



**HSC VET WORK PLACEMENT IN FINANCIAL SERVICES INDUSTRY**

**Simulation Support Kit**

**Resources Planning**



  

**Financial Services Curriculum Framework**

**Workplace Simulation**

**Resources Planning**

# Resources for Venue Preparation

1. **Front door**

* Make signs for company name (logo) and operation hours

1. **Tea room**

* Hot water supply (boiler or kettle)
* Ceramic mugs, spoons and forks – no knives (get in expensive ones, they are re-usable and a one-off expenditure)
* Washing liquid
* Some kitchen or paper towel
* Some disposal bags (make arrangements with cleaners regarding disposal if the simulation is run during holiday period)
* Optional - some biscuits, tea bags, coffee and milk

1. **Office**

* Stationery supplies
* Paper
* Some phone message pads
* TVET workplace learning journal

# Resources for each day

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| **Monday** | **Resources Suggestions** | **Estimated Time** | **Notes** |
| 1. **Registration** 2. Students sign in 3. Assigned work area 4. Provide with a company stationery pack each | 1. Sign in sheet & a few pens for signing (& name tags) 2. Work area allocation list 3. One document wallet with  * A5 writing pad * pen * USB (with some company files such as Organisational policies & procedures and WHS manual in pdf format) * printed documents * Work log (to record work performed everyday) * New Staff Activities Checklist | 9 to 9.15  (15 minutes) |  |
| **Induction**  Welcoming (managing director)   * Introduction to Industry * Overview of organization * Organizational chart * Mission Statement * Work activities * Introduce staff * Expectations * professional conduct & ethics (& confidentiality) * employability skills * Structure of workplace learning during the week * Performance appraisal * Significance of ongoing professional development (incl research skills) | * Managing director’s speech   (& power point slides)   * An observation sheet each day for managers to record students’ performance | 9.15 to 10.00  (45 minutes) | * Explain briefly the importance of employability skills and how they are incorporated in the structure of the week’s learning (so that students have a clear purpose of the activities and work throughout the week) |
| **Activity**   * Getting to know you   (Ice breaker) | Activity sheet or materials | 10.00 to 10.15  (15 minutes) |  |
|  | **Morning tea** | 10.00 to 10.30  **(15 minutes)** | Managing director walk round and talk to students individually |
| **Office Manager briefing**   * Housekeeping * Dress code * Employability skills * Complete work log * Tea and lunch breaks * Organisational policies & procedures * Work Health and Safety manual * Sustainable work practice * Site tour | * Office manager’s speech (& power point slides) * Company policies & manuals * Organisational policies & procedures (to show on screen) * Company’s dress code policy | 10.30 to 11. 30  (1 hour) | * Housekeeping (such as punctuality, no personal activities, surfing internet phone calls during work hours) * Dress code * Employability skills * Explain each one with examples and relate them to the week’s work. |

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| **Monday (cont’d)** | **Resources** | **Estimated Time** | **Notes** |
| **Office Manager briefing (cont’d)** | (cont’d from previous page) |  |  |
| **Work Health & Safety**   * Students perform work area and workstation WHS check * Fire drill (optional) | * Workstation WHS checklist * Evacuation map and procedures | 11. 30 to 12.00  (30 minutes) | * Use checklist from WHS class * Use college map and procedures |
|  | **Lunch** | 12.00 to 12.30  **(30 minutes)** |  |
| **Training 1 General office skills**  - equipment basics & maintenance  - scanning, photocopying |  | 12.30 to 1.00  (30 minutes) | * Show & tell - students are expected to write notes (develop good work habits as in the real workplace) |
| **Training 2 Communication**   * General * Professional telephone skills * Reception duties (client service) | * Verbal communication activity sheet (optional) * Professional telephone etiquette training materials * Phone messages pad * Step by step transfer calls guidelines (if applicable) * a list of names and extension numbers (for transfer calls) | 1.00 to 2.00  (1 hour) | * Role play is effective * One manager has to be at one of the extensions to take transferred calls * If New Staff Activities Checklist is used, manager signs where applicable to show they have completed the training (for human resources record) |
| **Team work**  Tax/Accounting Manager’s   * Purpose & Context * professional development * Requirement * research on a topic and make a 20 minute presentation to managing director, managers and colleagues on day 5) | * Tax/Accounting Manager’s speech (power point slides optional) * Team allocation list with assigned topic * Team building activity sheet or material * Tea break rosters and reception rosters (post them on notice board for students to plan and manage their work activities) * Meeting room booking sheet | 2.00 to 2.30  (30 minutes) | * To explain * the significance and benefits of team work in the workplace * team work basics * team work requirement |
|  | **Afternoon tea** | 2.30 to 2.45  **(15 minutes)** |  |

