

STAGE 2 WORKPLACE PRACTICES

TEACHER'S REPORT ON STUDENT PERFORMANCE: VOCATIONAL LEARNING

All parts of this form must be completed and submitted by the teacher, together with materials for final moderation, as supporting evidence of the student's achievement in Assessment Type 2: Performance, for activities undertaken in the Vocational Learning area of study.

Student's name A

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SACE registration number

Student's school _____ SCHOOL _____

The student has undertaken Stage 2 Workplace Practices as a:

Tick one 10-credit subject (Workplace Practices A) 10-credit subject (Workplace Practices B) 20-credit subject

1. Focus of student's vocational learning

- Casual or part-time employment
- Student business, enterprise (actual or virtual), or project-based employment
- Work experience
- Worksite visits
- Voluntary participation in a community organisation/project
- Formal high-level training/performance programs (e.g. sporting or dance)
- Events coordination or management
- The provision of primary caregiving or parenting
- Other (please specify) _____

2. Workplace context for the student's vocational learning (e.g. childcare centre)

3. Format and duration of the student's vocational learning (e.g. 6 hours per day for 5 days; total hours 30)

_____ Total hours _____

4. Evidence of learning provided by the student (to be included in the materials for final moderation)

- Written journal
- Portfolio of workplace and/or training events
- Photographs and/or video and audio recordings
- Other (please specify) _____

5. Taking into account your own observations, evidence of learning provided by the student, and any other supporting evidence (e.g. workplace supervisor's report), indicate the student's achievement in Assessment Type 2: Performance in the Vocational Learning area of study, based on the performance standards (see below).

Performance Standards for Stage 2 Workplace Practices

The assessment design criteria and specific features for the performance assessment type are as follows:

	Knowledge and Understanding	Application
A	Comprehensive understanding at an advanced level of knowledge, skills, and competencies appropriate to the relevant industry. Perceptive understanding and insightful explanation of broad concepts and issues related to industry and work.	Highly proficient and innovative application of a range of generic work skills and, where relevant, extensive industry knowledge in the workplace or a work-related context. Perceptive application of highly relevant knowledge and skills in the context of an industry workplace.
B	Well-informed understanding of knowledge, skills, and competencies appropriate to the relevant industry. Clear understanding and well-informed explanation of broad concepts and issues related to industry and work.	Proficient application of a range of generic work skills and, where relevant, broad industry knowledge in the workplace or a work-related context. Well-considered application of relevant knowledge and skills in the context of an industry workplace.
C	Informed understanding of knowledge, skills, and competencies appropriate to the relevant industry. General understanding and informed explanation of broad concepts and issues related to industry and work.	Appropriate application of selected generic work skills and, where relevant, industry knowledge in the workplace or a work-related context. Considered application of most of the relevant knowledge and skills in the context of an industry workplace.
D	Recognition of knowledge, skills, and/or competencies appropriate to the relevant industry. Some understanding and description of aspects of broad concepts and issues related to industry or work.	Attempted application of selected generic work skills or, where relevant, some industry knowledge in the workplace or a work-related context. Attempted application of some knowledge and skills in the context of an industry workplace.
E	Limited recognition of knowledge, skills, or competencies appropriate to the relevant industry. Recall of some aspects of broad concepts or issues related to industry or work.	Attempted application of one or more generic work skills or, where relevant, limited industry knowledge in the workplace or a work-related context. Identification of limited knowledge and skills in the context of an industry workplace.

6. Comments (include any special circumstances)

A has consistently applied an exemplary work ethic and dedication to all her work placements this year. I visited her in her placement and they were genuinely thrilled with her work, I phoned the second placement and they gave an excellent

Signature of teacher _____ Date _____

report and have now employed her!

WORK EXPERIENCE PLACEMENT FEEDBACK FORM

Student Name:	Care Group: S28
Employer Organisation: Vet Clinic	
Contact Name:	Phone:

Would you please indicate the student's performance in the following areas:

Initial Phone Contact	<input checked="" type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Limited
Interview Technique	<input checked="" type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Limited

	Always	Mostly	Some-times	Rarely	N/A
ATTENDANCE					
Was punctual to start work	✓				
Returned from breaks on time	✓				
Informed supervisor if he/she would be absent <i>n/a</i>					
PERSONAL APPEARANCE					
Wore appropriate clothes	✓				
Was neat and tidy in appearance	✓				
SENSE OF RESPONSIBILITY					
Listened carefully to instructions	✓				
Followed instructions fully	✓				
Asked for help when needed	✓				
Willing to tackle any task when asked	✓				
Looked for tasks to do	✓				
Displayed self-confidence	✓				
INTEREST					
Showed interest in job	✓				
Showed interest in training	✓				
RELATING TO OTHERS					
Polite and co-operative with supervisor/s	✓				
Polite and co-operative with fellow workers	✓				
Polite and courteous to public	✓				
Willing to accept constructive criticism	✓				
QUALITY AND QUANTITY OF WORK					
Worked to capacity	✓				
Fellow workers satisfied with performance	✓				
Supervisor satisfied with performance	✓				

Additional comments appreciated:

We found A to be a polite and courteous young lady. She showed great interest in veterinary medicine and will be very well suited to the industry. We wish her well in the future.

Employer's Signature:	Date:
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Thank you for providing your feedback about our student's placement with your organisation. Please return the form to the student or post, fax or email it back to our school at the completion of the placement.

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3. Work placement hours log

Student to complete (Workplace supervisor to verify)

Your workplace supervisor MUST sign this log each day to verify the time you have spent in the workplace.

Breaks (lunch etc) are NOT included in the Hours Worked Daily.

Date	Start Time	Lunch Start	Lunch Finish	Finish Time	Daily Hours (excl lunch)	Cumulative Hours	Supervisor's Signature
6/7	9:00 am	12 pm	12:30 pm	3:30 pm	6	6	AS
7/7	9:00 am	12 pm	12:30 pm	4:00 pm	6.5	12.5	AS
8/7	9:00 am	12 pm	12:30 pm	5:00 pm	7.5	20	AS
9/7	9:00 am	12 pm	12:30 pm	4:00 pm	6.5	26.5	AS
10/7	9:00 am	12 pm	12:30 pm	4:00 pm	6.5	33	AS

5. Employer's appraisal

Workplace Supervisor to Complete

Supervisor's name	
Supervisor's title/position	Veterinary Nurse
Name of business	Veterinary Clinic
Period of student's work placement	-

Tasks performed by student

Please summarise the task the student performed while in the workplace.

