 1). Both you and your supervisor need to sign the completed checklist.	
18.	Ask your workplace supervisor to complete the evaluation on you (Part 3)	
19.	Ask your workplace supervisor to complete the letter about your placement (Part 3). This letter also needs to be stamped with the workplace stamp.	
PROVIDE FEEDBACK ON YOUR WORKPLACE EXPERIENCE AFTER PLACEMENT		TICK WHEN DONE
20.	Share your experience in the workplace with your college and other students using the information gathered in the presentation activity in Part 2.	

1.3 OVERVIEW OF WBE

1.3.1 WBE Objectives and Learning Outcomes

Objectives

To provide you with work exposure and experience in real workplaces that is relevant to your field of study and thereby:

- Develop your understanding of the industry you are training to work in and careers in your field of study;
- Improve your competence and work-readiness; and
- Improve the alignment between the NC(V) and industry.

Learning outcomes

By the end of your WBE placement you will be able to:

- Provide a general description of the work and work processes of your host employer and / or a department in the workplace that works in your field of work;
- Discuss and comment on health, safety, security, environmental and / or legislative concerns that affect the workplace and how these apply to your career field;
- Describe in detail the full job cycle followed from planning to completion for at least one task that you were involved in during your WBE;
- Discuss and comment on how the workplace ensures the quality of its work in your field of work;
- Have a better understanding of careers in your field of study and the role that people in your field play in the world of work;
- Describe and demonstrate the practical skills you were able to develop during your placement; and
- Share your experience in the workplace with your fellow students through an oral presentation.

1.3.2 WBE Themes

Your WBE placement is designed to build on what you are learning at college. It has four broad themes:

- Theme 1: Work and work processes
- Theme 2: The jobs of people who work in your career field
- Theme 3: Managing dangers and risks and complying with industry-specific legislation
- Theme 4: Quality practices: Ensuring that products and services are of a high standard

Theme 1: Work and work processes

This theme focuses on marketing activities and work processes in business and other workplace environments. This includes conducting market research, communicating with customers about products and services, and developing promotional materials. Theme 1 is designed to give you a better understanding of the kind of work you are learning to do and how this is carried out in a real workplace. The actual exposure you get will depend on the type of workplace you visit and the way it structures your time with it. However, it is hoped that during your placement you will be exposed to whole work processes from the beginning to the end of a task and to the work of different departments. This will help you to develop an understanding of the work done by the workplace and the way different departments and functions work together to make this possible.

Theme 2: The jobs of people who work in your career field

The focus of this theme is on the actual work done in different kinds of jobs in your career field. During your work placement, you will observe, work with and talk to people working in your field of work. This will give you a better idea of the work you are training to do. In addition, you will be able to see how it fits into the whole work process of a workplace. Through working alongside employees in the workplace you will also have a chance to increase your knowledge and skills in your field of study.

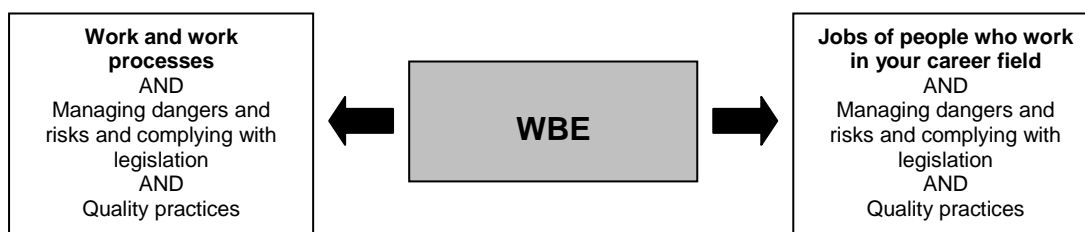
Theme 3: Managing dangers and risks and complying with industry-specific legislation

Workplaces need to ensure that they do not harm their employees, clients or the environment. They also need to protect their employees, work, information and equipment from security threats and other dangers. Government legislation and workplace policy and procedure are developed to control these and other aspects of work. Every employer must comply with the legislation that applies to their industry. During your WBE you will learn about the different kinds of health, safety, security and/or environmental issues and legislation that need to be managed by your host employer. You will also see how these apply to the jobs of people who work in your field of study.

Theme 4: Quality practices: Ensuring that products and services are of a high standard

'Quality' is crucial part of the work of any workplace. Good quality work is essential for employers to survive and succeed in their industry. During your work placement you will learn about how quality is practiced in a real workplace in your field of work. You will find out about your host employer's quality policy and procedures and what employees do to ensure that their work and the products or services provided, are of a high standard. You will also be exposed to the industry standards that your employer works to.

