

UNIT 40: BUSINESS WORK EXPEREINCE

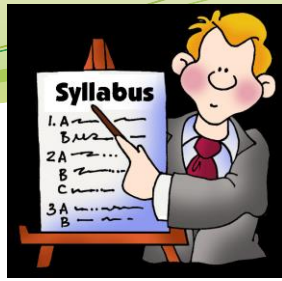


LECTURER: JUDITH ROBB-WALTERS

UNIT 40: BUSINESS WORK EXPERIENCE

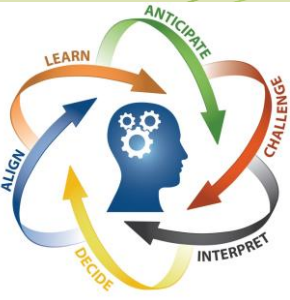


- LEARNING OUTCOME 3: BE ABLE TO MONITOR AND EVALUATE PROGRESS OF WORK BASED-PROJECT.



THE BASIC SYLLABUS

- 1. Understand ways to arrange appropriate industry experience.
- 2. Be able to agree aims and objectives of work-based project with others.
- 3. Be able to monitor and evaluate progress of work-based project.
- 4. Be able to present report on work-based project.



LEARNING OUTCOMES

- Be able to agree aims and objectives of work based project with others



- At the end of the class the students should be able to:
- AC 3.1 Research suitable information to inform the work based activity.



OVERVIEW

- Different information is available in different sources so it is important to choose those which will provide relevant information. You may need to obtain information from more than one source for your work based project eg. Supervisors, induction handbook others will be looked at in the other slides.

RESEARCH PROCESS

- Research is a process of steps used to collect and analyze information to increase our understanding of a topic or issue. — from Educational Research: Planning, Conducting, and Evaluating Quantitative and Qualitative Research
- Research is just trying to better understand the world around us. It's nothing to be afraid of. However, as every seasoned researcher knows, it helps to have a framework that can help guide you as you work your way toward a conclusion. For every question asked, there are a thousand ways to proceed. You need to be familiar with the steps of the research process so you can stay on track and really know when you have arrived at a solid conclusion.

RESEARCH PROCESS

• TABLE 2.4 •

Research Steps Within the Scientific Method of Inquiry

Step	Example
1. Identify the problem or question.	Childhood obesity
2. Review the literature.	Look for similar studies that have been conducted.
3. Clarify the problem—specifically identify the purpose of the study.	The purpose of the study is to determine if walking 10,000 steps a day for three days a week improves a person's health.
4. Clearly define terms and concepts.	This is done so that the readers understand exactly what each term means.
5. Define the population.	Children who are 10 to 12 years old
6. Develop the instrumentation plan.	Data will be collected on the variables at the beginning of the program and at the conclusion of the study.
7. Collect data.	Collect the data on the specified variables at the first and last session of the program.
8. Analyze the data.	Compare data gathered from each participant. The first measurements are compared to the second measurements to see if there is a difference. Report the results and the differences if there are any.



MENTOR

- A mentor is an employee who participates in a formal or informal relationship that is established between an experienced, knowledgeable employee and an inexperienced or new employee.
- A mentor relationship also exists between a knowledgeable, experienced employee and any employee who seeks to grow in their ability to contribute and build their career.
- A mentoring relationship can also exist between an employee and an individual in another organization, but this information focuses on an internal organizational mentor.



MENTOR

- The purpose of a mentor is to help the new employee quickly absorb the organization's cultural and social norms. Or, the mentor helps the continuing employee grow in their current position and become ready for new jobs and career opportunities.
- The mentor also assists an employee, new to a specific job or area of responsibility, to quickly learn what they need to know to succeed in their new job and role



SUPERVISOR

- The supervisor is the first person to tell employees about new policies and programs from management. It's not uncommon that employees are confused or frustrated by these new actions, and need further clarification and support from supervisors. In the rapidly changing world of today's organizations, it can be a major challenge to present new programs to employees without their being frustrated or even cynical. The supervisor must be authentic, yet tactful.



