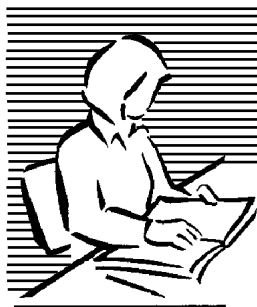
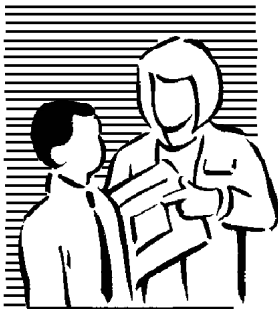


**1** *Watching*  
a training video



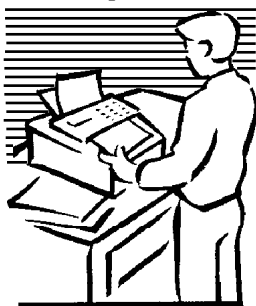
**2** *Reading*  
a training manual



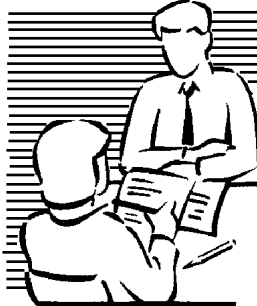
**3** *Listening*  
to a supervisor



**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 \_\_\_\_\_

GROUP \_\_\_\_\_

PLACEMENT \_\_\_\_\_

# *Work Experience* **IN AN OFFICE**



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

## Assignment 1: Level 2

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### *What's your business?*

Write a report on the structure and organisation of the business in which you have your placement. You should include information about the company history, its current structure and organisation, its purposes, products and market share. What type of company is it and how many staff are employed at the site?

*Evidence:* Company brochures and information  
Company organisation chart  
Sales figures  
Notes from interviews with staff

*Key Skills:* Communication (reading and responding to written materials)  
IT (using word processing packages and graphics packages to present results)  
Working With Others (interviewing staff to find out information).

## Assignment 2: Level 2

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### *How can I help you?*

Write a short guide for a new recruit to your company who will be taking over reception duties on a part-time basis. You should state clearly what the main duties are and what the company procedure is for welcoming, labelling and directing visitors. Remember to include instructions concerning security and health and safety.

*Evidence:* Company handbook/manual; examples of visitors' badges; extract from signing-in book, plan of office layout, health and safety procedures.

*Key Skills:* IT (using desk top publishing package to produce an attractive and informative guide)  
Communication (reading company information)  
Communication (speaking to customers)  
Working With Others (being a member of the office team)  
Improving Own Learning and Performance (learning how to find the right information for the task).

## Assignment 3: Level 3

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### *What's my line?*

**TASK 1:** Interview three different people in the business in which you are doing your placement. Find out what they do. Make sure that you try to talk to people at different levels within the organisation. Find out how job roles differ, if at all, between those levels.

**TASK 2:** Prepare a summary of the three different jobs.

*Evidence:* Notes made from staff interviews; tape-recordings; company job descriptions, job advertisements; company organisation chart.

*Key Skills:* Working With Others (being a member of an office team)  
Improving Own Learning and Performance (meeting targets and deadlines for arranging and completing interviews)  
Communication (reading and responding to written materials and asking questions and taking part in discussion)  
IT (using a word processing package for producing the job summaries and using an appropriate package to design a questionnaire).