The four themes work together in the following way:



1.4 CURRICULUM KNOWLEDGE AND SKILLS CHECKLIST

The curriculum checklist below provides a summary of the main content areas you should have covered in your NC(V) programme by the end of the year.

Before your work placement, get a lecturer to help you tick off the content areas in the checklist that you have already covered at college. Tick the theory column if you have only covered a content area theoretically. If you have covered it theoretically and practically, tick both the theory and practice columns. Both you and the lecturer need to sign that the information included in the list is correct. This information will be useful to the workplace hosting you as it will be able to see what you know and can practically do. This will help it to provide you with relevant work exposure.

At the end of your work placement, ask your workplace supervisor to help you tick off the content areas in the checklist that you observed or were practically involved in. Both you and your workplace supervisor need to sign that the information included in the list is correct. **Make sure that your checklist is properly completed so that you have an accurate record of your workplace experience.** This will be helpful when you are trying to find work or a training or internship position.

CURRICULUM KNOWLEDGE AND SKILLS CHECKLIST

NC(V) Marketing

Incorporates Levels 2-4

Overview of Subjects

Fundamental subjects	Level 2 core subjects (all compulsory)	Level 3 core subjects (all compulsory)	Level 4 core subjects (all compulsory)	
<ul style="list-style-type: none"> • Language: English • Mathematics or Mathematical Literacy • Life Orientation 	<ul style="list-style-type: none"> • Marketing • Advertising and Promotions • Marketing Communication 	<ul style="list-style-type: none"> • Marketing • Advertising and Promotions • Marketing Communication 	<ul style="list-style-type: none"> • Marketing • Advertising and Promotions • Marketing Communication 	
	Level 2 optional subjects* (one of the options below)	✓	Level 3 optional subjects* (one of the options below)	✓
	<ul style="list-style-type: none"> • Consumer Behaviour • Contact Centre Operations • Office Data Processing 		<ul style="list-style-type: none"> • Consumer Behaviour • Contact Centre Operations • Office Data Processing 	<ul style="list-style-type: none"> • Consumer Behaviour • Contact Centre Operations • Office Data Processing
*Some colleges may provide other optional subjects at level 2, 3 and 4.				

Knowledge and Skills Integrated summary of knowledge and skills developed across subjects in the programme		Confirmation of Training and WBE Received			
		Training Received in COLLEGE <small>(to be completed by the student and lecturer)</small>		WBE received in WORKPLACE <small>(to be completed by the student and workplace supervisor)</small>	
		Theory	Practice	Observation	Practice
KNOWLEDGE AND SKILLS FROM VOCATIONAL SUBJECTS INTEGRATED IN CONTENT AREAS 1-23 BELOW					
Area 1	Understand marketing and advertising and promotion principles, techniques, strategies and activities				
Area 2	Understand role, functions and location of marketing in a workplace and how it relates to other functions/processes				
Area 3	Comply with workplace rules and ethics and legislation that regulates the marketing industry				
Area 4	Develop marketing policy, strategy and plans				
Area 5	Implement and manage marketing policy, strategy, plans and resources				
Area 6	Carry out market and other research (e.g. advertising)				
Area 7	Manage marketing information flow				
Area 8	Develop and implement promotional strategies and plans				
Area 9	Make use various media to promote and advertise the brand, products and/or services of a workplace				
Area 10	Implement sales strategies				
Area 11	Use marketing communication principles, strategies and techniques				
Area 12	Develop marketing materials and presentations				
Area 13	Develop and present marketing proposals				
Area 14	Design and use electronic communication				
Area 15	Plan and prepare 'meeting' communications				
Area 16	Design communication indicators (e.g. press release, sales letter, sales pitch, customer survey)				

Area 17	Interact with clients/customers appropriately and respond to their queries, needs and problems				
Area 18	Behave professionally and adhere to marketing work ethics and recognised performance standards				
Area 19	Function effectively in a team				
KNOWLEDGE AND SKILLS FROM 'CONSUMER BEHAVIOUR' OPTIONAL SUBJECTS IN CONTENT AREAS 20 AND 25 BELOW					
Area 20	Understanding of consumers and factors that influence their behaviour and buying decision making				
Area 21	Explain and apply concepts of 'market', 'target market', 'market segmentation', and 'product positioning'				
Area 22	Understand distribution channels and logistics				
Area 23	Use information systems in a business environment				
Area 24	Use safety and security policies and procedures				
Area 25	Identify clients/customers of a business, liaise with them, take and process orders, and handle customer complaints				
KNOWLEDGE AND SKILLS FROM 'CONTACT CENTRE OPERATIONS' OPTIONAL SUBJECTS IN CONTENT AREAS 26-29 BELOW					
Area 26	Perform inbound and outbound contact centre operations				
Area 27	Handle sales transactions and customer queries and complaints effectively in a contact centre				
Area 28	Handle problems and emergencies in a contact centre				
Area 29	Maintain good service levels and performance standards in a contact centre				
		Signatures (College) Lecturer Student		Signatures (Workplace) Employer rep Student	

PART 2: WBE PLACEMENT ASSIGNMENTS

PART 2 contains four assignments you need to complete during your placement.

