

FOURTH  
EDITION

# WORK EXPERIENCE

LEVEL

5



Arlene Douglas &  
Séamus O'Neill



## Work Experience Level 5

---

# **Work Experience Level 5**

---

**Arlene Douglas and Séamus O'Neill**

*Gill & Macmillan*

Gill & Macmillan  
Hume Avenue  
Park West  
Dublin 12  
[www.gillmacmillan.ie](http://www.gillmacmillan.ie)

© Arlene Douglas and Séamus O'Neill 2014

978 07171 5971 0

Illustrations by Derry Dillon  
Print origination by O'K Graphic Design, Dublin  
Printed by GraphyCems, Spain

All rights reserved. No part of this publication may be copied, reproduced or transmitted in any form or by any means, without written permission of the publishers or else under the terms of any licence permitting limited copying issued by the Irish Copyright Licensing Agency.

A CIP catalogue record is available for this book from the British Library.

# Contents

---

Chapter 1	General Work-related Information	1
Chapter 2	Planning and Preparing for Work Experience	20
Chapter 3	Vocational Study	58
Chapter 4	Work and the Law: Basic Rights and Responsibilities of Employees and Employers	74
Chapter 5	The Work Placement	91
Chapter 6	Reflecting on the Work Placement Experience	106
Chapter 7	Future Planning	115
Chapter 8	Skills Demonstration: Supervisor Reports	123
Chapter 9	Work Practice	133
Chapter 10	FETAC/QQI Level 6 Work Experience	140

## CHAPTER 1

# General Work-related Information

---



### LEARNING OUTCOMES

- EXAMINE TYPES OF WORK ORGANISATIONS, STRUCTURES AND ROLES.
- CONSIDER PERSONAL CAREER OPPORTUNITIES.
- EXAMINE POSSIBLE WORK OR CAREER OPPORTUNITIES.
- IDENTIFY YOUR PERSONAL SKILL SETS THAT MATCH SPECIFIC AREAS OF EMPLOYMENT.
- CONSIDER WORK-RELATED ISSUES, TRENDS AND NEEDS.

## Organisational Change in Recent Years

---

Since 2010, total employment in Ireland has fallen by over 300,000, or almost 15%. Even though the working age population has risen, the labour supply has fallen because some people have withdrawn from the labour market altogether. The unemployment rate has soared from 4.8% to 14.2% in this short period. Some 166,000 jobs disappeared in the construction sector alone – the sector

that fuelled the Celtic Tiger from 1997 to 2007. Jobs have also been lost in the accommodation and hospitality sector as well as the services sector and agriculture.

All economic sectors have experienced a massive decline, except for public administration, health and education – over 70% of the employees in those sectors are state employees. However, state employees have experienced a huge decline in wages and salary levels following the Croke Park and Haddington Road Agreements. Stronger export figures were recorded in 2011, and more recently, Irish competitiveness was expected to improve, thus stimulating job creation in export services, tourism and manufacturing.

## Types of Work Organisations

---

The following are the general types (categories) of organisations.

Types of Organisations	Structures and Roles
<b>Sole proprietor</b>	<ul style="list-style-type: none"><li>• Usually unincorporated (i.e. they do not have company status).</li><li>• Owned by one person who receives all the profits but also incurs all the liabilities or debts personally.</li><li>• Must register a trade name with the Companies Registration Office (CRO) – Registration of Business Names Act 1963, although this alone does not protect the name from being copied (you must register a trademark to protect a logo or brand name).</li></ul>
<b>Partnership</b>	<ul style="list-style-type: none"><li>• Tends to be used for professional practices, such as solicitors and accountants, or small and medium-sized enterprises (SMEs) with two to 50 partners.</li><li>• Limited partnerships allowing one or more general partners to manage the daily affairs of the business are less common.</li><li>• The Partnership Act 1890 ensures profits are shared equally; alternatively, the deed of partnership specifies the agreed profit distribution.</li></ul>

<b>Unincorporated associations</b>	<ul style="list-style-type: none"> <li>• In an unincorporated association, a group of individuals come together to carry out a mutual activity.</li> <li>• This is the most common structure for small sports clubs, as it is a simple and informal way of establishing an organisation (larger sports clubs are usually registered as companies).</li> <li>• Unincorporated associations do not hold too much property or employ staff. An insurance policy can cover liabilities.</li> <li>• A set of rules are drawn up by trustees, while a committee runs club affairs.</li> <li>• A trust is the classic form under which clubs have operated for many years, governed by a document called a trust deed.</li> <li>• The people in the club who are responsible for its finances are called the trustees.</li> <li>• Trustees will have to be appointed if the organisation wishes to hold property, such as a clubhouse.</li> </ul>
<b>Public limited company (plc)</b>	<ul style="list-style-type: none"> <li>• These are usually large companies with large turnover (sales) quoted on a stock exchange.</li> <li>• Public limited companies place 'plc' after their company name, for example Independent News &amp; Media plc, Ryanair Holdings plc.</li> <li>• For a full listing of public companies, see <a href="http://www.crmz.com/Directory/CountryIE.htm">www.crmz.com/Directory/CountryIE.htm</a> or <a href="http://www.cro.ie">www.cro.ie</a>.</li> </ul>
<b>Private limited company</b>	<ul style="list-style-type: none"> <li>• These are often SMEs.</li> <li>• They are represented by Irish business representative bodies, namely the Irish Business and Employers Confederation (IBEC), the Small Firms Association (SFA) and the Irish Small and Medium Enterprises Association (ISME).</li> <li>• Retailers are a large section of the tertiary services sector and are represented by Retail Ireland (part of IBEC) and RGDATA for the grocery sector.</li> </ul>
<b>Friendly societies</b>	<ul style="list-style-type: none"> <li>• These are mainly group community schemes, small trade unions, some clubs and societies. Agricultural co-operatives were traditionally registered as friendly societies.</li> <li>• They must be registered under the Registrar of Friendly Societies (see <a href="http://www.cro.ie">www.cro.ie</a>).</li> </ul>
<b>Credit unions</b>	<ul style="list-style-type: none"> <li>• Credit unions are registered under the Registrar of Credit Unions (see <a href="http://www.centralbank.ie">www.centralbank.ie</a>).</li> </ul>



