

OUTSTANDING TEACHING, LEARNING AND ASSESSMENT TECHNICAL SKILLS NATIONAL PROGRAMME

Golden Rules for excellent work-placement learning

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GOLDEN RULES

for excellent work placement learning in hospitality & catering

EMPLOYERS

1. Get to know your student

- Ask her/him about college.
- What skills does she/he already have?
- What skills would she/he like to develop?
- What chefs is she/he inspired by?
- What food does she/he like?
- Find out if she/he has any additional learning needs e.g. Dyslexia
- Find out how she/he learns best.

2. Encourage your student to be part of the team

- Introduce her/him to the team.
- Give her/him an induction (the kitchen layout, health and safety, the menu and service, about the company).
- Let her/him know what you expect regarding uniform and self-presentation.
- Agree a routine for the day.
- Let them her/him know when and where to take breaks.
- Give her/him a mentor.
- Give him/her opportunities to observe other chefs.

3. Involve your student in a range of tasks

- What jobs does she/he feel confident enough to do?
- Give your student experience of different sections – observing is learning.
- Ask your student what she/he thinks about the work carried out by other chefs in the kitchen.
- Provide opportunities to practise and perfect.

4. Provide simple, clear instructions

- Give brief, step-by-step instructions.
- Show your student what you want her/him to do.
- Watch him/her complete the task to your standard.
- Encourage her/him to take notes or photograph/video record the key tips/quality points.
- Give a visual reminder e.g. photos of plating dishes.

5. Check if your student understands

- Ask your student to repeat back instructions.
- Ask questions to check if she/he understands.
- Ask if she/he needs more guidance/instruction.
- Reassure her/him that mistakes are good ways to learn.

6. Encourage and build confidence through praise

- Discuss how she/he is getting on.
- Say specifically what she/he is doing well.
- Ask why? Why did that taste so good?
- Ask her/him to show their mentor things that are done well.

7. Give feedback

- Ask the student what she/he thinks could be improved.
- Say what she/he has specifically done well.
- Say what she/he has improved compared to last time.
- Say specifically what and how she/he could improve.
- Suggest ways in which the student can check errors for herself/himself.
- Give advice for next time.

8. Welcome errors

- Encourage the student not to see errors as embarrassments or signs of failure.
- See errors as opportunities for the student to learn from.
- Ask the student to reflect on something that didn't go as planned. Why did this happen? What would they do differently?
- Reinforce a no blame culture.
- Work out what's not working with the student and agree a way to redress the errors.

STUDENTS

1. Do your research

- Find out about the company before you go.
- Write down the name of the person and what their job is.
- Research the menu and look up recipes.
- Discuss the menu with your teacher.
- Find out how to get there and practice the journey.

2. Be positive and professional

- Get enough sleep the night before your placement.
- Eat breakfast and take healthy snacks to keep your energy high.
- Arrive 15 minutes before the start time.
- Make sure your uniform is clean and pressed.
- Make sure you have comfortable shoes.

- Take your own equipment (e.g. knives)
- Greet everyone with a big smile and be nice.
- Be prepared to talk about the food you love and the chefs that have inspired you.
- Listen carefully to information given and take notes.
- Turn your phone off.

3. Set yourself some goals.

- Think about what you want to get out of your placement.
- Tell the chef about the skills you have learned so far and what you are good at.
- Tell the chef about the skills you would love to develop and improve.
- Practice some of the skills at home.

4. Show enthusiasm and be proactive

- Appreciate that it is a high pressured business.
- Be flexible and prepared to do some mundane tasks.
- Be patient with people and wait until they are less busy to talk to you.
- If the chef is too busy to help, find someone else that can.
- Ask for something else to do if you have finished.
- Work hard and make sure you take breaks.

5. Actively learn how to do things

- Consider how your learning at college could be used at work.
- Listen carefully to instructions.
- Ask questions and take notes.
- Carefully observe demonstrations.
- Repeat instructions back to the chef to check that you have understood correctly.
- Take photos or video-record 1/2 minutes of demonstrations to help you remember.
- Ask again, if you are not sure about something.
- Take an interest in other things that are being done

6. Show your commitment

- Attend every day of your placement and be on time.
- Be polite and respectful at all times.
- Be prepared to do a range of tasks.
- Be willing to carry out tasks that you may find boring.
- Suggest how you can help.
- Treat it like a real job.
- Challenge yourself and try tasks that you may not feel confident to do yet.

7. Reflect on your work and ask for feedback

- Think about what you have specifically done well.
- Think about what would be even better.
- Ask for feedback on how you could improve.
- Think about how you will apply what you have learned when you return to college.
- Identify three things that you did well and three things to improve – your college tutor will ask you about these.

8. Welcome errors

- Don't be afraid to make mistakes - errors are a
- See errors as opportunities for the student to learn from.
- Discuss with the chef what you could do differently to avoid the same mistake.