INSTRUCTIONS FOR PART 2

- Complete the **Induction Checklist on the first day of your placement**. This checklist will help you clarify what your host employer expects of you and how you will be supervised during your placement.
- Complete as many of the **WBE Structured Questions and Activities** as possible. **This should be completed during and immediately after your placement while your memory of it is still fresh**. You also need to ensure that your supervisor provides feedback after each activity.
- Complete the **Daily Journal during your placement at the end of each day**.
- Prepare a brief summary on your WBE. This summary can then be used for the **WBE presentation** your college may require you to do for other students and lecturers. **Complete this summary after your placement** using the information you have collected in the assignments in part 2.

2.1 WORKPLACE INDUCTION CHECKLIST

This induction checklist should be **completed on the first day of your placement**. It will help you clarify what your host employer expects of you and how you will be supervised during your placement. Please tick off the items in the checklist below once you have completed them. You also need to fill in the additional information required.

Item	Tick
1. I have the name and address of my host employer.	
2. I have the name and contact number of the person in the workplace who is responsible for me during my placement.	
<i>Name of my supervisor:</i>	
<i>Contact number for my supervisor:</i>	
3. I know who I will be reporting to on a day-to-day basis in the workplace.	
<i>Names of the people I will report to daily</i>	<i>When I will report to this person</i>
4. I have been introduced to the people I will be working with.	
5. I know the rules of my host employer.	
6. I know what my host employer expects of me while I am in the workplace.	
<i>Things they expect of me include:</i>	
<i>a)</i>	
<i>b)</i>	
<i>c)</i>	
<i>d)</i>	
<i>e)</i>	
7. I know what time I need to be at work daily and when lunch and tea breaks are. These are as follows:	
<i>Work hours:</i>	
<i>Lunch time:</i>	
<i>Tea times:</i>	
8. I have been given a tour of workplace premises and will be able to find my way around.	
9. If I have a problem during my placement I know what to do.	

2.2 WBE STRUCTURED QUESTIONS AND ACTIVITIES

To make the most of your WBE placement please complete as much of this section as possible.

You do not need to do the activities or answer the questions in a particular order. The information you collect on a day-to-day basis will depend on how your host employer structures your placement. As you get information, you can fill it in.

This section provides an opportunity for you and your host employer to monitor your progress during your placement. Space is provided at the end of each activity for your supervisor to note his or her feedback on how you completed the activity.

ACTIVITY 1: OVERVIEW OF THE WORKPLACE AND THE ROLE PLAYED BY PEOPLE IN YOUR CAREER FIELD

1. What does the workplace hosting you do? Name some of its products and/or services.

.....

.....

.....

.....

.....

.....

2. Name the main departments/sections that make up the workplace. Then say what work is done by each department.

Names of main departments found in workplace	Overview of work of each department

3. Name up to three job types/titles in the workplace that are in your field of work. Note in which department(s) these jobs are found. Then say what the role of each of these jobs is in the workplace.

Job types/ titles in your work field	Department(s) in which jobs are found	Role played by these jobs in the workplace

Supervisor Feedback	
Supervisor's Name: _____	
Date: _____	
Comments: (is the information recorded accurate, was information gathered in an acceptable manner to the company): _____	
Supervisor's Signature: _____	Student's Signature: _____

ACTIVITY 2: PROTECTING EMPLOYEES, CLIENTS, THE WORK BEING DONE AND THE ENVIRONMENT FROM RISKS AND HARM

1. List the main health, safety, security and/or environmental dangers or risks that your host employer has to guard against (in the left column). Then note who or what needs to be protected from each danger or risk (in the right column).

Main dangers or risks	Who or what to protect

2. What are the main rules and procedures that your employer has developed to protect its employees and clients, its work, information and equipment, and the environment from risks and harm? Complete the table below.

Rule or procedure	Purpose of this rule or procedure

3. What main legislation governs your employer's management of dangers and risks to its work, employees, clients and the environment?

.....

.....

.....

4. How would your employer manage the situation if there was an injury or a security violation (that affected employees, clients or its work, information and equipment)?

