



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

**SIMULATION SUPPORT KIT**

**Overall Organisation Guidelines**

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**Financial Services Curriculum Framework**

**Workplace Simulation**

**Overall Organisation Guidelines**

# 1. Venue Preparation

1. **Front door**

* company name (logo) and operation hours
* clear hallways of non company notices (put away with notes to restore afterwards)

1. **Office**

* 15 partitioned areas with a workstation each (for groups between 7 to 15 students)
* 1 area with a workstation for the office manager
* 1 reception desk or area

Checklist

* check all lights, air conditioning, computers, phones, projector etc are working
* notice board for putting up rosters, notices etc
* put up WHS poster ‘Watching Out for You’
* stationery items, phone messages pads at the reception desk (and spares in stationery cupboard)
* check availability of toilets and first aid

**Important** (if running simulation during holidays, useful to check with college operations to ensure security of the area. Use locked toilets if possible and arrange for key(s) – staff only, for security and can also be an additional ‘workplace’ feature)

1. **Managers’ office** (min. one, nearby, label on door with name and title)

* preferred to have several, one for each manager e.g. managing director, office manager, accounts manager etc (not necessarily using all, only for effect)

1. **Training and meeting room** (min. one, nearby, with computers, label on door)
2. **Tea room**

* Standard
* water supply (hot & cold) zip boiler or kettle, fridge, microwave, cleaning detergent, paper towel)
* Optional
* tea, coffee, milk, sugar, biscuits
* inexpensive cups and plates, spoons (& forks), no knives

**Important**

Perform Work Health and Safety check to ensure all rooms, work stations and hallways are free of hazards.

# 2. Pre-start Preparation

1. **Workplace learning journal**

Each student should have a TVET workplace learning journal. Make sure all necessary information and signatures are in place in the TVET workplace learning journal, such as date, time, location, staff contact details, emergency contact details. (It should be useful to make a list of the emergency contact details and keep a printed copy in the office manager’s work folder.)

1. **Dress code**

* Prepare and provide dress code, with clear written guidelines and examples (avoid using general terms such as work clothes, work shoes)
* You can use the dress code policy of the company in this toolkit as a reference

1. **Tea and lunch breaks**

* Morning & afternoon tea 15 minutes each; and lunch 30 minutes
* Suggest to the students that they bring their lunch (instead of rushing out to get lunch; and if it is run during holidays, canteens are closed) (also bring snacks if not provided by company)

1. **Special needs**

* Check if any student has special needs for reasonable adjustments (the TVET coordinator usually should have the information and the paper work from the school)

1. **Other important things to organise**

* Structure
* Resource planning
* Staff (recruitment, work allocation, including stationery order, venue preparation etc)
* Venue booking
* Run Sheet
* Prepare a detailed run sheet with time allocation, allocation of duties, resources etc
* (It is useful to have some contingency planning.)

# 3. Staff

1. **One group of 15 students**

This is the ideal line up for the best effect.

If not possible, alternatives include having one teacher as the manager for one group for 35 hours, or two teachers share one group to a total of 35 hours (alternate days or one in the morning and the other in the afternoon).

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| **Title** | **Role** | **Time** | **Cost savings in running 2 concurrent groups** |
| Office Manager | * Co-supervise with Accounting Manager * Ideally, a teacher with strong Business Admin skills, TVET teaching & current industry experience | 5 days (35 hours)  (run office skills and communication training) | If running 2 groups of 15 each (in adjacent rooms)  Assign  - two office managers one for each group (35 hours x 2)  - one accounting manager for both groups (35 hours)  (save 35 hours)  (All managers share training) |
| Accounting/Tax Manager | * Co-supervise with Office Manager * Should be an Accounting teacher with TVET teaching, MYOB & excel skills & current industry experience (& tax knowledge) | 5 days (35 hours) also has to run (MYOB & excel) training |
| Trainer (optional) | * If Office and Accounting Managers are not running the training sessions), then  1. Accounting manager works 28 hours (not run training) 2. Trainer work 7 hours running training |  |
| Managing director | Monday - Induction  Friday - Evaluate presentation | Monday 2 hours  Friday 3 hours | Monday 2 hours  Friday 3 hours   * Induction and presentation with both groups at the same time (save 5 hours) |
| Human resource manager | Friday - Performance Appraisal | Friday 3 hours | Friday 3 hours x 2 |
| **Total** |  | **78 hours** | **116 hours**  (save 40 hours in total) |
| Others   1. Guest speaker (optional) 2. Clients | 1. from industry e.g. accounting bodies, ATO, OSR, Smart Start 2. make calls or walk in for reception | 1. usually no cost 2. try to get support from college admin staff and part time teachers |  |

1. Ensure all staff has completed the ‘Keep Them Safe’ Training.

# 4. Other resources

1. **Stationery estimate**

(Purchase or use existing resources)

* 15 document wallets (1 per student, can be recycled for next group)
* 15 USBs (1 per student, can be recycled for next group)
* 15 A5 writing pads (1 per student)
* 15 pens (1 per student), a few for managers and signing
* whiteboard markers and cleaners, name tags
* other office accessories as appropriate such as staplers & staples, pins
* paper (estimated use about 1 to 1 ½ ream per group)

1. **Office equipment**

(Use existing or borrow)

* document shredder, binder, laminator (for merit certificates)
* filing cabinet and filing folders

1. **Tea room**

* Standard

- water supply (hot & cold) zip boiler or kettle, fridge, microwave, cleaning detergent, paper towel (these should be available in staff tea room)

* Optional

- tea, coffee, milk, sugar, biscuits

- inexpensive cups and plates, spoons (no knives)

1. **Prizes**

* some candies (or other inexpensive prizes), wrapping paper & ribbon

1. **Photocopying & printing**

* estimated paper use about 1 to 1 ½ ream (max. 2 reams) per group

**Cost estimates**

The cost depends on the type of merchandise purchased and how much existing resources are available.

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| **Major items to purchase** | **Estimated cost for the first group of 15 students (guide only)** |
| * Stationery (including paper) | Approx. $200   * the document wallets & USBs can be recycled for next groups) * cost is significantly reduced if pre-used USBs can be used instead of purchasing |
| * Tea room supplies (tea, coffee etc) - optional | Approx. $50 |
| * Prizes | Approx. $30 |

1. **Some suggestions**

* Use no frills brands or purchase from discount stores where possible.
* Use existing resources as far as possible e.g. some stationery items and pre-used USBs, tea room supplies
* Recycle document wallets and USBs