

# *Skilling Queenslanders for Work*

## **WORK PLACEMENT**

### **COURSE OF INSTRUCTION**

#### **EMPLOYER MANUAL**

##### **Workplace Assessor**

**Queensland the Smart State**

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**Queensland Government**

Department of Employment and Industrial Relations

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## C5. Horticulture Equipment

**Purpose:** To provide the WP Employee with the knowledge and skills to operate and maintain tools and equipment commonly used in the horticultural workplace.

**Competency:** Operate and maintain tools and equipment commonly used in the horticultural workplace.

<p><b>Learning Outcome 1:</b> Name and show the safe use of common hand and power tools and equipment.</p> <ul style="list-style-type: none"> <li>Name and explain the use of common hand and power tools and equipment.</li> <li>Safely and efficiently use common hand and power tools and equipment.</li> <li>Use sound health and safety practices.</li> <li>Wear appropriate protective clothing.</li> </ul> <p><b>Learning Outcome 2:</b> Carry out maintenance on common hand and power tools and equipment.</p> <ul style="list-style-type: none"> <li>Determine and report on serviceable tools and equipment.</li> <li>Keep tool handles in good condition.</li> </ul>	<p><b>Learning Outcome 2 (continued)</b></p> <ul style="list-style-type: none"> <li>Sharpen blades and hand tools under supervision.</li> <li>Clean, oil and store tools.</li> </ul> <p><b>Learning Outcome 3:</b> Assist in the use of common herbicides.</p> <ul style="list-style-type: none"> <li>Wear appropriate protective clothing when handling herbicides.</li> <li>Safely handle common herbicides in both concentrated and diluted form.</li> <li>Under supervision, operate spray applicators in a safe and efficient manner.</li> <li>Clean and store spray applicators after use.</li> </ul>	<p><b>Assessment Tasks</b></p> <p>Use horticultural tools and equipment safely and efficiently, and keep them in good working order.</p> <p><b>WP Employee Record Book</b></p> <p>When the WP employee has completed this competency, sign off in the WP Employee Record Book.</p>
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## Hints for Work Placement Project Supervisors

### HELPING YOUR WP EMPLOYEE TO SETTLE IN

**Your WP employee will be more effective when you motivate them and include them as part of a team. To help your WP employee settle in, explain and show the following when they first arrive.**

#### 4. Rules and expectations

- Take the time to help the WP employee to get to know the workplace.
- Walk and show your WP employee around the workplace, including safety features and facilities.
- Introduce you WP employee to:
  - Workmates
  - Immediate supervisors
  - Key personnel.
- Attend to the paper work.  
Deal with:
  - Signing on procedures
  - 1 Month Probation Period Agreement
  - Tax forms
  - Salary – (pay methods, - deductions)
- Then deal with the training arrangements:
  - How the training works
  - How to fill in the record book
  - The certificate the WP employee will get.
- Let them know:
  - The details of the project
  - Where the project is located
  - What is expected in the first week
  - The time to start and finish work
  - When to start and finish lunch and other breaks
  - Who to contact if sick and cannot come to work
  - Any compulsory safety clothing or special clothing to wear in the workplace
  - What the rules of the work site are.
- Not all work rules are obvious to employees, eg:
  - Smoking
  - Breaks
  - Appropriate dress, etc
- Make the rules as clear as you can in a friendly manner.
- Explain Workplace Health and Safety requirements that must be met.

## UNDERSTANDING YOUR WP EMPLOYEE

### 4. Reading and writing

- Some WP employees may need extra help with understanding because:
  - English is not their first language
  - They may need additional help with reading and writing
  - Lack of experience and understanding of what happens in the workplace.
- You can tell if your WP employee may need extra help if he/she:
  - Seems confused or overwhelmed
  - Is making a lot of mistakes
  - Is avoiding tasks involving reading, writing or numbers
  - Appears unmotivated
  - Is often absent
  - Appears to be deliberately unco-operative.
- Observe your WP employee for any signs of difficulty and act immediately:
  - Create an atmosphere where they feel able to talk to you about any problems
  - Be patient
  - Be prepared to repeat tasks or procedures
  - Involve them and encourage them to ask questions
  - Ask them to repeat information and instructions to check whether they understand
  - Need to be sensitive to cultural issues which are faced by people eg. who have been unemployed for a long period.
- Try to find out exactly what is causing problems for your WP employee.
  - Remember that things which are obvious to you because you deal with them every day may not be obvious to your WP employee.
  - Simplify the task so that the WP employee can begin where they need to begin.
  - Look closely at the learning outcome. Make sure this is what you are asking the WP employee to learn, and that you are not asking them to do more, or harder, tasks than they need to do in the workplace.
- If the task involves writing, give the WP employee as many completed examples as possible of how to do it correctly.
  - Ask your WP employee to do writing tasks only where they are really necessary for the job.
  - Try to train and assess in different ways other than writing, eg. by speaking or by showing.

## TEACHING WP EMPLOYEES

**Note: Training modules contain a number of Learning Outcomes. These are examples of ways to perform a task which demonstrate competence. You should select those which are relevant to your workplace**



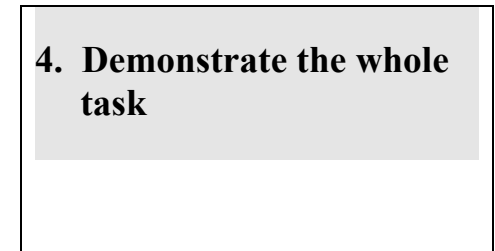
- Most tasks are made up of steps.
- At the end of training, the WP employee needs to be competent at doing a range of activities, but at the beginning, a lot of things may be confusing.
- Let the WP employee see the whole job or process, so they can get a general picture of what the product or service is, and how that relates to the overall operations of the workplace.