.....

.....

.....

Supervisor Feedback	
Supervisor's Name:	
Date:	
Comments: (is the information recorded accurate, was information gathered in an acceptable manner to the company):	
Supervisor's Signature: _____ Student's Signature: _____	

ACTIVITY 3: DEEPENING YOUR UNDERSTANDING OF THE CAREER PATH YOU HAVE CHOSEN

To assist you in fully understanding the career path you have chosen, you need to interview someone who works in your field of study about his or her job and career development path. The interview will help you learn about what it is like to work in your career field and career progression possibilities. To get the information you need, it is best that you interview someone who has been working for ten or more years in your field of work. It is not necessary that they have worked for the same employer for this period.

You will need to get permission from the person in charge of you to approach someone in the workplace to conduct this interview. Once you have this permission, you need to find a suitable person to interview. Your supervisor might be able to make some suggestions. Approach the person you want to interview and explain the purpose of the interview. Ask if he or she would be willing to participate. Note that the interview will take about 15 minutes. If the person is unable or unwilling to participate, approach another person. Once you have found someone who is willing to be interviewed, arrange a date and time to do the interview.

Prepare for the interview by reading through and thinking about all the questions you need to ask before the interview. If there is more than one level 4 student at the workplace at the same time as you, you could conduct this interview together. This might be better for the workplace as it would take less time. However, if you do this you need to write up the interview separately.

Interview questions

1) Name of interviewee.....

2) What is your job title?

3) When did you start working for this workplace?

4) What is your immediate superior's job title?

.....

5) What, if any, positions do you supervise?

.....

.....

6) What are your main duties?

.....

.....

.....

7) What skills and personal qualities do you need to do your job?

Specific skills needed	Personal qualities needed (e.g. patience, neatness, attention to detail, get on well with others, etc.)

8) What kind of training and qualifications do you need to do your job?

.....

.....

.....

9) What are the most interesting/enjoyable aspects of your job?

.....

.....

.....

10) What are the least interesting/enjoyable aspects of your job?

.....

.....

.....

11) Where did you work before and what did you do there?

.....

.....

.....

12) What factors have affected your career path in general (from your first job to the current job) and more specifically in the workplace you are currently employed?

.....

.....

.....

.....

.....

.....

13) What career opportunities are available in the workplace?

.....

.....

.....

14) What advice on how to succeed would you give to someone coming into your field of work?

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.....

.....

.....

Supervisor Feedback	
Supervisor's Name:	
Date:	
Comments: (is the information recorded accurate, was information gathered in an acceptable manner to the company):	
Supervisor's Signature: _____	Student's Signature: _____

ACTIVITY 4: DETAILED REPORT ON ONE TASK CARRIED OUT IN THE WORKPLACE

In this section you need to report on one task you observed or were involved in from the planning and preparation stage to its completion. Depending on the kind of task, it might have taken a few hours to complete or a number of days. Examples of tasks you could report on include:

• Develop a promotional strategy or campaign	• Develop or review a marketing plan
• Plan, prepare for and/or participate in a marketing meeting or event	• Conduct research (e.g. market or advertising research)
• Respond to customer queries and needs (telephonically, face-to-face or via email)	• Develop a marketing presentation
• Capture marketing data	• Develop marketing materials
• Evaluate customer satisfaction	• Compile a press kit

Choose a task to report on that will allow you to say something about the following aspects:

- The planning and preparation done before work on the task began
- The step-by-step process followed to do the task
- The safety, security and/or legal precautions taken
- The tools, equipment and/or resources used
- The checks or tests done during and after the task was completed
- The administrative (completing records or reports) and/or housekeeping (tidying up or cleaning) activities that followed the completion of the task

It might be that during your placement you do not participate in any tasks from beginning to end. If this is so, try and find out what happened in the steps you did not participate in for the task you are reporting on. Ask the person who did the work or your supervisor about it.

1. Overview of task completed

Name of task:

Task start date: Task end date: Total time to complete:

Department(s) in which the task was done

.....

Names and job titles of the main people involved in doing the task

Names	Job titles

Summary of what was done:

.....

.....

.....

Why was this task done?

.....

.....

.....

2. Detailed description of work process followed to complete the task

PREPARING TO DO THE TASK

Before a task is done, various activities are usually carried out to ensure that the work can be done correctly and to required standards. Complete the table below on the preparation activities carried out.