<ul style="list-style-type: none"> ◦ Assisted in general clinic cleaning, cleaning of surgical instruments/equipment, laundry ◦ Kennel hand duties including feeding and walking animals, refreshing bedding, bathing patients ◦ Observing surgical and medical procedures, consultations ◦ Restocking of supplies ◦ Providing environmental enrichment for the clinic cots and hospital patients

Now please complete

either Performance in the Workplace Form A (page 13)

or Performance in the Workplace Form B (page 14)

The student will identify which form to complete.



5. Employer's appraisal

Workplace Supervisor to Complete

Supervisor's name	
Supervisor's title/position	Manager / owner
Name of business	
Period of student's work placement	6 th July - 10 th July

Tasks performed by student

Please summarise the task the student performed while in the workplace.

My job was to perform general cleaning, i.e. vacuuming, mopping, washing and hanging out towels.

Her main job was to wash the dogs as they came in. She did a great job. Drying the dogs was a little more challenging but she did a good job and got alot more confident by end of week.

✓

Now please complete

either Performance in the Workplace Form A (page 13)

or Performance in the Workplace Form B (page 14)

The student will identify which form to complete.

Has now been employed there! 😊

Introductory Statement

Vocational Learning Portfolio

From a young age I have always been interested in animals, wanting to know how they need to be cared for and how important their health is. When I was younger, I looked up to Steve Irwin and the qualities and animal handling skills he had as a person. I wanted to be the person that animals rely on when they are in need of care and be the one who shows them love and compassion. Throughout my life, I have gained knowledge in the Animal industry through completed many certificates and also completing many work experiences in this particular field. I have also been through many life experiences, which have shaped my view on my chosen career. ✓

Throughout my life I have had many personal experiences and achieved many qualifications. From the age of seven I have played netball, as I love working as a team, to achieve the most beneficial result, winning a game or grand finale. Through this I have also shown commitment and a huge responsibility, of showing up to games and trainings, because as a team you rely on each other to commit. Through school I have also had many personal experiences, such as being Sports Captain. Through this I have shown leadership skills, by taking on more responsibilities in helping in carnivals and having someone to look up to and go to for the rest of the team. I have also shown teamwork through this, as I competed as part of the team, to help us win. I have also completed Certificate 1 in Animal Studies and completed the bronze and silver awards in Nutrition for *Eukanuba* and become an Animal Nutrition specialist for *Advance* Pet Food.

Throughout being in high school I have completed many work experiences relevant to the Animal Industry. In 2014 I completed work experience at N Vets for Pets, where I witnessed my first sighting on a castration of an animal. In 2015 I completed work experience at H Vet Clinic, where I learnt proper cleaning of animal cages and surgery items. Also in 2015, I completed work experience at D clean, where I learnt the correct techniques of cleaning animals and also earned myself a part time job for the summer. Also recently this year I have become part of the RSPCA, to learn more about the animal care industry and also perform community service. ✓

For my future career goals as a part of the animal industry, I wish to also care for animals with compassion no matter where my career path takes me. In the near future I hope, to become a vet nurse, helping in wildlife rescues and rescue centres for domestic pets and later on may move onto becoming a vet furthering into owning own practice.

My most prominent characteristics and attributes would have to be gentle natured, compassionate, caring, can work individually or as a team member, enthusiastic and charismatic. I care for others unconditionally, including animals. I see beyond the scars of dogs and cats, and love them for their personality. I show team work skills through past work experiences, sporting groups and jobs, but can also work individually, shown also through work experiences. I am enthusiastic and enjoy encouraging people to try their best, shown through sport captain. I also show charisma, through being full of personality, when dealing with people. ✓✓

In conclusion, from the evidence shown above, I feel that I fully competent and qualified for most jobs in the animal industry and show a high amount of enthusiasm and eagerness to be a part of this industry. ✓✓

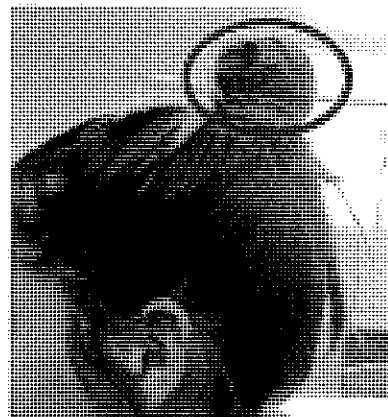
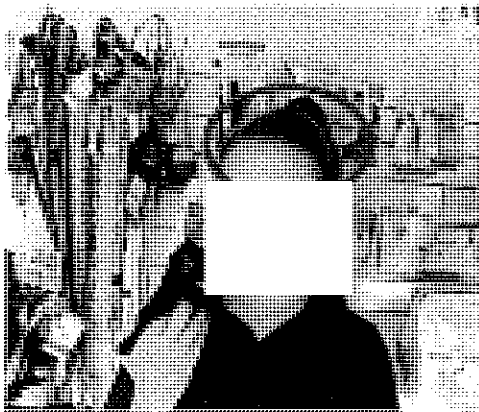
Fantastic!!
😊

Animal Care Industry Skills

Evidence of my Work Health and Safety Skills

Through completing work experience at the two veterinarian clinics, H and N, I learnt and demonstrated many Work Health and Safety Skills. The importance of Work Health and Safety skills in the Animal Care Industry is very high, and a lot of risks can become present if the legislations are not followed correctly.

