



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

**Simulation Support Kit**

**Suggested Structure Summary**



  

| **Monday** | **Tuesday** | **Wednesday** | **Thursday** | **Friday** |
| --- | --- | --- | --- | --- |
| **Registration*** Students sign in
* Assigned work area
* Provide with a company stationery pack each
 | **General Housekeeping** | **General Housekeeping** | **General Housekeeping** | **General Housekeeping** |
| **Induction** Welcoming (by managing director or senior manager)* Introduction to Industry
* Overview of organization
* Organizational chart
* Mission Statement
* Introduce staff
* Expectations
* professional conduct & ethics
* work behaviour
* employability skills
* Structure of workplace learning during the week
* Importance of ongoing professional development Performance appraisal
 | **Training 3** (Total time 3 hrs)* Computerised accounting

(MYOB) * Overview
* Set up company file
* Banking (process cash transactions & reconcile)
 | **Training 4** (Total time 2 hrs)* Computerised accounting

(MYOB) * Sales & purchases basics (process invoices and credit notes)
* activities and exercises
 | **Option 1** (Time 1 hr)* Guest speaker from industry

**Option 2** (Time 1 hr)* Short Training on spreadsheet basics
 | **Self performance appraisal*** Individual
* Team
 |
| **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)
* financial calculations

**(Morning tea break is on roster)** | **Formal performance appraisal*** approximately 10 minutes for each student
* conducted by the human resource manager (based on notes made during the week)
* students have the opportunity to provide their feedback

**Team work*** prepare for presentation while taking turn for the performance appraisal
 |
| **Activity** (Ice breaker)* ‘Getting to know you’

or any other ice breakers |
| **Morning tea** | **Morning tea** | **Morning tea** |
| **Office Manager briefing*** Housekeeping
* Tea and lunch breaks
* Organisational policies & procedures
* Work Health and Safety manual
* Dress code
* Complete work log
* Sustainable work practices
* Site tour
 | **Training 3** * Computerised accounting

(MYOB) * activities and exercises
 | **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
 |
| **Work Health & Safety** * workstation WHS check
 |
| **Lunch** |
| **Training 1 General office skills**- equipment basics & maintenance - scanning, photocopying | 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 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
* General office duties as assigned by office manager (such as scanning, copying, filing, mail registering)
* Complete work log and workplace journal

**Team work** * prepare for presentation

**Afternoon tea*** Roster (posted on notice board)
 | 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 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
* Complete work log and workplace journal

**Team work** * prepare for presentation

**Afternoon tea*** Roster (posted on notice board)
 | 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 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
* Complete work log and workplace journal

**Team work** * prepare for presentation

**Afternoon tea*** Roster (posted on notice board)
 | Managing director has informal conversation with each group. |
| **Training 2 Communication** * Professional telephone etiquette
 | **Presentation (Team 1 & 2)*** Managing director provides comments after each presentation
 |
| **Afternoon tea** | **Afternoon tea** |
| **Team work** * Context
* professional development
* Requirement
* research on a topic and make a 20 minute presentation to managing director, managers and colleagues on day 5)
* Assign teams and topics

(5 teams of 3)* Team building activity
* Students organize, prioritise, plan, book meeting room, etc
 | **Presentation (Team 3, 4 & 5)*** Managing director provides comments after each presentation
 |
| **Award Announcement** (& Prizes)* Staff of the week
* Best team (management)
* Best team (presentation)

Other awards e.g.* Best manner
* Improvement
* Quiet Achiever
 |
| **Individual wrapping up** * Complete work log and workplace journal
* Tidy work area
 | **Individual wrapping up** * Complete work log and workplace journal
* Tidy work area
 |