9. Network

- Get to know your colleagues
- Make friends

GOLDEN RULES

for excellent work placement learning in travel & tourism

EMPLOYERS

1. Get to know your student

- Ask her/him about college.
- What skills does she/he already have?
- What skills would she/he like to develop?
- What experience of customer service does the student have?
- What is his/her favourite aspect of the travel and tourism industry?
- Which destinations is he/she inspired by?
- Find out if she/he has any additional learning needs e.g. Dyslexia
- Find out how she/he learns best.

2. Encourage your student to be part of the team

- Introduce her/him to the team.
- Give her/him an induction (how the front of house works; health and safety; services and prices; customer profile; about the company).
- Train her/him in the types of communication used and the house style.
- Let her/him know what you expect regarding uniform and self-presentation.
- Agree a routine for the day.
- Let them her/him know when and where to take breaks.
- Give her/him a buddy.
- Give her/him opportunities to observe others.

3. Involve your student in a range of tasks

- What jobs does she/he feel confident enough to do?
- Give him/her experience of different departments and teams.
- Ask your student what she/he thinks about the work carried out by staff.
- Provide opportunities to practise and perfect.

4. Provide simple, clear instructions

- Give brief, step-by-step instructions.
- Show your student what you want her/him to do.
- Encourage her/him to take notes or photograph/video record the key tips/quality points.

- Give a visual reminder e.g. photos of setting up

5. Check if your student understands

- Ask your student to repeat back instructions.
- Ask questions to check if she/he understands.
- Ask if she/he needs more guidance/instruction.
- Ask if she/he feels confident enough to start.
- Reassure her/him that mistakes are good ways to learn.

6. Encourage and build confidence through praise

- Discuss how she/he is getting on.
- Ask what the student thinks he/she is doing well.
- Ask the student if he/she had any feedback from customers.
- Say specifically what she/he is doing well.
- Ask why and how? E.g How did that contribute to excellent customer service?
- Ask her/him to give their buddy some examples of excellent customer service.

7. Give feedback

- Ask the student what she/he thinks could be improved.
- Say what she/he has specifically done well.
- Say what she/he has improved compared to last time.
- Say specifically what and how she/he could improve.
- Suggest ways in which the student can check errors for herself/himself.
- Give advice for next time.

8. Welcome errors

- Encourage the student not to see errors as embarrassments or signs of failure.
- See errors as opportunities for the student to learn from.
- Ask the student to reflect on something that didn't go as planned. Why did this happen? What would they do differently?
- Reinforce a no blame culture.
- Work out what's not working with the student and agree a way to redress the errors.

STUDENTS

1. Do your research

- Find out about the company before you go.
- Write down the name of your supervisor and find out about their job.
- Research the range of services and products offered.
- Find out how to get there and practice the journey.

2. Be positive and professional

- Get enough sleep the night before your placement.
- Eat breakfast and take healthy snacks to keep your energy high.

- Arrive 15 minutes before the start time.
- Make sure your own appearance represents the industry.
- Make sure you have comfortable shoes.
- Greet everyone with a big smile and be nice.
- Be prepared to talk about what you have learned about the industry already.
- Listen carefully to information given and take notes.
- Turn your phone off.

3. Set yourself some goals.

- Think about what you want to get out of your placement.
- Tell your employer about the skills you have learned so far and what you are good at.
- Tell your employer about the skills you would love to develop and improve.
- Think about the aspects of customer service skills that you want to feel more confident about.

4. Show enthusiasm and be proactive

- Appreciate that it is a high pressured business.
- Be flexible and prepared to do some mundane tasks.
- Be patient with people and wait until they are less busy to talk to you.
- If the manager/ess is too busy to help, find someone else that can.
- Ask for something else to do if you have finished.
- Work hard and make sure you take breaks.

5. Actively learn how to do things

- Consider how your learning at college could be used at work.
- Listen carefully to instructions.
- Ask questions and take notes.
- Carefully observe others unobtrusively.
- Notice how the other staff treat their customers.
- Repeat instructions back to check that you have understood correctly.
- Ask again, if you are not sure about something.
- Consider your own customer service skills and set yourself some targets to improve them.
- Take an interest in other things that are being done.

6. Show your commitment

- Attend every day of your placement and be on time.
- Be polite and respectful at all times.
- Be prepared to do a range of tasks.
- Be willing to carry out tasks that you may find boring.
- Suggest how you can help.
- Treat it like a real job.
- Challenge yourself and try tasks that you may not feel confident to do yet.

7. Reflect on your work and ask for feedback

- Think about what you have specifically done well.
- Think about what would be even better.
- Ask for feedback on how you could improve.
- Evaluate the skills that you have gained and how they can be transferred to other jobs in the travel and tourism industry.
- Think about how you will apply what you have learned when you return to college.
- Identify three things that you did well and three things to improve – your college tutor will ask you about these.

8. Welcome errors

- Don't be afraid to make mistakes.
- See errors as opportunities to learn from.
- Discuss with the manager/ess what you could do differently to avoid the same mistake.

