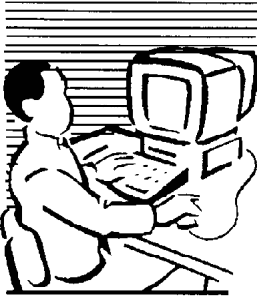


1 Reading a manual



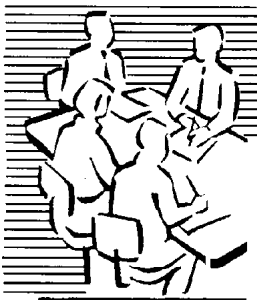
2 Talking on the telephone



3 Working on a computer



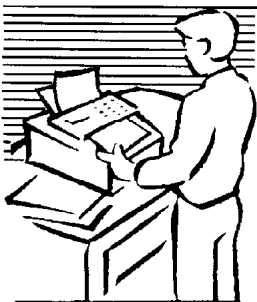
4 Observing a journalist



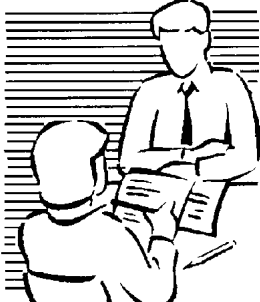
5 Attending a meeting



6 Listening to a supervisor



7 Using office equipment



8 Interviewing a manager



9 Reviewing company literature



10 Working in an office

NAME \_\_\_\_\_

FORM \_\_\_\_\_

PLACEMENT \_\_\_\_\_

# Work Experience IN THE MEDIA



Supported by



News International 

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 the media*

- 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 the media?

### 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 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 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 is the role of the health and safety representative?

### 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 products?
- c. What image does the business try to project?
- d. How does the company evaluate its marketing?

