

-SQA-SCOTTISH QUALIFICATIONS AUTHORITY

**Hanover House
24 Douglas Street
GLASGOW G2 7NQ**

NATIONAL CERTIFICATE MODULE DESCRIPTOR

-Module Number- 7350152
-Superclass- HB

-Session- 1992-93

-Title- WORK SHADOWING

-DESCRIPTION-

Purpose This module is designed to develop the student's communication, interpersonal, investigating, planning, negotiating, observation and evaluation skills through the practical experience of a work shadow placement. The module will assist the student to explore possible career paths and to formulate future plans of action.

The module may be included within a range of programmes of study.

The module also provides articulation with and progression from the Work theme of Standard Grade Social and Vocational Skills. Where students are aiming to complete progression in all aspects of Standard Grade Social and Vocational Skills, students should additionally undertake the following:

7350762 Preparing for Living Independently

and one of:

81213 Local Investigations 2
81214 Local Investigations 3
91231 Investigating Europe 2
7350560 Investigating Europe 3

The module is also appropriate for students who have achieved module 81200 Work Experience 1.

Preferred Entry Level	No formal entry requirements.
Outcomes	<p>The student:</p> <ol style="list-style-type: none"> 1. contributes to the planning and organisation of a work shadow placement; 2. participates in a work shadow placement; 3. examines an organisation through the role of a work guide; 4. evaluates the contribution of the work shadow placement to his/her own personal and social development.
Assessment Procedures	<p>Acceptable performance in this module will be satisfactory achievement of all the Performance Criteria specified for each Outcome.</p> <p>The following abbreviations are used below:</p> <p>PC Performance Criteria IA Instrument of Assessment</p> <p>Note: The Outcomes and PCs are mandatory and cannot be altered. The IA may be altered by arrangement with SQA. (Where a range of performance is indicated, this should be regarded as an extension of the PCs and is therefore mandatory.)</p>
OUTCOMES 1-4	<p>IA Outcomes 1-4 - Project and, in addition, Outcome 2, a Practical Exercise and Log Book and for Outcome 4, a Review Sheet.</p> <p>For the project, the student will be required to assemble and present documentary evidence of achievement of all the Performance Criteria. Evidence may be presented in a variety of forms eg. written, oral, audio-visual, tape slide or suitable combinations.</p> <p>For the Practical Exercise, the student will be required to keep a log book which must record actual events observed, personnel encountered, the responsibilities of the work guide and the duration of the experience.</p> <p>The review sheet will contain details of insights gained and these should be related to future plans.</p>

OUTCOME 1 CONTRIBUTES TO THE PLANNING AND ORGANISATION OF A WORK SHADOW PLACEMENT

- PCs
- (a) Identification of goals is realistic in terms of personal development.
 - (b) Information collated from a variety of sources is sufficient to choose a work shadow placement which matches his/her qualities and goals, and is sufficient to allow the choice to be justified.
 - (c) Contribution to the negotiation of a placement is effective in that both parties have a clear understanding of the purpose and content of the programme.

IA Project

Satisfactory performance will be achievement of all the Performance Criteria.

OUTCOME 2 PARTICIPATES IN A WORK SHADOW PLACEMENT

- PCs
- (a) Observation of and communication with the work guide is effective in terms of identifying the role of the work guide, the skills required for his/her job and contribution to the aims and objectives of the company.
 - (b) Observation of and communication with the work guide is effective in terms of analysing the interaction between the work guide and other people.

IA Project, Practical Exercise and Log Book

The duration of the work shadow placement will be no less than 3 days.

Satisfactory performance will be achievement of all the Performance Criteria.

OUTCOME 3 EXAMINES AN ORGANISATION THROUGH THE ROLE OF A WORK GUIDE

- PCs
- (a) A description of the structure of an organisation is clear and detailed.
 - (b) A description of the function of an organisation is clear and detailed.
 - (c) A description of the career opportunities of a work guide within an organisation is clear and detailed.

IA Project

Satisfactory performance will be achievement of all the Performance Criteria.