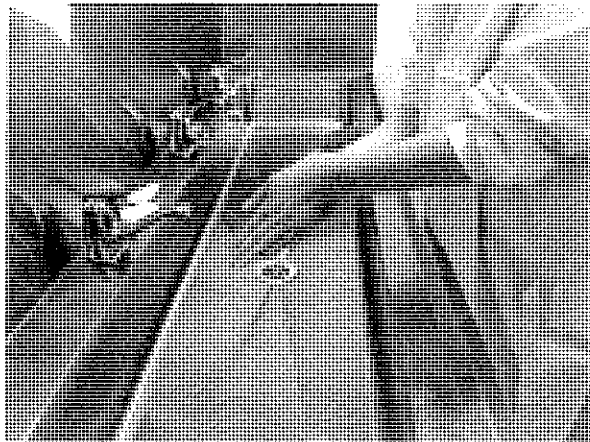
When performing in surgery's or just being in the clinic in general, it was important to where my hair up, to firstly keep it out of my face, which allowed me to concentrate but also to reduce the spread of infection. When wearing it tied up, it had to be all up and all away from the face. The figure below shows the correct way I wore my hair during my work experience.



In one of the vet clinics that I was at, there was a clean sink side and a dirty sink side. I had to make sure when washing my hands I did this on the clean side. Also when washing food and water bowls and surgery equipment this was done on the clean side also. On the dirty side, the litter trays for the surgery cats and cats that were staying at the hospital were to be cleaned on and any other utensils that were used to clean the faeces and urine. Shown in the two figures below are the different sides.



During my completion of my work experience, I also learnt the correct way to wash my hands and also with the correct soap. When cleaning my hands, it depended on the situation I was in. If I was going into surgery, I needed to complete a surgical scrub which required me to wash my hands for longer and also down to my elbows. When washing my hands after handling animals it involved a less thorough wash, and did not require me to wash down to my elbows. Below are the figures of my washing my hands and the soap that I used to make sure that infection was not spread further.



Also whilst completing work experience, I had to wear the correct Personal Protective equipment, depending on the situation I was in. If I was going into a surgery I was required to wear booties, over my enclosed shoes, a lab coat, again depending if there was no scrub top available and I also had to wear a hair net. All of these actions again prevented the spread of infection from me onto other animals or from the animal to me. Below is the figures showing my wearing a lab coat, hair net, and closed in shoes with booties.

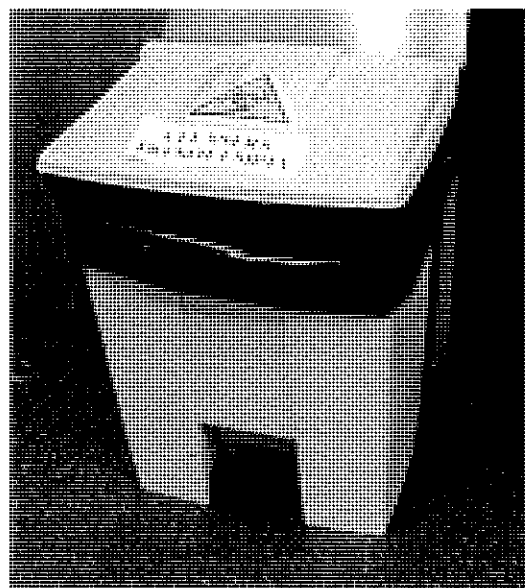


Animal Care Industry Skills

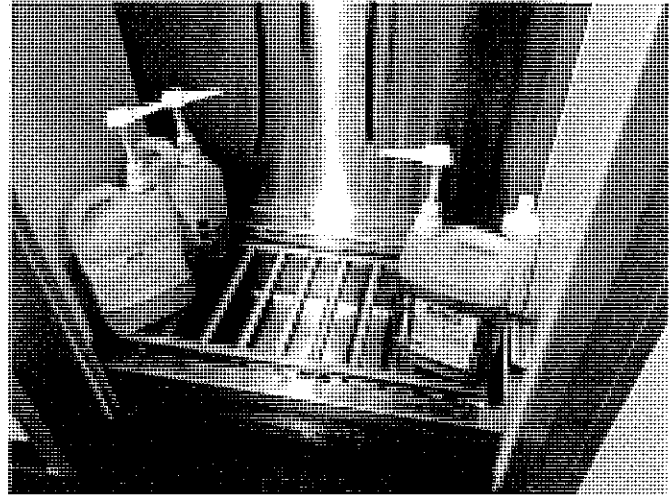
Evidence of my Infection Control Skills

During my work experience I learnt many things and demonstrated many skills that showed infection control. When working in the animal industry it is important to reduce the spread of infection, by disposing of bodily fluids, chemical waste and other biohazardous waste properly. During my completion of my work experience I had to make sure that I was trained properly and completed each of these tasks properly.

When using syringes and needles I needed to correctly dispose of them. When finished with a syringe I needed to place it into a yellow bin that was a biohazard waste bin. When finished with a needle I needed to put this into a sharps bin. After I have done this and the both bins are up to the fill line, they will both be taken off to be incinerated. Disposing of them properly will lead to less spread of infection and also reduce the risk of Work Health and Safety acts being breached. Below is two photos inserted of a sharps bin and a biohazard bin.



When completing work experience I had to complete of necessary cleaning, so that the clinic was up to a standard and again, reduced the spread of infection. When doing this I had to correctly measure out boiling water and the correct chemical, C200. I had to make sure that I filled the hot water to the correct line in the bucket and then applying the correct amount of C200, two pumps. Also when mopping up, I had to use the correct colour mop bucket, yellow bucket for in surgery rooms, and blue bucket for the rest of the floor, in the waiting room and recovery rooms. Below pictured are the different coloured mop buckets used, and the correct chemicals where I filled up the bucket.