Were any of the following things done before the task was carried out? Tick yes or no.				
• Instructions were obtained on what to do	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
• Permission to do the task was obtained (to meet safety, security, policy or legal requirements)	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
• Made sure the equipment and/or resources to do the task were available and/or in working order (e.g. photocopier, printer, paper, brochures, computer, database, stationery, and work plan)	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
• Communicated with people to be affected by or involved in the work, e.g. colleagues or clients	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
• Developed a plan / schedule for the task to be completed	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Did any other preparation activities take place? If yes, list them below.				

DOING THE TASK

This section focuses on how the task was done. There are four parts. In the first, you must indicate what kind of work instruction or guideline was followed. In the second, you must note what work processes were used. In the third, you must describe how the task was completed. In the last, you need to describe the role you played in the task.

1) NATURE OF THE INSTRUCTIONS OR DIRECTIONS FOLLOWED TO DO THE TASK				
Were any of the following kinds of instructions or directions followed when the task was done? Tick yes or no. More than one answer can be ticked.				
• The task was completed on the basis of a verbal instruction	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
• The task was completed on the basis of an email or other written instruction	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
• A workplace procedure was followed	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
• The task was done according to a work plan	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Was any other sort of instruction or guideline used? If yes, explain below.				

2) WORK PROCESSES USED IN COMPLETING THE TASK									
Did the task involve any of the following work processes? Tick yes or no. More than one answer can be ticked.									
• Planning	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	• Researching	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
• Making / answering calls	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	• Reporting	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
• Emailing	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	• Writing	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
• Capturing data	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	• Meeting	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
• Printing	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	• Presenting information	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
• Taking minutes	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	• Preparing documents	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Were any other work processes that are not included in the list above used? If yes, note these below.									

3) THE TASK COMPLETION PROCESS	
Describe the work process followed step-by-step. For instance, what was the first thing done? What was done next? What was done after this? And so on. In each step of the process, note what equipment and resources were used (e.g. photocopier, printer, paper, brochures, database, computer programme stationery, and work plan).	
Step-by-step description of task completion process	Equipment and resources used in each step

Were any specific health, safety, security, environmental or legal precautions taken during the completion of the task? Tick yes or no.	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If yes, what precautions were taken and why?				
Was anything checked or tested while the task was being completed ?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If yes, what checks or tests were done and why?				
What role did you play in doing this task? Did you observe or participate? If you participated, what did you do?				

AFTER THE TASK HAS BEEN COMPLETED

In this section you need to report on post-task activities. There are five parts in the section. The first looks at how the completed task was checked or tested. The second looks at precautions taken after the task was completed (e.g. health, safety, security, environmental or legal). The third looks at post-task communication. The fourth looks at the kinds of administration activities that were completed after the task. The final part looks at the tidying and cleaning-up (housekeeping) that followed the task.

1) CHECKING OR TESTING THE COMPLETED WORK				
When a task has been completed, the work done is usually checked or tested to ensure that it meets requirements and everything has been completed or is working as it should be, that it is of a good quality, and that users/colleagues or clients are satisfied.				
Was any checking or testing done after the task was completed ? Tick yes or no. If yes, complete the questions below.			Yes	No
What was checked or tested?	How was this checked or tested?	Why was this check or test done?	Who did the check or test?	
Did the checks or tests show that there were any problems? Tick yes or no.			Yes	No
If yes, note at least one problem identified in the left hand column and what was done to solve this in the right hand column.				
Problem identified		Solution to the problem		

2) HEALTH, SAFETY, SECURITY, ENVIRONMENTAL OR LEGAL PRECAUTIONS TAKEN AFTER THE TASK WAS COMPLETED				
Were any specific health, safety, security, environmental or legal precautions taken after completing the task? Tick yes or no.			Yes	No
If, yes describe these.				

3) POST-TASK COMMUNICATION

After a task or job has been completed, there is usually some form of communication on what was done and how well it was done. Communication may take the form of oral or written reports. Report-back or evaluation meetings are also sometimes held. Post-task communication is usually directed at project teams, managers, users and clients.

Describe the communication process that followed the completion of the task. What sort of reporting took place? Were there any post-task meetings? If yes, what meetings took place and who was involved in these?

4) POST-TASK ADMINISTRATION

Various administration activities may also be necessary after completing a task. For instance, records are completed and filing (electronic and paper) is done to ensure that all information is available for future reference. Thank you letters and user/customer satisfaction surveys may also need to be administered.

Describe some of the administration activities that were carried out after the task was completed. Note what was done and who did the work.

5) TIDYING UP AND CLEANING (HOUSEKEEPING) AFTER COMPLETING A TASK

After a task has been completed, it is often necessary to tidy and clean up. This is done to ensure that the work environment is left clean and safe and the resources and equipment used are filed or packed away and correctly stored. This kind of 'housekeeping' is done in both the physical workspace and computer environment.