OUTCOME 4 EVALUATES THE CONTRIBUTION OF THE WORK SHADOW PLACEMENT TO HIS/HER OWN PERSONAL AND SOCIAL DEVELOPMENT

PCs

- (a) An evaluation of the extent to which personal goals have been achieved through the work shadow placement is detailed and includes evidence of how the goals were actually achieved.
- (b) The placement is evaluated in such a way that the experience can be used to develop a personal action plan for the future.

IA Project and Review Sheet

Satisfactory performance will be achievement of all the Performance Criteria.

**The following sections of the descriptor are offered as guidance.
They are not mandatory.**

CONTENT/CONTEXT

Corresponding to Outcomes 1-4:

1. The student, working independently and with the assistance of the tutor, will draw up a development plan which will highlight the general and specific objectives of the work shadow placement. The plan will detail the sequence of events which leads up to the actual placement. The student should highlight how this placement may assist him/her to make future career choices. Throughout, he/she should be encouraged to develop interactive skills, interviewing techniques and information recording.

Prior to the placement, the student will contact his/her chosen work guide and will gather information on the type of organisation, structure of the organisation and work guide's remit within the organisation. The student should be encouraged to keep a detailed record of correspondence with the work guide. The student should also approach the workguide's organisation to arrange a period of work shadowing which will last no less than 3 days.

The student/school/college and the work guide's organisation should be clear on details such as the duration of the placement, safety issues, insurance issues and any matters of business which require confidentiality.

The role of the tutor will be one of support and assistance in areas where the student may require a more formal approach made to the work guide and his/her organisation. The tutor should ensure that the student has collated information to a standard which meets the criteria of the Outcome. The tutor will also ensure that the student is competent to undertake the work shadow placement.

2. It must be emphasised to the student that the work of Outcome 1 is of crucial importance to the successful achievement of Outcome 2. The student should be encouraged to arrange with the work guide that a period of each day is set aside for a formal discussion to reinforce any informal interaction which has occurred.

Students should gather evidence of the work guide's position within the organisation and his/her contribution to the company's aims and objectives and also the work guide's career opportunities within the organisation.

In addition to the key elements of the role of the work guide, the student should be encouraged to record any unusual or additional tasks which the work guide has to undertake.

3. The student should observe and listen to the work guide attentively, asking questions for information and clarification when required.

The student should gather factual information and record impressions of the work guide's main tasks, responsibilities, skills, and qualifications.

The student should also ask for and record information on the general structure and operation of the work guide's organisation in the form of simple organigrammes and literature explaining the organisation's main functions.

The student should record instances of work guide contact with other people both within and outwith the organisation and identify these where relevant on the organigramme.

4. During and after the work shadow placement the student is given the opportunity to assess his/her personal feelings and reactions. The student should identify areas which have contributed to the achievement of the personal development goals set before the placement.

The student should also re-examine expectations formed before the placement and record experiences and impressions which differed. The student should be in a position to identify personal skills which would be valued by the placement organisation.

Students will be encouraged to bring together the self knowledge and other learning acquired during the module to formulate future action plans for education, training and career.

SUGGESTED LEARNING AND TEACHING APPROACHES

Induction should include an explanation of the key purposes of the module.

Tutors should encourage students to take increasing responsibility for their own learning.

A student-centred, activity based approach should be adopted throughout. Use could be made of, for example, the following:

individual and/or group research;
group discussions;
case studies;
presentations;
careers officer/library;
regional databases.

Every opportunity should be taken to encourage the student to utilise existing and further develop a range of skills eg. communication and interpersonal, investigating, planning, negotiating, observation and evaluation.

The project will include the following:

- information in relation to the chosen organisation;
- all information relating to the planning of the placement including details of duration of placement, safety issues, insurance issues and any matters of business which require confidentiality;
- a statement of personal goals;
- information on the role of the work guide and his/her contribution to the aims of company;
- information on the structure and function of the organisation;
- an outline of the work guide's career opportunities within the organisation;
- an evaluation of the placement;
- an outline of the benefit of the placement to the student's future career plans.

The above information may be recorded and collated in a format appropriate to individual needs and in accordance with availability of resources.

© Copyright SQA 1991

11/02/98