(When dealing with patients that needed radiotherapy, there was certain ways and certain bins to place the instruments used. To demonstrate this I used gloves and carried sharps appropriately to the red bin with the symbol shown below. I had to make sure when putting these items in the bin that I checked the bin first to see if it was over the fill line. Items that were placed in this bin included sharps, instruments and any other items used on an animal during the radiotherapy procedure. Below is the photo inserted of the correct bin that the items should be placed in. ✓✓



(If not completing these actions properly it could infection spreading, also leading to cuts or needles piercing the skin if not correctly put into the sharps and also more outbreak of disease, as the area where an animal has been sick has not been cleaned thoroughly. ✓✓

Very important

Animal Care Industry Skills

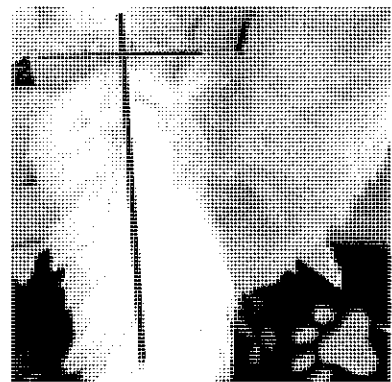
Evidence of my Animal Handling Skills

During my work experience I learnt many things and demonstrated many skills that showed my animal handling skills. When completing work experience, I had to carry many animals from surgery tables to their beds, vice versa and also to their owners or the toilet when they needed to go. When doing this I had to correctly apply the skills I had been taught, in order to not injure myself and also the animal.

✓✓ When carrying cats, I had to make sure that I knew their temperament before removing them from their cage. I had to clearly identify the signals they were portraying before putting myself into a situation that I would have to get the cat out no matter what. When identifying that a cat is relaxed I could pick them up by correctly bending my knees to support my back, scooping my hand under their bottom and holding them at their chest or using a three finger lock around their paws. Both photos below show me holding the cats comfortably, knowing their temperament is relaxed.



✓✓ When needing to prepare a dog for surgery they need a catheter put into their arm, the dog needs to be held correctly in order for the vet to get the needle into the cephalic vein, which is presented on the forearm. When doing this I needed to follow direct instructions from the vet otherwise the dog would become uncomfortable and make it difficult for the vet to precisely put the needle in. ✓✓ I needed to push the elbow forward; making sure it became locked when touching the claws. I then needed to place my thumb in a T like position, and then roll the vein around, again making it easier for the vet to access this vein. Below is a photo showing the T shape and the correct position to hold a dog.

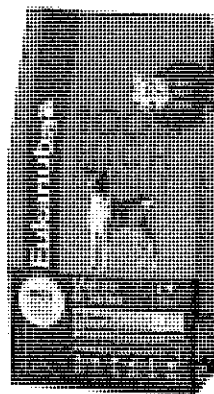
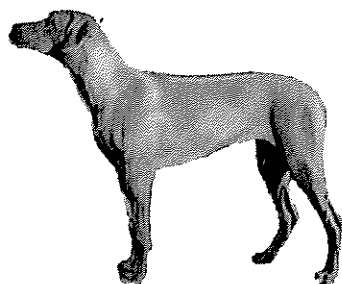


Animal Care Industry Skills

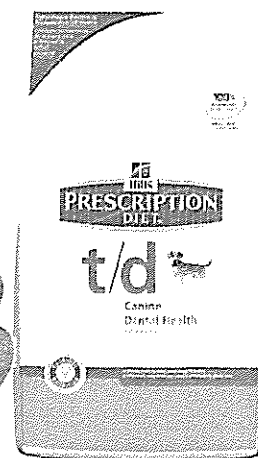
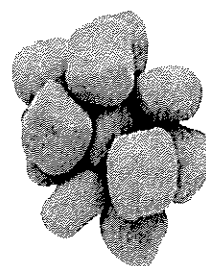
Evidence of my Animal Nutrition Skills

In the animal care industry it is important to provide animals with the best nutrition so it extends their life and also makes it a happier one. Knowing the correct food to feed an animal, for their age, health condition and their level of activeness, insures that the animal maintains their ideal body weight, keeps their teeth and coat clean and healthy and also creates less smell to their faeces and also makes the animal produce less faeces as they absorb most of the food as all the ingredients are beneficial. I demonstrated this skill by using my 3 qualifications in animal nutrition, and offering the clients that came in the correct diet for their dog. ✓✓

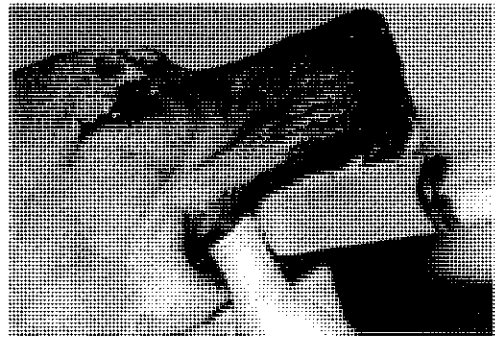
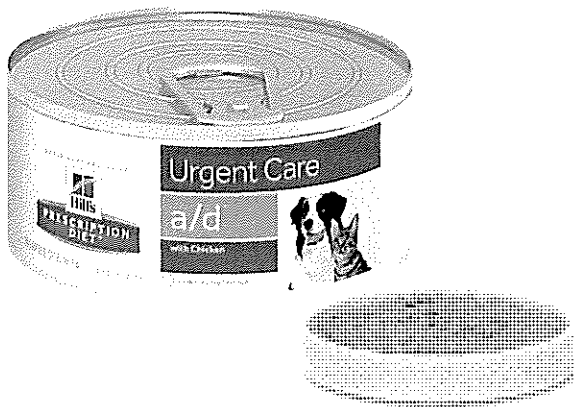
When identifying an animal that requires a normal diet, I had to access the weight of the animal, how often the dog is active and if they have had any previous or ongoing health problems. When accessing this animal if the dog is active, is currently at a great ideal weight and is quite young with no health problems, I then would recommend the basic normal food, for an adult animal. When at the veterinary clinic I had to identify this for a vet when he asked me what my thoughts were for this animal. Below is a photo of an animal at an ideal weight and the correct food from *Eukanuba* that it needed to be fed. ✓✓



When identifying a dog that needed a dental diet, I had to look at previous health records for their teeth and whether they were in for a dental clean on a regular basis and if they have needed teeth to be pulled out. At the veterinary clinic we had a dog in who had just come for a dental clean and also two teeth pulled out. I recommended to the owner that maybe they try a dental diet from *Hills Science Diet* on a prescribed diet called t/d, Teeth Diet, which can only be sold veterinary clinic. Listing to the owner the benefits of having this food for their dog; less dental cleans, as the kibble is much bigger, making the dog crunch on them, thus cleaning their teeth, they then agreed to get the food. Below is a picture of the t/d *Hills Science Diet* and the size of the kibble in it. ✓✓



Recovery diet is for animals that are just coming out of surgery but still need to have food. The diet consists of mainly wet food and is easy to digest and still tastes great for the animal. When identifying a dog in veterinary clinic that needed that recovery diet, I had to see what type of surgery they just had and whether they needed or were allowed food at this certain time. Once I had inquired with the vet about this previous history I then syringe fed the dog, so they did not have to put themselves under stress by standing up and eating a bowl and also made it easier for them to eat, if they needed a cone on their head. Below is a photo of the a/d critical care diet from *Hill's Science Diet* and also a dog being syringe fed at the veterinary clinic.