Did any 'housekeeping' take place after the task was completed?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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If yes, describe what was done and why.

3. Assessment of the task completion process and what you learned

The last part of this activity requires you to think about and assess the way the task was completed. You also need to think about and reflect on what you learned from observing or participating in the task. Answer the questions that follow.

How effectively was the task carried out? Did any problems occur?
Do you think the work process used to complete this task could be improved in any way? Give reasons for your answer.
What did you learn from observing or participating in this task?

Supervisor Feedback	
Supervisor's Name:	
Date:	
Comments: (is the information recorded accurate, was information gathered in an acceptable manner to the company):	
Supervisor's Signature: _____ Student's Signature: _____	

2.3 DAILY JOURNAL

Follow these instructions for completing the daily journal:

- Make a journal entry for each day you are in the workplace.
- Make sure that your task book includes enough copies of the journal page for each day of your placement. If necessary, you or your lecturer can make additional copies and insert them in your task book. If the journal page does not have enough space, you can paste or staple more pages into your task book.
- Your journal should be a daily record of your workplace experience and your thoughts about this. Use it to describe what you see, do and experience each day. Mention tasks, projects or meetings you participated in. Make a note of any special events that occurred, like a power failure or safety drill. Include drawings, calculations or workplace documents, if you would like to. Your journal is also a place for you to comment on what you have learned or how your experience made you feel.
- Ask the person who supervised you each day to sign off for that day in the place provided and, if they would like to, make a comment about how the day went.

If you are struggling to think of things to write, you can use the following questions to get you started:

- What activities I did I observe and/or participate in today?
- Was there a link between the activities I did today and what I have learned in college? Did my college training help me to perform the tasks completed today more effectively?
- What was the most interesting thing I did today? Why did I think it was interesting?
- What was the most challenging thing I did today? Why did I think it was challenging?
- What was the most boring thing I did today? Why did I think it was boring?
- What did I do well today? How does that make me feel?
- What didn't I do so well today? How does that make me feel?
- If I have the chance to do this activity again, will I do it differently? In what way?
- Is there anything I think the host employer should do differently or more effectively?

JOURNAL: DAY NUMBER _____

Date.....

Time in

Time out

Department(s) / section(s) you visited or worked in.....

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Names and job titles of the people you worked with during the day

Name	Job title

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To be completed by the student's supervisor for the day		
Name:	Job title:	
Comments (if any): 		
Supervisor's Signature: _____		Student's Signature: _____

JOURNAL: DAY NUMBER _____

Date.....

Time in

Time out

Department(s) / section(s) you visited or worked in.....

Names and job titles of the people you worked with during the day

Name	Job title

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To be completed by the student’s supervisor for the day	
Name:	Job title:
Comments (if any):	
Supervisor’s Signature:_____ Student’s Signature: _____	

JOURNAL: DAY NUMBER _____

Date.....

Time in

Time out

Department(s) / section(s) you visited or worked in.....

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Names and job titles of the people you worked with during the day

Name	Job title

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To be completed by the student's supervisor for the day		
Name:	Job title:	
Comments (if any):		
Supervisor's Signature: _____		Student's Signature: _____

JOURNAL: DAY NUMBER _____

Date.....

Time in

Time out

Department(s) / section(s) you visited or worked in.....

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Names and job titles of the people you worked with during the day

Name	Job title

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To be completed by the student's supervisor for the day	
Name:	Job title:
Comments (if any):	
Supervisor's Signature: _____ Student's Signature: _____	

JOURNAL: DAY NUMBER _____

Date.....

Time in

Time out

Department(s) / section(s) you visited or worked in.....

Names and job titles of the people you worked with during the day

Name	Job title

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To be completed by the student’s supervisor for the day	
Name:	Job title:
Comments (if any):	
Supervisor’s Signature: _____	Student’s Signature: _____

JOURNAL: DAY NUMBER _____

Date.....

Time in

Time out

Department(s) / section(s) you visited or worked in.....

Names and job titles of the people you worked with during the day

Name	Job title

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To be completed by the student's supervisor for the day		
Name:	Job title:	
Comments (if any):		
Supervisor's Signature: _____		Student's Signature: _____

JOURNAL: DAY NUMBER _____

Date.....

Time in

Time out

Department(s) / section(s) you visited or worked in.....

Names and job titles of the people you worked with during the day

Name	Job title

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To be completed by the student's supervisor for the day		
Name:	Job title:	
Comments (if any):		
Supervisor's Signature: _____ Student's Signature: _____		

JOURNAL: DAY NUMBER _____

Date.....