SUPERVISOR

- The supervisor is usually responsible to ensure that employees follow the organization's policies and procedures, e.g., for sick time, personal leave, overtime, contact with the media or press, confidentiality about organization information, etc. Concurrently, the supervisor must follow policies and procedures for carrying out supervisory responsibilities, e.g., policies and procedures for hiring, firing, promotions, etc



LINE MANAGERS

- A line manager is an individual who has control over a certain department in an organization that relates to products or services. Specific job details differ depending on the industry in which the individual is employed but they are generally responsible for ensuring quality of the product or service, managing employees in the department and attempting to meet the organization's goals. Line managers also are responsible for setting policies, under the guidance of upper-level management, that lead to cultural changes within the department.



LINE MANAGERS

- The main job of the position is to manage the employees working directly under him. This means creating schedules, performing employee evaluations and dealing with any problems that might develop between the employees. It is also the job of the line manager to implement changes that upper-management wants to occur within the organization, which means inspiring the employees to make them happen. The manager has to have leadership qualities to be able to pull these tasks off effectively and with the respect of the employees. When employee discipline occurs in the department, it is the line manager who has to enforce it



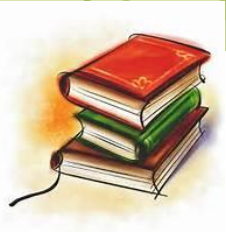
COLLEAGUES

- A colleague can be any professional associate in your office, whether you really know the person or not. Colleagues can be from other company divisions, different departments, or persons with titles that are not the same as yours. Every work environment has people forming their own groups or cliques -- an exclusive group of persons who interact with each other more often than with others. Colleagues may very well be a part of this group. What brings them together is a connection or friendship that may have formed due to interests not necessarily related to work.



MEMBERS OF THE PUBLIC

- These are ordinary people in society, rather than people who are considered to be important or who belong to a particular group or people belonging to the organisation.



REFERENCE MATERIALS

- A material or substance whose properties are sufficiently well established to be used in gathering information that can be used in the areas of assessing a measurement method, or assigning values to other materials.



THE INTERNET

- The Internet is a powerful channel for sharing and accessing information. This characteristic has made the web a widely used tool for conducting research because it allows people to access a significant amount of information without geographic boundaries and time limits.
- One of the Internet advantages as research tool is that we can have immediate access to a considerable amount of information with reference to a particular topic. Search engines, for example, are able to retrieve in a few seconds a list of websites ranked according to their relevance to that particular subject. But relevance is practically the only parameter considered by search engines (Brin and Page, n.d.). This means that selecting what information is useful and which not can be time-consuming and often non-productive without an attentive screening (Harris, 1997: 2).



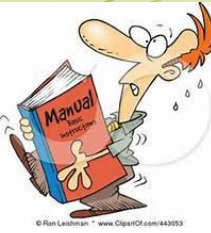
THE INTERNET

- The disadvantage of the information on the Internet is that its reliability can be really uncertain. Inexpert people might confuse an high relevance of a source with its reliability (Vedder and Wachbroit, 2003: 214-215). Actually 'relevance is no more a mark of reliability than being a frequently borrowed book in a library is a mark of its reliability' (Vedder and Wachbroit, 2003: 215). Judging reliability is crucial in order to take advantage of one of the strength of the Internet, which is the diversity of the information (Harris, 2007: 1).



TRAINING MANUALS

- An employee training manual serves many more purposes than accompanying new employee training. Well-constructed training manuals provide written training content, enable departmental functions in the absence of key employees, provide new employees with valuable information and codify workplace rules and guidelines. Human resources departments that develop employee training manuals also find it easier to provide workplace orientation and employee training with written materials.



TRAINING MANUALS

- Company processes change over time; however, a historical record of past practices can be a good foundation for constructing new and updated processes. Organizations that keep written records such as employee training manuals have an easier time formulating new processes and creating documentation of new processes. Employee training manuals are documents important for historical reference.



