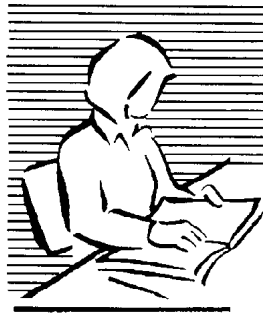


1 *Watching*
a presentation



2 *Reading*
a manual



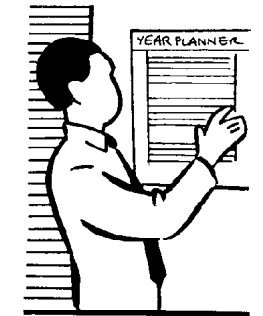
3 *Talking*
to customers



4 *Working*
on a computer



5 *Observing*
fellow staff



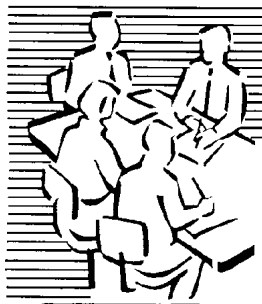
6 *Reading*
charts and measures



7 *Using*
tools and equipment



8 *Interviewing*
a manager



9 *Attending*
a staff meeting



10 *Working*
in the office

NAME _____

FORM _____

PLACEMENT _____

Work Experience

IN ART AND DESIGN



**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. How many people are employed by the business?
- d. What are the main patterns of employment e.g. full-time/part-time?

2 *Employment in art and design*

- a. What different types of jobs are there?
- b. What career and training opportunities are there?
- c. What qualifications and skills are required?
- d. What trends are there in jobs in art and design?

3 *Working conditions*

- a. What are working conditions like for staff?
- b. What facilities are available for the use of staff?
- c. How have working conditions changed over the years?
- d. How are working conditions likely to change in the future?

4 *Business organisation*

- a. What are the different work roles in the business?
- b. How do the different people work together?
- c. How are work tasks allocated to individuals?
- d. What happens when a member of staff is sick?

5 *Layout*

- a. How is the office or studio laid out?
- b. What are the advantages of the current layout?
- c. What are the problems with the current layout?
- d. How could the layout of the office or studio be improved?

6 *Health and safety/security*

- a. What health and safety rules do staff have to follow?
- b. What are the most common accidents?
- c. What happens when there is an accident?
- d. What steps are taken to protect property?

7 *Customer service*

- a. What customer service procedures are there?
- b. How are customer complaints handled?
- c. What is good customer service?
- d. What methods are used to monitor customer satisfaction?

8 *Administration*

- a. What administrative systems are used?
- b. How important is IT to the administration of the business?
- c. What applications are used in the organisation?
- d. How is e-mail used?

9 *Quality assurance*

- a. What is quality assurance?
- b. What are the quality standards of the business?
- c. What procedures are there to maintain quality?
- d. Who is responsible for maintaining the quality standards?

10 *Marketing*

- a. What is the marketing strategy of the business?
- b. How does the business advertise its services?
- c. What image does the business try to project?
- d. How does the company evaluate its marketing?

