



HSC VET WORK PLACEMENT IN FINANCIAL SERVICES INDUSTRY

SIMULATION SUPPORT KIT GUIDELINES FOR STUDENTS



Financial Services Curriculum Framework Workplace Simulation Guidelines for Students

1. Understanding employer expectations

You should have some understanding of the employer expectations which often include dress code, appropriate behaviour, the right attitude, employability skills and how learning is structured in the workplace.

There are eight employability skills that are expected of staff in a financial services workplace. They are:

1. communication
2. teamwork
3. problem-solving
4. initiative and enterprise
5. planning and organising
6. self-management
7. learning
8. technology

Further details of these skills are explained in the Board of Studies document 'Employability Skills in Financial Services' at http://www.boardofstudies.nsw.edu.au/syllabus_hsc/pdf_doc/employability-skills-financial-services.pdf

2. Work readiness

Work readiness is both a process and a goal that involves developing a student's workplace-related attitudes, values, knowledge and skills. This enables students to become increasingly aware and confident of their role and responsibilities in the workplace.

Work readiness includes:

- a positive attitude to appropriate personal presentation, being reliable and punctual
- realistic expectations of the work that you will be able to do as an entry-level student, or for the level of the VET qualification you are preparing to attain
- willingness to learn
- the willingness to be supervised, follow reasonable work instructions and wear personal protective equipment as directed (where applicable)
- Work Health and Safety awareness and practices, understanding of acceptable behaviour and conduct in the workplace and the circumstances for using emergency contact procedures
- the confidence to ask questions to clarify instructions and to speak up when you have concerns about your welfare and well-being in the workplace
- the capacity to function and communicate appropriately in an adult environment

In addition, you should:

- organise travel arrangements that you can safely manage to and from the workplace
- make arrangements to ensure your attendance for the duration of the work placement
- understand and show willingness and capacity to meet work reasonable expectations in the simulation
- understand that work placement is a necessary part of your HSC VET course and your performance in the workplace simulation provides evidence of your developing competency and progress towards reaching industry standards.
- understand the consequences of unsuccessful work placement

3. Student Responsibilities

You should be aware that you are playing a dual role as “adult” workers and as secondary students. You are still a part of the school or TAFE NSW system.

You should also be aware of your obligations and responsibilities inherent in workplace learning programs, in particular, the need to:

1. behave appropriately.

Your conduct in the workplace should include:

- showing respect and courtesy to others
 - following all reasonable instructions from the employer and supervisor
 - showing initiative, enthusiasm and willingness to learn
 - not jeopardising safety of self or others
 - valuing the opportunity to learn from others in the workplace
2. inform your office manager in the simulation by phone or email if you are not able to attend work
 3. inform your office manager and your parents/carer if you are sick during work hours

4. Post Placement Follow Up

We all learn from experiences. Post placement follow up is important to optimise learning in the workplacement. Some of the benefits are:

It enables you to

- consolidate the useful experiences you have gained in the placement
- identify areas where you need to improve in
- understand your own strengths and weaknesses
- plan your career pathways (where applicable)

There are some guidelines in your Student Work Placement Journal. Make sure that the relevant sections in the Journal are completed.

5. Dress Code

As with many businesses in the financial services industry, the workplace simulation requires staff to present a professional image. Employees should give careful attention to personal grooming. Smart conservative business attire should be worn. Clothes should be clean, neat and well pressed. The following is intended as a guide only. If you are in doubt as to the suitability of a clothing item, please talk to your manager/teacher.

General	
The following are considered inappropriate and should not be worn	
<ul style="list-style-type: none"> ▪ school uniforms ▪ shorts of any kind ▪ hoodies, cargo pants or jeans ▪ shabby or worn-out clothes ▪ revealing clothing ▪ gym wear, including track suits ▪ chunky or excessive jewellery 	<ul style="list-style-type: none"> ▪ hair styles that need constant attention including styles where hair hangs over your eyes ▪ excessive colour combinations including loud ties, extreme hair colour or garish nail polish ▪ heavy makeup ▪ heavy perfumes or scents
Ladies <i>should</i> wear	Ladies <i>should not</i> wear
<ul style="list-style-type: none"> ▪ Business suit ▪ Smart trousers and shirts or jumpers ▪ Skirt - knee length in a conservative style ▪ Jumper or smart conservative jacket 	<ul style="list-style-type: none"> ▪ jeans ▪ short skirts ▪ low necked or see-through garments ▪ sports clothing
Gentlemen <i>should</i> wear	Gentlemen <i>should not</i> wear
<ul style="list-style-type: none"> ▪ Business suit (ties are not compulsory) ▪ Smart trousers and shirt (ties are not compulsory) ▪ Jumper or smart conservative jacket 	<ul style="list-style-type: none"> ▪ jeans ▪ sloppy ill-fitting or excessively tight trousers ▪ sports clothing
Shoes	
Clean enclosed leather or synthetic shoes in a conservative style. <i>Remember you will have to wear the shoes for the entire day.</i> If you have a long walk please bring a change of shoes.	
The following are considered inappropriate footwear	
<ul style="list-style-type: none"> ▪ extreme fashion shoes ▪ backless sandals 	<ul style="list-style-type: none"> ▪ sneakers ▪ ugg boots ▪ thongs ▪ bare-feet ▪ gym shoes ▪ crocs

NB The dress code requires appropriate not expensive attire. You are not expected to spend a lot to comply. If you do not have suitable attire some economical suggestions are:

- Borrow appropriate clothing from family or friends.
- Purchase plain conservative items from a discount store.
- Support a charity and the environment by purchasing from a second hand store.

6. Student Acknowledgement

I have read the guidelines. I agree to comply with the requirements.

Student Name

Student Signature