COMPUTER HELP-SCREENS

- This is a part of a computer program that gives instructions and information about how to use the program.



INDUCTION HAND BOOK

- The aim of induction is to help the newcomer to adjust as quickly as possible to the new working environment, in order to achieve maximum working efficiency in the shortest possible time.
- It is important to remember that induction is a process that should take place over a number of weeks, it is not a one-day event.
- The length and content of the induction programme will vary depending on the nature of the new employee's role. The checklists that follow are designed to suggest general issues/ topics that may need to be included in the induction programme in order to assist the new employee settle in as easily and effectively as possible.



BIBLIOGRAPHY

- Pentandra.com, (2015). Research 101: The Research Process ← Pentandra. [online] Available at: <https://pentandra.com/research/process/> [Accessed 19 Feb. 2016].
- Library.westernsydney.edu.au, (2016). Choose relevant information sources | Western Sydney University Library. [online] Available at: http://library.westernsydney.edu.au/uws_library/successful-searching/module-3/choose-relevant-information-sources [Accessed 6 Feb. 2016].
- Heathfield, S. and Heathfield, S. (2016). What Is Key to Employee Development? A Mentor. [online] About.com Money. Available at: <http://humanresources.about.com/od/glossarym/g/mentor.htm> [Accessed 6 Feb. 2016].



BIBLIOGRAPHY

- Managementhelp.org, (2016). Roles and Responsibilities of a Supervisor. [online] Available at: <http://managementhelp.org/supervision/roles.htm> [Accessed 6 Feb. 2016].
- wiseGEEK, (2016). What Does a Line Manager Do? (with pictures). [online] Available at: <http://www.wisegeek.com/what-does-a-line-manager-do.htm> [Accessed 6 Feb. 2016].
- Work - Chron.com, (2016). Differences Between Colleagues and Peers. [online] Available at: <http://work.chron.com/differences-between-colleagues-peers-22543.html> [Accessed 6 Feb. 2016].



BIBLIOGRAPHY

- Macmillandictionary.com, (2016). the general public definition and synonyms | Macmillan Dictionary. [online] Available at: <http://www.macmillandictionary.com/dictionary/british/the-general-public> [Accessed 6 Feb. 2016].
- TheFreeDictionary.com, (2016). reference material. [online] Available at: <http://encyclopedia2.thefreedictionary.com/Reference+Material> [Accessed 6 Feb. 2016].
- Busandman.com, (2016). Advantages and Disadvantages of the Internet as a research tool | Gulp!. [online] Available at: <http://www.busandman.com/?p=28> [Accessed 6 Feb. 2016].



BIBLIOGRAPHY

- Mayhew, R. and Mayhew, R. (2016). The Importance of an Employee Training Manual | eHow. [online] eHow. Available at: http://www.ehow.com/info_8128961_importance-employee-training-manual.html [Accessed 6 Feb. 2016].
- Merriam-webster.com, (2016). Definition of HELP MENU/SCREEN. [online] Available at: <http://www.merriam-webster.com/dictionary/help%20menu/screen> [Accessed 7 Feb. 2016].
- Brookes.ac.uk, (2016). Guidelines for induction of employees - Recruitment to jobs at Brookes - Directorate of Human Resources - Oxford Brookes University. [online] Available at: https://www.brookes.ac.uk/services/hr/handbook/recruitment/induction_new_employees/guidelines_induction.html [Accessed 7 Feb. 2016].



FURTHER READING

- Reh, F. (2016). The Importance of Mentoring for Professional Success. [online] About.com Money. Available at: <http://management.about.com/cs/people/a/mentoring.htm> [Accessed 7 Feb. 2016].
- Writing, A. and Writing, A. (2016). A Line Manager's Duties | eHow. [online] eHow. Available at: http://www.ehow.com/list_6605402_line-manager_s-duties.html [Accessed 7 Feb. 2016].