When identifying an animal that needs to be put on the weight loss diet, I had to access the weight of the animal and also what type of condition score their body is in. The condition score ranges from 1-5 and starts at underweight and increases up to overweight. When watching animals, dogs especially, come into the clinic, I had to take their weight and also look at the shape of their body, to see where I thought it was equivalent to on the body condition score scale. I then got to speak with the owner and nicely recommend that they either cut down on the amount of food the dog is eating, and start feeding the dog to what his ideal body weight should be, not what it is, or recommend that they begin using the weight loss diet by *Eukanuba*. When using this diet, it is for the most extreme cases that can usually not be fixed by just decreasing their normal intake. Below is a photo of an overweight dog from the clinic and also the weight loss diet.



Animal Care Industry Skills

Evidence of my Grooming Skills

In the animal care industry it is also very important to know the correct way to groom an animal when preparing an area for surgery, bathing a patient that may have been at the clinic for a few days and also brushing the dog correctly before leaving the practice and returned to owners. Being competent in grooming an animal leaves the groomer being able to groom the dog without any fear that the dog will bite you and also leaves the dog uninjured and happy that they are clean. ✓

When at the H Veterinary Clinic, I was able to bathe a dog that had been put on fluids as she had swallowed a large fruit stone. As she had been put onto fluids she was urinating quite a fair bit, and because being in a cage and not being able to walk far, the urine would then sit on her coat for quite a while. As a work experience student, I was able to bathe her, and also learnt the correct way to bathe around stiches. I used warm soapy water and a cloth and bathed her whole body correctly, so that the stiches did not become irritated and she would go home smelling great for her owners.

Also when I completed work experience at the groomers I was able to brush dogs and learnt the correct tools to use for different lengths of coats and also for different parts of the body. When grooming a dog with a smooth coat, for example a Golden Retriever or Chihuahua, a soft bristle brush was to be used, to simply not tear the hair out from the dog. When grooming an animal with a short wiry type coat it was necessary to use a firm bristle brush, in order to get all of the mats out without damaging then hair at the same time. If the dog had a medium to long flowing coat, a soft to medium bristly brush was used, again to not damage or tear out the hair. When grooming all dogs it is necessary to make sure that you brush with the grain or direction that the hair is growing, to make it neat and presentable. All dogs that came into the hospital to stay were groomed by me and also sprayed with a dog perfume, to make them smell clean. ✓

When preparing a dog for surgery I was asked to shave around the part that the incision was going to be. For most of the surgeries they were castrations, and needed to be shaved around the genital area. When doing this I had to make sure to make the shave as clean as possible and as close to skin as possible, leaving now hair to possibly pass on an infection. I also had to make sure that I did not cut the dog, which again if this happened could possible get infected and would also become uncomfortable for the dog, as metholated sprits and antiseptic needed to be put onto the skin. ✓✓

Employability Skills

Evidence of my application of Communication Skills

In the animal care industry it is important to have the correct customer skills and be able to talk to customers and clients clearly and efficiently. When working in both veterinary clinics, I had an opportunity to further these skills and listen to the way veterinary nurses spoke to clients on the phone and in person. I had to demonstrate these skills by reinforcing to staff, speaking to clients and communicating with other staff.

When completing the work experience I needed to communicate with the other colleagues to make sure that I was following the correct instructions and also was performing the actions in the correct way. I had to communicate with them to help me lift animals and also help me control big or aggressive animals. When I did all of these tasks, I had to make sure I spoke clearly to the staff, so they could understand what I was saying and also be able to complete the task that I asked to help me with efficiently.

Speaking clearly and communicating well with clients that come into the veterinary clinic is also very important in the animal care industry. When I had an opportunity to recommend a certain food to a client, I had to make sure when speaking to them I didn't say the information about the diet, to sound too scientific and was put into a form that was easier for them to understand and interpret. I had to also make sure that I communicated in a persuasive way that would convince them to buy the product to benefit their animal.

When speaking on the phone to clients, during my time at work experience, I first had to listen to the current Veterinary Nurses speaking to clients and interpret the way they spoke and how comforting they made the details they were explaining sound. I then got to reinforce a phone call with a staff member and got to make sure that when I speak I sound positive and happy to be helping the client.

Whilst completing work experience, I was able to experience how Veterinary Nurses communicate with delivery men and ordering of products for the clinic. I got to speak to one delivery man and had to ask what he was dropping off and who he needed to see to get paperwork signed off. When doing this I had to make sure I was speaking in a polite manner and also clearly, so that he wasn't offended and also so that he could understand me.

Dealing with clients, staff and delivery men, it is important to always speak politely, clearly and appropriately in the situation, which I was quite competent at

Employability Skills

Evidence of my application of Team Work Skills

Whilst completing the work experience I had to demonstrate team work skills by working as a team to lift an animal before and after surgery, working as team to hold an animal whilst they are getting stiches taking out or incision glued and working as team to make the clinic the best place for the animals and for the clients to be, without feeling uncomfortable.

Sometimes before surgery an animal will have been put under premedication and will become dead weight and also will become unconscious. When this happens the animal becomes very heavy and if it is a large dog will require more than one person to carry them. Whilst completing my work experience after the dog had been given premedication, I was asked to lift the dog to the surgery table, but again as the dog was heavy, I required help. I then asked staff members to help me and they were quite willing to this, to make the process faster and also reduce me injuring myself or dropping the dog.