- Make sure the person doing the training has enough time to teach the tasks involved in the job.
- Work out the steps to achieve the competency, and how best to teach them.
- Have all material ready.
- Anticipate problems in advance and have ideas for solving them.



- Find out where your WP employee needs to begin and begin there.
- Not all WP employees will need to begin at the same point.
- Ask the WP employee what they already know about the job.



### 4. Demonstrate the whole task

- Show the WP employee how to do the whole job to the required level of competence. Reassure them that this job level comes with practice.
- At first, it is important to see the whole, then the WP employee will need to practise the steps.

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### 5. Break the work into small steps

- Let the WP employee see more than one demonstration.
- Explain how this step fits into the whole task.
- As you demonstrate how to do a step of the work, explain why you are doing it in a particular way.
- Explain to the WP employee the safety standards they need to be aware of at this step.
- Try to remember how long it took you to learn this part of the job.
- Talk the WP employee through written instructions or diagrams showing how to do the work.



- Plan what can be done safely before letting a WP employee practise a step of a job.
- Watch the WP employee practising and give advice where necessary.
- Let them know that you don't expect a perfect result first time.



- Focus on what the WP employee has done well.
- At every step, give feedback on what is correct and feedback on what needs to improve.

### 9. Let them see how well they have done.

- Encourage them to discuss the strengths and weaknesses of their performance.
- Together, work out strategies the WP employee can use to improve performance
- You and/or the WP employee may need to colour-code stages, make notes or repeat observations/instructions.

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### 8. Teach the remaining steps of the job in the same way

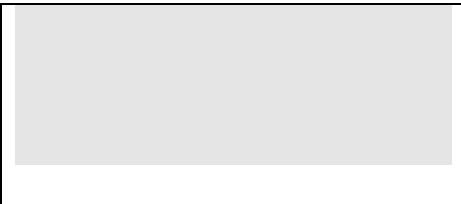
- When the WP employee can do all steps competently, check that they can put all steps in the correct order to perform the work.

### 10. Allow time for practice, on a regular basis

- People learn at different speeds.
- Make sure the WP employee always has opportunities for getting feedback when practising parts of the job.

## ASSESSING WP EMPLOYEES

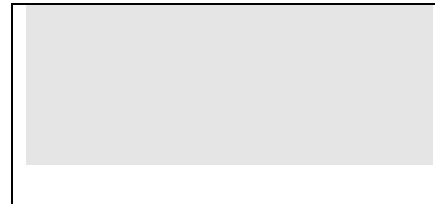
**You will need to ensure that your WP employee has successfully completed each part of the training. To do this, you will need to have your WP employee assessed by a qualified Workplace Assessor or Registered Training Organisation. Here is a guide to the assessment of a WP employee.**



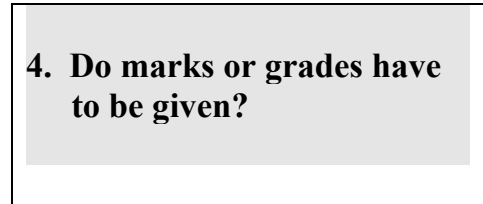
- No, every Learning Outcome does not have to be assessed individually. Learning Outcomes are there to help plan the training.
- The WP employee will be assessed as to whether they have achieved the competency as a whole, not whether they have achieved each single learning outcome separately.
- The competency is stated at the beginning of each group of learning outcomes.



- Every competency has a list of learning outcomes under it.
- The assessment tasks are suggestions how to assess the competency. The assessor does not have to use the tasks listed.
- The WP employee should be given several opportunities to demonstrate that they can do the task satisfactorily.
- The assessor should use methods that are appropriate for the skills and knowledge being assessed.



- No. Formal written tests should be avoided whenever possible, including multiple choice tests.*
- The aim is to know whether your WP employee can do the task, not whether they can pass a formal written test.
  - Some WP employees will get nervous about formal tests.
  - Some employees may have trouble with reading, writing and dealing with numbers.
  - If a written test is given, they may fail although they can actually do the task.



### 4. Do marks or grades have to be given?

- No, marks or grades do not have to be given.
- The assessor needs only to certify whether your WP employee can do the tasks that make up the competency.
- Your WP employee will have to be able to do the task to your satisfaction. You will be able to advise what is satisfactory for your WP project.

**6. Where is my WP employee's assessment recorded?**

- Let the WP employee know that you are there to help them succeed.
- Observe your WP employee and try to assist the assessor to identify what part of the job is causing the problem.
- Discuss the work with your WP employee and help them to identify the problem.
- Spend more time demonstrating the task, or the part of the task that is causing problems.
- Encourage your WP employee to practice the work.
- Be patient and respond to your WP employee's questions as fully as you can.
- Give the WP employee additional opportunities to show they can do the task satisfactorily.

- The WP employee's assessment is recorded in the Training Record Book.
- This Book records all the training that they have successfully completed.
- The WP employee will be able to use the Book as evidence of their level of training to gain the Certificate of Completion.
- The Book lists all the competencies.
- It provides a space for the assessor to sign and date each competency when your WP employee has satisfactorily completed it.