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| **Monday (cont’d)** | **Resources** | **Estimated Time** | **Notes** |
| **Team work(cont’d)**   * Assign teams, topics and conduct team building activity   (3 students per team)   * Students start team work * organize, prioritise, plan, book meeting room, research etc | (cont’d from previous page) | 2.45 to 3.00  (15 minutes)  3.00 to 4.45  (1 hour &  45 minutes) | * Context of the team work   - In this simulation, the workplace is a tax firm, so each team is assigned with a tax topic to research on the basics and by presenting the topic, everyone learns 5 topics as part of their  professional development  - can use other topics such as  sustainable work practices |
| **Individual wrapping up**   * Complete work log and workplace journal * Tidy work area | * work log in their document wallets * workplace journal | 4.45 to 5.00 (15 minutes) |  |

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| **Tuesday** | **Resources** | **Time** | **Notes** |
| **General Housekeeping** |  | 9 to 9.15  (15 minutes) |  |
| **Training 3** (Total time 3 hrs)   * Computerised accounting   (MYOB)   * Overview * Set up company file * Banking (process cash transactions & reconcile) | Computer training materials | 9.15 to 10.45  (1 ½ hours) | Use examples from MYOB subject and customised with company logo etc |
|  | **Morning tea** | 10.45 to 11.00  **(15 minutes)** |  |
| **Training 3**   * Computerised accounting   (MYOB)   * activities and exercises | Computer training materials | 11.00 to 12.30  (1 ½ hours) | Use exercises from MYOB subject and customised with company logo etc |
|  | **Lunch** | 12.30 to 1.00  **(30 minutes)** |  |
| **Individual work**   * Work on client’s file   (Each student is assigned a ‘client’s’ file)   * Set up file * Process **cash transactions & reconcile** using MYOB (apply skills learnt from training 3) * Reception duties (45 minutes each) * phone * walk in clients (optional) * General office duties as assigned by office manager (such as scanning, copying, filing, mail registering)   **Team work**   * prepare for presentation   **Afternoon tea**   * Roster (posted on notice board) | * Rosters posted on notice board on Monday. * Client file   Use either   * actual source documents, or * manual cash book, or * source documents from textbook exercises * Reception rosters posted on notice board on Monday. * Arrange and write script for staff to act as   walk in clients (a few)  (optional)   * Meeting room booking sheet * a filing cabinet with filing folders * some publications for sorting and filing * mail register sheets and some mail (preparation of envelopes etc could be time consuming) | 1.00 to 4.45  (3 ¾ hours)  Students are expected to prioritise, plan and manage their time for individual and team work and their tea breaks according to the roster | * Students refer to rosters on notice board. * Ideally each student should work on a different one * Alternatively, prepare two or several different sets and assign a different client name to each file. * Students refer to rosters on notice board. * Students place client file and printed reports in client folder at the end of each day * Publications e.g. brochures, booklets from ATO or professional associations. * Can also talk to he Business Services section for relevant resources |
| **Individual wrapping up**   * Complete work log and workplace journal * Tidy work area |  | 4.45 to 5.00  (15 minutes) |  |

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| **Wednesday** | **Resources** | **Estimated Time** | **Notes** |
| **General Housekeeping** |  | 9 to 9.15  (15 minutes) |  |
| **Training 4** (Total time 2 hrs)   * Computerised accounting   (MYOB)   * Inventory, sales & purchases basics (process invoices and credit notes) * activities and exercises | Computer training materials | 9.15 to 10.30  (1 ¼ hours) | * can extend to a total of 3 hours * Keep to process invoices and credit notes basics * Use examples and exercises from MYOB subject and customised with company logo etc |
|  | **Morning tea** | 10.30 to 10.45  **(15 minutes)** |  |
| * activities and exercises   (cont’d) |  | 10.45 to 11.30  (45 minutes) | 10.45 to 12.30  1 hour & 45 minutes  if extending to 3 hours total |
| **Students start working on individual and team work.**  New addition to general office duties   * set up a central pool of unassigned office work such recycling, shredding, sorting, binding for students to work on a volunteer basis | * paper for sorting, recycling and shredding * materials for binding | 11.30 to 12.30  (1 hour)  This can start after lunch if the MYOB training is extended to 3 hours | * Start keeping materials for sorting, recycling and shredding in the section * Useful to check with other sections if they have binding work or   materials for recycling   * if not, use some old books |
|  | **Lunch** | 12.30 to 1.00  **(30 minutes)** |  |
| **Individual work**   * Work on client’s file * Process **sales & purchases** transactions using MYOB (apply skills learnt from training 4) * Reception duties (45 minutes each) * phone * walk in clients * General office duties * from unassigned list * as assigned by office manager   **Team work**   * prepare for presentation   **Afternoon tea**   * Roster (posted on notice board) | * unassigned list of office work * Client file   Use either   * actual source documents, or * source documents from textbook exercises | 1.00 to 4.45  (3 ¾ hours)  Students are expected to prioritise, plan and manage their time for individual and team work and work around their tea breaks according to the roster |  |
| **Individual wrapping up**   * Complete work log and workplace journal * Tidy work area |  | 4.45 to 5.00  (15 minutes) |  |