9. Network

- Get to know your colleagues
- Make friends
- Build a rapport with clients.

GOLDEN RULES

for excellent work placement learning in hair & beauty

EMPLOYERS

1. Get to know your student

- Ask her/him about college.
- What skills does she/he already have?
- What skills would she/he like to develop?
- What is his/her favourite aspect of hair and beauty?
- Find out if she/he has any additional learning needs e.g. Dyslexia
- Find out how she/he learns best.

2. Encourage your student to be part of the team

- Introduce her/him to the team.
- Give her/him an induction (how the salon works; health and safety; services and prices; the product and retail range; about the company).
- Let her/him know what you expect regarding uniform and self-presentation.
- Agree a routine for the day.
- Let them her/him know when and where to take breaks.
- Give her/him a buddy.
- Give her/him opportunities to observe others.

3. Involve your student in a range of tasks

- What jobs does she/he feel confident enough to do?
- Ask your student what she/he thinks about the work carried out by other stylists/therapists in the salon.
- Provide opportunities to practise and perfect.
- Encourage your student to develop a 'style book' for the latest trends

4. Provide simple, clear instructions

- Give brief, step-by-step instructions.
- Show your student what you want her/him to do.
- Encourage her/him to make cue cards for treatment procedures
- Encourage her/him to photograph/video record key tips/quality points.
- Provide visual reminders e.g. photos of setting up.

5. Check if your student understands

- Ask your student to repeat back instructions.
- Ask questions to check if she/he understands.
- Ask if she/he needs more guidance/instruction.
- Ask if she/he feels confident enough to start.
- Reassure her/him that mistakes are good ways to learn.

6. Encourage and build confidence through praise

- Discuss how she/he is getting on.
- Ask what the student thinks he/she is doing well.
- Ask the student if he/she had any feedback from clients.
- Say specifically what she/he is doing well.
- Ask why? Why was the client happy with the treatment/service?
- Ask her/him to show their buddy/team key achievements.

7. Give feedback

- Ask the student what she/he thinks could be improved.
- Say what she/he has specifically done well.
- Say what she/he has improved compared to last time.
- Say specifically what and how she/he could improve.
- Suggest ways in which the student can check errors for herself/himself.
- Give advice for next time.

8. Welcome errors

- Encourage the student not to see errors as embarrassments or signs of failure.
- See errors as opportunities for the student to learn from.
- Ask the student to reflect on something that didn't go as planned. Why did this happen? What would they do differently?
- Reinforce a no blame culture.
- Work out what's not working with the student and agree a way to redress the errors.
- Ask the student to discuss how best to deal with client complaints.

STUDENTS

1. Do your research

- Find out about the company before you go.
- Research the range of service and treatments the salon provide.
- Write down the name of your supervisor and find out about their job.
- Research the treatments and services offered by the salon.
- Discuss the treatment procedures with your teacher.
- Find out how to get there and practice the journey.

2. Be positive and professional

- Get enough sleep the night before your placement.
- Eat breakfast and take healthy snacks to keep your energy high.
- Arrive 15 minutes before the start time.
- Make sure your uniform is clean and pressed.
- Make sure your own appearance represents the industry.
- Make sure you have comfortable shoes.
- Greet everyone with a big smile and be nice.
- Be prepared to talk about the hair stylists/beauty therapists that have inspired you.
- Listen carefully to information given and take notes.
- Turn your phone off.

3. Set yourself some goals.

- Think about what you want to get out of your placement.
- Tell your employer about the skills you have learned so far and what you are good at.
- Tell the employer about the skills you would love to develop and improve.
- Think about your client care skills as well as your practical skills.
- Practice some of the skills at home.

4. Show enthusiasm and be proactive

- Appreciate that it is a high pressured business.
- Be flexible and prepared to do some mundane tasks.
- Be patient with people and wait until they are less busy to talk to you.
- If your supervisor is too busy to help, find someone else that can.
- Ask for something else to do if you have finished.
- Work hard and make sure you take breaks.

5. Actively learn how to do things

- Consider how your learning at college could be used at work.
- Listen carefully to instructions.
- Ask questions and take notes.
- Carefully observe demonstrations.
- Notice how the salon stylists and therapists treat their clients.
- Repeat instructions back to check that you have understood correctly.
- Take photos or video-record 1/2 minutes of demonstrations to help you remember.
- Create cue cards of treatment procedures
- Ask again, if you are not sure about something.
- Consider your own customer service skills and set yourself some targets to improve them.
- Take an interest in other things that are being done.

6. Show your commitment

- Attend every day of your placement and be on time.
- Be polite and respectful at all times.
- Be prepared to do a range of tasks.
- Be willing to carry out tasks that you may find boring.
- Suggest how you can help.

- Treat it like a real job.
- Challenge yourself and try tasks that you may not feel confident to do yet.

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- Think about what you have specifically done well.
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