When an animal is getting stiches out, it can be quite difficult and because the stiches are very small and tight, it can make a one person job very hard. Dogs especially, can become very uncomfortable and aggressive when someone is pulling at the stiches. Using teamwork, I helped the veterinarian hold up the dog whilst he glued up a dog that had pulled out his stiches due to his cone being too small for his, thus allowing him to pull them out with his teeth. I had to make sure I listened to the vet on the way to hold up the dog and also had to listen to his direct instructions if he wanted me to move the dog, in order to make his job easier. ✓✓

Teamwork is important part in providing a welcoming place for clients and animals. It is important to use teamwork, in order to keep the clinic clean, safe and presentable. At the clinics I completed work experience there was a check list that was made and also allocated each staff member with a job, which provided them with a role within the team to complete. I had many jobs on this list and made sure that I completed them with the team, so that I did not let anyone down and also so that the whole team did not suffer for my actions. ✓✓

Teamwork is essential part in any work place and using this skill makes it easier for everyone and also makes the job that needs to be done more efficient and done much faster.

Employability Skills

Evidence of my application Problem Solving Skills

During my time at both of the clinics I had an opportunity to put my problem solving skills to use. I was able to use my problem solving skills to determine what kind of body score and animal had and what food/diet I could use to solve this problem with animal. I also would use my problem solving skills when handling dogs when they became aggressive, which is majority of the time especially in the grooming industry; I had to problem solve and either call a second person to help me or correctly tell them off.

✓ When using my problem solving skills when determining how to fix the weight of a dog or cat, I first had to establish how overweight the dog was and whether the animal had put weight on due to overeating, not being active enough or if they have a health problem. I then had to problem solve the situation by the selecting the correct food to this issue and then recommend this to the owner. Using my problem solving skills in this situation, would stop the problem from becoming larger in the future and then maybe creating more health problems for the animal.

✓ When completing work experience at the dog groomers we had a situation where owners were either dropping their dog off too late or too early. When this happened I had to use my problem solving skills and establish a list where I could write down and see who should be washed and cut first, so that all the dogs were ready to go home on time. Doing this eliminated customers being angry or disappointed. I also had to use my problem solving skills when a dog had to be dried and if one person did it, it would take twice as long, rather than me helping out. So when doing this I problem solved and planned ahead when the bigger dogs were coming in and make sure that I had done all my duties beforehand so I could help out.

When handling animals in both work experiences I had to use my problem solving skills if the animal became intolerable or very aggressive. I had to quickly dry the animal so that I didn't become even more aggressive and then if it escalated even more I had to problem solve and ask for assistance, so that the dog did not injure themselves or me. Also when completing work experience in the vet clinic, I had to make sure that when there was not enough cages for the animals that we had, I could take out an animal for a walk until there was a cage free or I could establish to other vet nurses that when another animal comes we will not have enough cages and that we should send one of the patients home early. ✓

Employability Skills

Evidence of my application Initiative and enterprise Skills

When working in the animal industry, it is very important to be able to adapt to new situations very quick while also being creative and generating a large range of options for yourself. When completing my work experience there was many instances where I had to adapt to new situations very quickly, like watching surgeries, cleaning cages or seeing animal that had just come from a dog attack, even though many of these were very confronting, I needed to adapt very quickly and still perform at a reasonable standard. Many situations in my work experience I had to be creative and in one instance, was creative enough to use nursing pads, used in age care, to be used in dog cages, for when they are staying a long time in hospital. This absorbed any urine that the dog may have presented. ✓

When completing my work experience I was able to adapt to new situations very quickly and also very competent at not becoming too emotional attached to the situation present, whether that be a euthanasia or surgery. I was able to quickly put aside my thoughts of the pain that the animal may be going through or that it was about to be put asleep and was able to adapt to the situation with a confident and mature manner. When cleaning out cages, I had to adapt to the situation quickly, even if it did smell quite bad, or I felt it was quite disgusting, I had to get on with it and do my job as a veterinary nurse and clean the cage for the next patient. ✓

When in the animal industry it is also necessary to be creative and use your initiative as well. When working in the veterinary clinic, I had an idea to use the nursing pads that were donated to the clinic, for the animal, to soak up any bodily fluids that may have been presented around or from the animal after surgery. I also had a creative idea when making toys for the clinic cats, to provide enrichment for them, so that they could work on their brain skills and also make them work for the treat that was provided. I made simple toys out of toilet paper rolls, for the kitten, by putting a treat into the middle and folding the edges over. In doing this the kitten had to use its skills to figure out how to open the cardboard tube, and also got rewarded in the end.

Throughout both work experiences I used my initiative on numerous amounts of occasions. When dogs needed to be taken outside for the toilet, cages or animals needed to be cleaned or animals needed to be fed, I would take it upon myself, after the relevant training and advice, to do it myself without the employer or supervisor in charge telling me. In doing this, I did not have to have someone constantly reminding me to do something and this also shows that I also have the responsibility and initiative to take matters that sometimes may be difficult, into my own hands. ✓

Employability Skills

Evidence of my application Planning and Organising Skills

Before beginning my work experience I had to plan and organise with the owners or managers of the practices when would be suitable time for me and the business for me to complete the hours. Being part of the practices for a week each, I had to help plan and organise with the vet nurses when would be a suitable time for each animal to come in and stay in the hospital for whatever surgery was needed. I also had to plan and organise when certain animals needed to go out to the toilet, bedding to be changed or food to be fed. In the animal care industry, it is very important to have adequate planning and organising skills, to prevent there being too many animals in the clinic on one day and planning ahead for some emergency appointments, and also to make sure to try and make the day smooth running.

When planning and organising to complete my work experience at the clinics, I also had to use my communication skills to make sure that it was a suitable time for both of us. I had to make sure that I was organised and brought the correct items necessary to complete my work experience and also make sure that I was organised and planned ahead to arrive there on time. Not only would this be needed for work experience, but would also be relevant in an everyday paid job. - Absolutely.