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| **Thursday** | **Resources** | **Estimated Time** | **Notes** |
| **General Housekeeping** |  | 9 to 9.15  (15 minutes) |  |
| **Option 1** (Time 1 hr)   * Guest speaker from industry   **Option 2** (Time 1 hr)   * **Training 5** spreadsheet basics | * contact speaker * training materials   (formulas) | 9.15 to 10.15  (1 hour) | * Time of talk can vary * e.g. speaker from Smartstart * simple spreadsheet exercises (incl. autosum, absolute & relative copy) |
| Students start working on individual and team work   * In addition to the normal combination of work on the previous two days, introduce extra work duties (complex) such as * reply to client’s questions (verbal or written) * additional work from client (e.g. prepare a petty cash book, correct errors, new information)   **(Morning tea break is on roster)** | * Morning tea break roster * Additional information such as client notify   - some errors in the transactions they have previously provided  - additional transactions | 10.15 to 12.30  (2 ¼ hours) | * This is particularly for the quicker and better students. * Managers have to watch closely the progress of each student and the teams adjust the workload accordingly. |
|  | **Lunch** | 12.30 to 1.00  **(30 minutes)** |  |
| **Individual work**   * Work on client’s file * additional work (as aforementioned) * Reception duties (45 minutes each) * phone * walk in clients * General office duties * from unassigned list * as assigned by office manager   **Team work**   * prepare for presentation   **Afternoon tea**   * Roster (posted on notice board) |  | 1.00 to 4.45  (3 ¾ hours) | Students are expected to prioritise, plan and manage their time for individual and team work and work around their tea breaks according to the roster |
| **Individual wrapping up**   * Complete work log and workplace journal * Tidy work area |  | 4.45 to 5.00  (15 minutes) |  |

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| **Friday** | **Resources** | **Estimated Time** | **Notes** |
| **General Housekeeping** |  | 9 to 9.15  (15 minutes) |  |
| **Self performance appraisal**   * Individual * Team | * Appraisal forms | 9.15 to 9.45  (30 minutes) | * observation notes provided to human resource manager to use in performance appraisal. |
| **Formal performance appraisal**   * approximately 10 minutes for each student * conducted by the human resource manager & office manager * students have the opportunity to provide their feedback   **Team work**   * prepare for presentation while taking turn for the performance appraisal   **(Morning tea break is on roster)** | * Performance appraisal notes   (prepared from notes made during the week)   * Morning tea break roster | 9.45 to 12.30  (2 ½ hours) | * Ideally there should be two managers conducting the appraisal – the human resource manager and one of the other two managers * The teams prepare for presentation while taking turn for the performance appraisal and for morning tea |
|  | **Lunch** | 12.30 to 1.00  **(30 minutes)** |  |
| Managing director has informal conversation with each group.  (optional) |  | 1.00 to 1.30  (30 minutes) | The purpose is for  - the managing director to assess changes/improvement in students’  professional behaviour, communication skills etc after a week’s of workplace learning  - enhance the students’ workplace experience |
| **Presentation (Team 1 & 2)**   * Managing director provides comments after each presentation | * A simple form for managing director and each manager to write notes | * 1. to 2.30   (1 hour) | * On the form - team number, members and topic * allow time for setup & overrun |
|  | **Afternoon tea** | 2.30 to 2.45  **(15 minutes)** |  |
| **Presentation (Team 3, 4 & 5)** |  | 2.45 to 4.15  (1 ½ hours) |  |
| **Award Announcement**  (& Prizes) e.g.   * Staff of the week * Best team (management) * Best team (presentation) | * Merit Certificates * Prizes (such as some candies) | 4.15 to 4.30  (15 minutes) | Other awards e.g.   * Best manner * Improvement * Quiet Achiever |
| **Individual wrapping up**   * Complete work log and workplace journal * Tidy work area |  | 4.30 to 5.00  (30 minutes) |  |