

Liverpool Invest to Change 2009 - 2010

Case Study 4

Work Experience in Employment and Business Administration Training

Context

D is a student in a special school in Sefton. He undertook a 5 day placement at Training Plus Merseyside (TPM) to undertake work experience in Business Administration. This is the first time that D will have had any contact with a work based learning provider or access to an employer for work experience.

D has a diagnosis of autism and needs support in undertaking specific tasks. D has good communication skills, is receptive and responds to one instruction at a time. D sometimes interprets language literally and he is not afraid to say if he doesn't understand verbal instruction.

D works well with others and prefers to be taught tasks by using systematic instruction. He is sensitive to loud noises and needs to be made aware of any staff changes otherwise he may appear confused.

D likes trains, pop music, computer games, swimming and cycling. He dislikes dogs and horror films. He also needs to have the assurance that drinking water is available at all times. He can travel independently by taxi.

Planning

An initial meeting was held with the Outreach Support Service for Mainstream Education (OSSME), TPM and D's mother to identify his specific needs and support for the work experience placement. OSSME had previously worked with D within the school and had produced an A4 pen-picture of D which outlined specific needs.

Information from the pen-picture was used to develop an individual training plan by TPM for D that was sent to him in advance of his placement. The training plan outlined tasks that would be undertaken each day; it also had photographs of the tutors D would be working with so he would easily recognise them when he arrived.

The training planned for D was to attend an induction into the company and work with a range of vocational tutors within the business administration department of TPM. D would undertake a range of practical elements of a unit of Business Administration NVQ level 1. Tasks planned included, photocopying, filing information, inputting information into the company database, developing a CV and writing a professional reflection of his work experience.

Delivery

On his first day D attended a full health and safety induction session so he was familiar with his role and responsibility within his placement. D then undertook some practical work by photocopying and putting together updated health and safety information into new folders. D was shown the task initially by the health and safety tutor before undertaking the task himself.

“Daniel made a great impression on me. I feel that he is highly intelligent. In fact I only had to show him once and he could go away and do it. I would gladly work with him again”. Health and Safety Tutor

D also worked within the business administration department to undertake a range of tasks. He assisted the tutor in creating a spread sheet on Excel consisting of learner names, ID codes and registration numbers. The work was undertaken in a classroom with background music. The task was demonstrated first by the tutor, completed with input from D and then D completed the rest of the task by himself.

D also helped prepare lesson plans and materials for use in the classroom by cutting and pasting learner names according to their college attendance days, inputting new learners on to a database and printing off the completed spread sheet. Once printed, the sheet was laminated by D and the individual names and ID numbers cut up and placed in envelopes according to the correct attendance day.

“After lunch I altered an Excel spreadsheet and then laminated it. I made some changes to it, printed five copies in colour and then laminated them”
Student D

This task was quite complicated and needed a lot of concentration but D completed all the tasks on time and in the correct sequence. D also spotted an error in the spelling of a name which had been overlooked by the tutor.

“D’s work was clear and concise, he was very conscious of producing neat work especially when laminating and cutting out. He took a lot of pride in his work.” Business Administration Tutor

During D’s time working with the HR Director with the business development department he photocopied learner files and documents, filed information and inputted information into the company database.

“Day 3 was different because I did one task for the whole morning, which was building Personnel Files for students with Brian. I also learned some things about team work in that exercise.” Student D

“D was extremely keen and quick to learn new tasks that were given to him. He would be shown once and then would be competently able to complete

this on his own. Daniel had impeccable manners and was a pleasure to work with". HR Director

Achievements

D worked really well with all staff at TPM. The work that D produced was to industry standards and was completed in an acceptable timeframe.

Part of D's activity was to write a daily journal of achievements to be developed into a professional reflection of his weeks experience at TPM. D's personal reflection was published on the company website and has been used as a news story on their company blog.

"I started creating a news story from my journal's daily reflections with Brian. In writing the news story, I learned some new vocabulary and also how to write something professionally for the web". Student D

During a break time in the week, D was taken to Lime Street Station by the Business Administration Tutor who had pre-arranged a visit for D to be shown around the driver's cab of a Virgin train. D really enjoyed the experience as he had never been so close to a train engine before.

Plans for the future

D told us that he had enjoyed his experience, his mum said 'he never stopped talking about it when he got home' Business Administration Tutor.

Since undertaking the work experience placement D has kept in touch with the staff and would like to explore the possibility of another work experience placement with TPM in the future.

"I've really enjoyed my time here, all the staff are brilliant and I will remember that most of all". Student D

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