Helping the other staff members when to plan and organise the animals so they were medicated, fed or bedding was changed at the correct time, was necessary so that the animals were provided the best care for me and was also beneficial in structuring a smooth running day for the clinic, even though sometimes that cannot be avoided. I had to help address what animals were our first priority, such as animals in intensive care or that had to be isolated. I had to address and record when animals had their medication or been taken out for the toilet. I also had to make sure that I planned ahead and addressed when the next time the animal would need their next lot of medication or when they would need to be seen next.

When completing work experience, I had to help plan ahead with the veterinary nurses for emergency appointments that may happen. In doing this, there is time free that will not be booked with animals who might only be there for their yearly check-up. Also it provided the clinic with enough space for emergency animals, and would also still have enough staff on at this time. When planning and organising ahead with the veterinary nurses, it was quite easy to select a few blocks of time during the day for this, even though sometimes emergency situations cannot be predicted or avoided.

Employability Skills

Evidence of my application Self-Management Skills

Throughout my completion of work experience I had to use my self-management skills to evaluate my performance and also monitor it. I had to take responsibility on many occasions, when handling animals, helping to organise surgeries and also when grooming the animals by myself. Also whilst completing my work experience, when I was doing the work experience or completing tasks for staff members I always set an achievable goal, relevant to the situation. I made sure that whenever I came up or described my ideas to other staff, that I was confident and also had information to support my idea.

When evaluating and monitoring my performance, I had to make sure that I could identify the negatives and the positives in every task that I performed and also asked the staff members around me, if I performed each task to a high standard and whether they had any creative criticism, so that I could improve for next time. I would evaluate how I performed each task after I did it, found some improvements and then monitored how I did it the following time. In doing this for both work experiences, I was able to become content in the way I performed each task and also have full confidence in myself that I would perform it at a high standard.

Most tasks that I performed at both work experiences required me to take some sort of responsibility, whether it was big or small. When washing and grooming the dogs, I had a responsibility to make sure that I performed this at a high standard and did not injure myself or the dog. When taking dogs on a walk after they had been in hospital, so that they could have some fresh air, I had to make sure that I did not lose the dog and also make sure they did not get hurt in the process. All tasks performed I had to take responsibility, which I accepted willingly. I found that any job in the animal industry requires responsibility and also the willingness to take it on, which I have shown through these work experiences.

When performing tasks in the veterinary clinic or dog groomers I always set an achievable goal. When washing the dogs for the first time, I set a goal to wash the dog to the best ability that I could. Each time I washed another dog, I made the set goals harder and harder, as I was getting more competent at washing the dog. Whilst in the veterinary clinic, I did the same thing. I was always setting goals such as, clean out the cage as thoroughly and efficiently as possible, now be able to wash the utensils used in the surgery as thoroughly as possible etc. I also made sure that before I evaluated these achieved goals, that I asked people such as staff members their advice on the situation, and then set my next goal around this.

Employability Skills

Evidence of my application Learning Skills

When completing my work experience at the dog groomers and the veterinary clinic, I had to be willing to learn new things and also be open to new ideas or concepts that other staff members came up with. I had to make sure that I was constantly alert and could manage my own learning, and also asking more questions or investigating further into something I did not understand, to learn some more. ✓

When completing work experience at the dog groomers, I had to open to the ideas of each staff member and also to the way each staff member did things differently. I had to use my learning skills to determine which set way of washing benefitted me the most; made it easier for me and washed the animal thoroughly, but also was still in the correct manner. I had to adapt to each way that I was taught and also learn a skill from each staff member. I made sure that I constantly asked relevant questions, so that I was constantly learning and adapting my way of grooming. I am able to apply these relevant learning skills in the future, in my future career and also in everyday life. ✓

When completing work experience at the veterinary clinic, I had to constantly work on learning and also again had to adapt to different ways that I was taught. However, in the veterinary industry, there was mainly only two ways, the right way and the wrong way. I was constantly learning the anatomy of the animals, the correct ways to clean up items, the correct bins to place items in etc. I had to constantly adapt to new situations and learn how to also deal with difficult situations, for example euthanasia. I was also willing to learn things after I had completed the work experience, and would research into terminology or animals that I had not heard of before, so that I could have more of an understanding for the future. ✓

Learning is essential in the animal industry and was necessary for me to keep my options open and also be able to adapt to new things quickly. I had a constant urge to keep learning more and more about the animal industry and also about the knowledge that you had to have to continue into a job in the animal industry. I was able to also manage my own learning by being able to absorb more information and always take on everyone's opinions and also the different ways people do tasks.

Keep that
learning urge
alive!! 😊

Employability Skills

Evidence of my application Technology Skills

In the animal industry there is always excessive amounts of cleaning that has to be done. When cleaning at both of work experience clinics I had the duties of cleaning towels in the washing machine and drying them in the dryer. At one clinic, I also had to use a steam cleaner for the floors in the waiting room, so that all infections virus, bacteria or fungi were killed at a high temperature. I also had the privilege to further my skills in using computers, learning how to book appointments and how they recorded data for patients. There was also use of technology in preparation for surgeries, taking temperatures, and in surgery, lights and heart monitors. ✓

When completing my work experience I had to apply my technology skills, in order to successfully use the washing machine and the dryer, so that the animals had comfortable bedding to sleep and recover on. I had to make sure that every time that I washed towels and bedding that it was on a certain setting that would kill as much bacteria as possible but did not damage the bedding. I also had to repeat this when drying them. When washing the scrub tops used by the Veterinarians during their day or during surgery, I had to make sure that if they had blood on them that they were soaked prior to putting them into the washing machine on a cooler setting, but with enough warmth to kill bacteria and lift the potential stains. ✓

Using my technology skills was also important when using the steam cleaner to clean the waiting room. I had to make sure that I knew the correct buttons to press when wanting to produce more water onto the floor and also had to set the machine at the correct setting so that it was at a high enough temperature that I would eliminate most of the bacteria, viruses or fungi present on the floor. In doing this it made sure that when other animals that may have been sick do not pass their illness onto healthy animals. ✓