Time in

Time out

Department(s) / section(s) you visited or worked in.....

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Names and job titles of the people you worked with during the day

Name	Job title

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To be completed by the student's supervisor for the day		
Name:	Job title:	
Comments (if any):		
Supervisor's Signature: _____		Student's Signature: _____

JOURNAL: DAY NUMBER _____

Date.....

Time in

Time out

Department(s) / section(s) you visited or worked in.....

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Names and job titles of the people you worked with during the day

Name	Job title

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To be completed by the student's supervisor for the day		
Name:	Job title:	
Comments (if any):		
Supervisor's Signature: _____ Student's Signature: _____		

2.4 WBE Presentation

Use the headings below to prepare a brief summary on your WBE. If you need to make a presentation to your lecturers and other students you can refer to the information in this section.

1. Where did you do your WBE?
2. What does the workplace do?
3. Name a few of the jobs in your field of work that are found in the workplace?
4. What role do people working in your field of work play in the workplace?
5. What is your impression of the way people in the workplace relate to each other and work together?
6. Provide a summary of the main things you were involved in and learned during your placement.
7. Was this learning experience valuable for you? Give a reason for your answer.
8. What advice would you give to another student about to go into a WBE placement?

Helpful tips for making your presentation:

- Bring at least ONE resource to enhance your presentation (for example: a picture of the workplace you visited; a workplace brochure; a task instruction or specification; a policy or procedure; or an agenda of a meeting you attended).
- Use notes (in whatever form) appropriately and sparingly.
- Speak clearly and pace yourself (don't speak too fast).
- Make eye contact with your audience.

PART 3: WBE EVALUATION

Part 3 gives you, your college mentor and your host employer an opportunity to evaluate your WBE placement.

INSTRUCTIONS FOR PART 3

- The **Self Evaluation** gives you an opportunity to evaluate your workplace-based experience. **This needs to be completed at the end of your placement.**
- The **College WBE Mentor Evaluation** provides space for your college workplace mentor to comment on your placement and your task book. **This section will be completed by your mentor during or after your placement.**
- The **Employer Evaluation** provides the opportunity for your host employer to evaluate your performance during your placement. **You need to make sure that this is completed before you leave the workplace.**
- The **Employer Confirmation Letter** confirms your placement with the employer and indicates what work experience you received. **Make sure that this is completed before you leave the workplace and that the employer puts its stamp at the top of the letter.**

3.1 STUDENT EVALUATION OF WBE

INSTRUCTIONS FOR COMPLETING THE EVALUATION
Answer the questions that follow about your workplace experience.

1. Did you feel adequately prepared by your college for your work placement? Explain your answer. For instance, did you have some information about the employer hosting you? Did you know what would be required of you and how to complete your task book?

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2. Was your workplace-based experience relevant to what you have learned in your programme at college? If yes, give a few examples of how it related to this.

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3. Rate and comment on the value of your workplace-based experience.

Not at all useful	Not that useful	Fairly useful	Very useful	Extremely useful

Give reasons for your rating

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What did you find most valuable about your workplace-based experience?

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What did you find least valuable about your workplace-based experience?

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4. How do you think your experience could have been improved?

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5. Do you have any other comments?

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3.2 COLLEGE MENTOR COMMENT

INSTRUCTIONS

This section has been provided for your college workplace mentor to comment on your placement and task book. If your mentor visits you while you are in the workplace, he or she may write a comment at this point. Otherwise, he or she will comment after you have completed your placement and handed in your task book.

(To be completed by college mentor)

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Mentor name	Signature	Date

3.3 EMPLOYER EVALUATION OF STUDENT

Please complete the following evaluation on the student hosted.

Name of student

1. Rating of students. Circle the number that best applies in each case where 1 = very poor, 2 = poor, 3 = fair, 4 = good, and 5 = very good.

ITEM BEING RATED	RATING				
Vocational and technical knowledge. The student displayed knowledge of his/her career field appropriate to his/her level of study.	1	2	3	4	5
Practical competence. The student was able to effectively carry out tasks at a level appropriate to his/her level of training.	1	2	3	4	5
Ability to learn. The student was able to easily learn new things.	1	2	3	4	5
Interest in work. The student asked questions and showed an interest in the work.	1	2	3	4	5
Takes initiative. The student looked for work to do and acted voluntarily.	1	2	3	4	5
Communication skills. The student was able to make her/himself adequately understood and could follow spoken and written instructions.	1	2	3	4	5
Punctuality. The student arrived at work on time and kept time.	1	2	3	4	5
Works neatly and cleans up afterwards. The student produced neat work and willingly engaged in the process of cleaning up after completing a task.	1	2	3	4	5
Health, safety, security and legality. The student understood and followed industry-relevant health, safety, security and legal practices.	1	2	3	4	5
Attitude and cooperation. The student showed willingness and had a good attitude and was able to get along with others.	1	2	3	4	5

2. Overall comments on the student's performance

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3. Does the student display the qualities you would look for in an employee? Please explain.

