



**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 12.301 hour & 45 minutesif 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) |  |