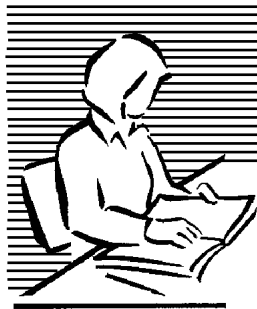
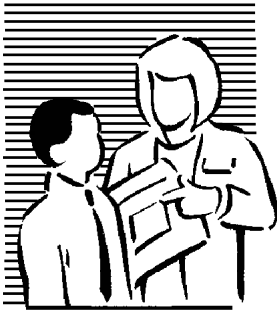


1 *Watching*
a training video



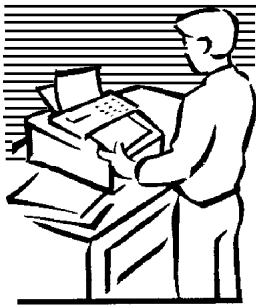
2 *Reading*
a training manual



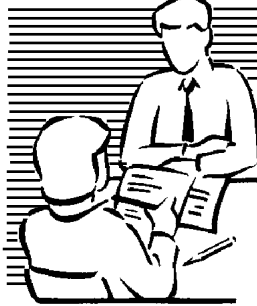
3 *Listening*
to a supervisor



4 *Observing*
fellow staff



5 *Using*
office equipment



6 *Interviewing*
a manager



7 *Observing*
a meeting



8 *Working*
on a computer



9 *Talking*
on the telephone



10 *Working*
on reception

NAME _____

FORM _____

PLACEMENT _____

Work Experience **IN AN OFFICE**



**Work Experience Learning Framework
for Pre-16 Students**

Questions to ask

1 *Background to the business*

- a. What is the history of the business?
- b. What are the basic facts and figures about the business?
- c. What are the main patterns of employment eg. full-time/part-time?
- d. How many office and other staff are employed at this site?

2 *Employment in offices/clerical/business administration*

- a. What trends are there in office jobs?
- b. What different types of jobs are available?
- c. What career and training opportunities are there?
- d. How does management communicate with staff?

3 *Working conditions*

- a. What are working conditions like for staff?
- b. What rights and responsibilities do staff have?
- c. What rights and responsibilities does the employer have?
- d. How are disagreements resolved?

4 *Business organisation*

- a. What are the different departments?
- b. How do the different departments work together?
- c. What type of organisation is it?
- d. Is there a recognised trade union or staff association?

5 *Office layout*

- a. Is the office open plan or traditional?
- b. What are the advantages of the current office layout?
- c. What are the problems with the current office layout?
- d. How could the layout of the office be improved?

6 *Health and safety*

- a. What health and safety rules do employees have to follow?
- b. What are the most common accidents?
- c. What happens when there is an accident?
- d. What is the role of the health and safety representative?

7 *Equal opportunities*

- a. Does the organisation have an equal opportunities policy?
- b. Are particular jobs carried out mainly by men or women?
- c. How are jobs advertised?
- d. Are there any arrangements for supporting child care?

8 *Environment*

- a. Does the organisation have an environmental policy?
- b. Are there procedures for recycling paper?
- c. Are there procedures for reducing waste and use of energy?
- d. Who is responsible for maintaining a good office environment?

9 *Administration*

- a. What administrative systems are used?
- b. How does IT help the office function?
- c. What applications are used in the organisation?
- d. How is email used?

10 *Communications*

- a. What rules are used when talking to customers?
- b. What is good customer service?
- c. What is good telephone technique?
- d. What forms of written communication are used?

