

Reading a manual

1



3 Observing fellow staff



5 Using hand tools



7 *Attending* meetings



9 Working in the bodyshop



2 *Listening* to a supervisor



Reading charts and measures

4



6 Interviewing a manager



8 Using machinery and equipment



10 Using a computer

NAME	
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FORM	
PLACEMENT	







Work Experience Learning Framework for Pre-16 Students

Questions to ask

Background to the l	busi	iness				
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 e.g. full- time/part-time?	d.	How many people are employed at this site?
Employment in gara	iges	ſ				
a. What trends are there in jobs in garages and vehicle maintenance?	b.	What different types of jobs are there?	c.	What career and training opportunities are there?	d.	What qualifications and skills are required?
Rights and responsi	bili	ties				
a. What rights and responsibilities do employees have?	b.	What rights and responsibilities does the employer have?	c.	How are disagreements resolved?	d.	Is there a trade union or staff association?
Working conditions						
a. What are working conditions like for employees?	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?
Business organisatio	on					
-		How do the different people work together?	c.	How are work tasks allocated to individuals?	d.	What happens when an employee is sick?
Layout						
a. How is the garage or site 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 site be improve
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?
Stock control						
a. What is stock control and why is it important?	b.	How does the stock control system work?	c.	What procedures are used for taking delivery of goods?	d.	How are computers used in stock control?
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?
Quality assurance						
a. What is quality	b.	What are the quality standards of the	c.	What procedures are there to maintain	d.	Who is responsible fo maintaining the
	the business? Employment in gara a. What trends are there in jobs in garages and vehicle maintenance? Rights and responsi a. What rights and responsibilities do employees have? Working conditions a. What are working conditions like for employees? Business organisations a. What are the different work roles in the business? Layout a. How is the garage or site laid out? Health and safety rules do employees have to follow? Stock control a. What is stock control and why is it important? Customer service procedures are there?	the business? Employment in garages a. What trends are there in jobs in garages and vehicle maintenance? b. Rights and responsibilit a. a. What rights and responsibilities do employees have? b. Working conditions a. a. What are working conditions like for employees? b. Business organisation a. a. What are the different business? b. Layout a. How is the garage or site laid out? b. Health and safety rules do employees have to follow? b. Stock control a. b. a. 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