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Name..... Job title.....

Signature

3.4 EMPLOYER LETTER TO CONFIRM STUDENT WORK EXPERIENCE PROVIDED

Employer letterhead/stamp

Date.....

Confirmation of student work experience

This letter serves to confirm that(name of student) spent(number of days) with(name of employer) from to (placement dates) to gain workplace experience. At the time, the student was completing level 2 / level 3 / level 4 (circle relevant year of study) of the National Certificate (Vocational) in (name of programme) at (name of college).

Key areas in which work exposure and experience were provided include:

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Name of employer representative

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Job title

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Signature

PART 4: WBE DOCUMENTATION

Part 4 includes information on your host employer, your college and you. It also contains the learning agreement and indemnity you will sign and space for a copy of your ID.

INSTRUCTIONS FOR PART 4

Before you start your placement, complete the following documents:

- Employer and college contact information
- Student profile and contact information
- Student learning agreement
- Copy of ID
- Indemnity form

4.1 EMPLOYER AND COLLEGE CONTACT INFORMATION

Employer contact information

Name of employer		
Address of employer		
Employer phone number		
Main employer contact person	Name	
	Contact number	
Second employer contact person	Name	
	Contact number	

College contact information

Name of college		
Information on the college campus at which the student is based	Name of campus	
	Campus address	
	Campus phone number	
WBE Coordinator	Name	
	Contact number	
College WBE mentor	Name	
	Contact number	

4.2 STUDENT PROFILE AND CONTACT INFORMATION

Full name					
Student contact number					
Address					
Name of parent/guardian				Contact number parent/guardian	
ID number				Age	
Name of medical aid (if you have one)				Medical aid no.	
Drivers licence	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Means of transport
Last school attended				Highest school qualification	
NC(V) programme				Level	
Why I chose to study this NC(V) programme					
My future goals					
What I hope to learn during my WBE placement					
Previous WBE experience I have had					

4.3 STUDENT LEARNING AGREEMENT

Congratulations! You have been selected to participate in WBE at your college. This is a wonderful opportunity for you to learn about your chosen occupation and improve your employment prospects.

You will be placed at (employer)

for..... days, from (start date)..... to (end date).....

You need to remember that you are now an ambassador for your college. Your behaviour during your WBE placement therefore needs to be excellent. During your WBE placement you need to comply with your college's code of conduct as well as the rules of your host employer. Any problems or discipline matters that arise will be managed by your college.

During your WBE placement you will be required to:

- Maintain professional behaviour at all times
- Follow the instructions of the workplace representatives responsible for you
- Comply with workplace rules and regulations. This includes following the dress code and wearing any personal protective equipment (PPE) required
- Be punctual and adhere to the work hours required of you
- Take responsibility for making your workplace experience valuable
- Complete the activities in your task book
- Ensure that your host employer completes and signs off the required sections in your task book

When you return to the college you will be required to:

- Hand in your fully completed task book
- Give feedback on your WBE experience

Student	For the college	For the employer
Name	Name	Name
Signature	Signature	Signature
Date	Date	Date

4.4 CERTIFIED COPY OF ID OR PASSPORT (Paste in)

4.5 INDEMNITY FORM

INSTRUCTIONS FOR COMPLETING THE INDEMNITY FORM

- If you are under 18, your parent or guardian needs to complete the indemnity form and sign it. If you are over 18, you need to complete and sign it yourself.
- Depending on who completes the form, cross out the part that is not relevant. For instance, if you complete and sign the form, cross out the phrase 'parent guardian of the trainee' at the top of the form.

I _____ (full name and surname), the parent/guardian of the trainee / the trainee (cross out part not relevant), hereby indemnify _____ (name of temporary host employer), its employees and its agents against any claims of any nature whatsoever which may be brought against them by the trainee, _____ (full name and surname of the trainee) or any third party or other person claiming on behalf of the trainee arising out of the trainee's death or injury or loss of or damage to the trainee's property as a result of entering into and remaining on _____ (name of temporary host employer)'s premises, whether the claim is based on _____ (name of temporary host employer) negligence or on the negligence of any of its employees or agents for which they may be liable.

Name (full name and surname)

Designation (parent/guardian or trainee)

Signature

Date