Before and during surgery's it is necessary to use technology for most of it. Before a surgery that were performed by one of the veterinarians, I had to check the temperature of the animal that was going in. I had to use my technology skills to correctly read the temperature on the thermometer. During the surgery it was important to use the technology provided, a light and heart monitor, to make it easier for the veterinarian and veterinary nurse. I had the job of using my technology skills to make sure that the light was on and that it was pointed in the correct direction so that the veterinarian could see what he was doing. I then also had the opportunity to further my technology skills and learn how to connect the heart monitor to the dogs tongue and read and record the reading to make sure that nothing was out of the ordinary for the dog. ✓

**STAGE 2 WORKPLACE PRACTICES
ASSESSMENT TYPE 2 : PERFORMANCE**

Industry Focus: ANIMAL CARE INDUSTRY - Work Experience + Vet Clinic

Assessment Design Criteria	Comments
KU1	Comprehensive understanding at advanced level of industry specific knowledge & skills– as evidenced in photo journal and confirmed by employer feedback (A+)
KU2	Perceptive understanding and insightful explanation of concepts and issues, clearly detailed under sections (A+)
A1	Highly proficient and innovative application of generic work skills - especially evident under headings such as “evidence of my application of Communication skills” and according to Teacher and excellent WSR) (A+)
A2	Perceptive application of highly relevant knowledge and skills. (A+)
A3	
IA1	
IA2	
RE1	

OVERALL GRADE: A+

The use of sub-headings and a photo-story enable the student to demonstrate comprehensive understanding at an advanced level and insightful explanation of their extensive employability and animal care skills.

1. Teacher’s Report provided ✓
2. 50-60 hours of performance recorded ✓
Total 70.5 hours in two different work experience placements – both in animal care industry
3. Workplace Supervisor’s Report (WSR) included ✓
A work experience placement feedback form used plus comments
4. Student evidence ✓
Journal and photo stories

Industry Focus: ANIMAL CARE INDUSTRY - Work Experience + Vet Clinic

	Knowledge and Understanding	Application	Investigation and Analysis	Reflection and Evaluation
A	<p>Comprehensive understanding at an advanced level of knowledge, skills, and competencies appropriate to the relevant industry.</p> <p>Perceptive understanding and insightful explanation of broad concepts and issues related to industry and work.</p>	<p>Highly proficient and innovative application of a range of generic work skills and, where relevant, extensive industry knowledge in the workplace or a work-related context.</p> <p>Perceptive application of highly relevant knowledge and skills in the context of an industry workplace.</p> <p><i>Where VET is included, units of competency must have been successfully achieved; the student must have demonstrated competency as assessed by the relevant RTO.</i></p>	<p>Perceptive and well-informed analysis of the relationships between a range of work-related issues, tasks, and practices in the workplace.</p> <p>Thorough, detailed, and well-informed investigation of the dynamic nature of a range of work-related and workplace issues, tasks, cultures, and/or environments locally, nationally, and/or globally.</p>	<p>Thorough and insightful reflection on a range of learning experiences in/about an industry, with in-depth self-evaluation.</p>
B	<p>Well-informed understanding of knowledge, skills, and competencies appropriate to the relevant industry.</p> <p>Clear understanding and well-informed explanation of broad concepts and issues related to industry and work.</p>	<p>Proficient application of a range of generic work skills and, where relevant, broad industry knowledge in the workplace or a work-related context.</p> <p>Well-considered application of relevant knowledge and skills in the context of an industry workplace.</p> <p><i>Where VET is included, units of competency must have been successfully achieved; the student must have demonstrated competency as assessed by the relevant RTO.</i></p>	<p>Well-informed analysis of the relationships between a range of work-related issues, tasks, and practices in the workplace.</p> <p>Detailed and informed investigation of the dynamic nature of a number of work-related and workplace issues, tasks, cultures, and/or environments locally, nationally, and/or globally.</p>	<p>Detailed and considered reflection on a number of learning experiences in/about an industry, with some in-depth self-evaluation.</p>
C	<p>Informed understanding of knowledge, skills, and competencies appropriate to the relevant industry.</p> <p>General understanding and informed explanation of broad concepts and issues related to industry and work.</p>	<p>Appropriate application of selected generic work skills and, where relevant, industry knowledge in the workplace or a work-related context.</p> <p>Considered application of most of the relevant knowledge and skills in the context of an industry workplace.</p> <p><i>Where VET is included, units of competency may have been successfully achieved; the student may have demonstrated competency as assessed by the relevant RTO.</i></p>	<p>Informed analysis of the relationships between a number of work-related issues, tasks, and practices in the workplace.</p> <p>Informed investigation of the dynamic nature of some work-related and workplace issues, tasks, cultures, and/or environments locally, nationally, and/or globally.</p>	<p>Some considered reflection on learning experiences in/about an industry, with some self-evaluation.</p>
D	<p>Recognition of knowledge, skills, and/or competencies appropriate to the relevant industry.</p> <p>Some understanding and description of aspects of broad concepts and issues related to industry or work.</p>	<p>Attempted application of selected generic work skills or, where relevant, some industry knowledge in the workplace or a work-related context.</p> <p>Attempted application of some knowledge and skills in the context of an industry workplace.</p> <p><i>Where VET is included, units of competency may have been successfully achieved; the student may have demonstrated aspects of competency as assessed by the relevant RTO.</i></p>	<p>Description of the relationship between some aspects of work-related issues, tasks, or practices in the workplace.</p> <p>Attempted investigation of some aspects of the nature of work-related and/or workplace issues, tasks, cultures, or environments.</p>	<p>Some reflective description and attempted evaluation of learning experiences in/about an industry.</p>
E	<p>Limited recognition of knowledge, skills, or competencies appropriate to the relevant industry.</p> <p>Recall of some aspects of broad concepts or issues related to industry or work.</p>	<p>Attempted application of one or more generic work skills or, where relevant, limited industry knowledge in the workplace or a work-related context.</p> <p>Identification of limited knowledge and skills in the context of an industry workplace.</p> <p><i>Where VET is included, units of competency may have been successfully achieved; the student may have demonstrated limited aspects of competency as assessed by the relevant RTO.</i></p>	<p>Identification and attempted description of one or more work-related issues.</p> <p>Emerging recognition of one or more aspects of the nature of work-related or workplace issues or environments.</p>	<p>Recall of some learning experiences in/about an industry.</p>