<b>State bodies and public sector organisations (government organisations)</b>	<ul style="list-style-type: none"><li>• Organisations that are totally funded by the government, such as nurses, teachers, police and civil servants working in government agencies.</li><li>• Some are trading (take in money from the public) and some are non-trading organisations. For example, the army is a non-trading state body, whereas public hospitals are a trading state body.</li></ul>
<b>Semi-state bodies</b>	<ul style="list-style-type: none"><li>• Organisations that are partly funded by the government (public sector) and partly by the private sector, such as CIÉ or ESB.</li><li>• Some are trading (take in money from the public) and some are non-trading bodies. For example, a transportation organisation such as Bus Éireann or Irish Rail is a trading semi-state body, whereas the Industrial Development Authority (IDA) and Shannon Development are non-trading semi-state bodies.</li></ul>
<b>Charities (voluntary sector)</b>	<ul style="list-style-type: none"><li>• Charities have historically been run as unincorporated associations.</li><li>• A trust is the classic form under which charities have operated for many years and is a type of unincorporated association governed by a document called a trust deed.</li><li>• The people who run the charity and are responsible for its finances are called the trustees.</li></ul>
<b>Caring groups (voluntary sector)</b>	<ul style="list-style-type: none"><li>• This includes groups that give advice, such as the Samaritans, Cura or Childline.</li></ul>

Which category does the organisation where you intend doing your work experience fit into?

## Organisations for the Future

---

According to Solas (formerly FÁS), there are reasonable job prospects in the following areas as the country emerges from recession:

- **Jobs with high turnover**, such as shop assistants, clerical workers, childcare, care of the elderly, catering, hairdressing and security.
- **Growth areas** include sales of second-hand goods, repair and maintenance, bookies, fast food, door-to-door selling and green energy.

- **Long-term demand occupations** include engineering, computing, science and medical, legal and financial services.

Where can jobs be found in Ireland? The following is a flavour of where jobs might be available in the future.

### ***The Games Sector***

A report entitled *The Games Sector in Ireland – An Action Plan for Growth* (October 2011), which was carried out by Forfás, said that action needed to be taken to position Ireland as one of the most progressive and digitally advanced business environments.

Organisations need to change their strategies and develop business where demand is proven to exist. We all know about gadgets and interactive games; a global demand clearly appears to exist in this sector. According to Martin Shanahan, chief executive of Forfás, 'Games can also be a catalyst for growth in a host of other related activities in the digital economy, including social networks, search engines, animation, film and video and e-learning.' New organisations might base their future business plans on sectors such as games, film and animation. Direct job creation as well as spin-off jobs could result from such developments.

### ***The Environment and Green Technologies Sector***

According to the 2011 Environmental Protection Agency (EPA) support guide for businesses, *Developing a Green Enterprise*, 'companies are becoming increasingly aware of the financial savings and competitive advantages that arise from adopting an environmentally sustainable and resource-efficient approach to their business. The increasing demand from consumers and clients for "green" and sustainable products and services also provides new opportunities for enterprises to meet customer needs.'

### ***Gaps in Organisations***

Skills shortages exist in professions such as doctors, nurses, software engineers, accountants with expertise in regulation, technical sales representatives and IT specialists. Growth areas include the food industry and exporting, pharmaceuticals, and media and communications.

According to the *National Skills Bulletin 2011* compiled for FÁS by the Expert Group on Future Skills Needs, 'skills shortages were identified in a survey conducted by the FÁS (SLMRU) Recruitment Agency Survey (*National Skills Bulletin 2011*) indicating that positions were difficult to fill in the digital content and technology sector, in sectors like engineering and utilities (e.g. metal working, production and maintenance fitters, electrical engineers, motor mechanics), and ICT (e.g. computer installation and maintenance), in high-technology activities like pharmaceutical activities, medical devices, managerial, senior posts and sales positions. It also listed high-level niche areas like accountants, tax experts, actuaries, business analysts, statisticians, planners, medical practitioners and chemists as occupations that are difficult to fill.'

### **Where will the best-paying jobs be in Ireland 2015?**

What career paths should the classes of 2012 follow in order to make a living after college? If the school leavers don't know by now, they'd better make up something quickly, because it's CAO form-filling time.

Yes, the deadline to decide what you want to do with the rest of your life comes up at the end of January. So no pressure then, eh?

Traditionally safe and lucrative professions are looking dicey: banking, teaching, medicine, architecture – they're not the solid ways to earn a livelihood that they once were.

So, where will the jobs be when you graduate in 2015, and what courses can you choose in order to bag them?

### **Technology and science**

No surprises here. Forty per cent of new jobs in coming years will be in the technology and science arena, the IDA has predicted.

Companies like Zynga, Quest, Google, Intel and Amgen have made big investments here in the past 12 months, and that bodes well for employment prospects in a few years' time.

The IDA has €600m-plus worth of business wins lined up for 2012, mainly in the technology, biotechnology and science fields.

'The technology sector generated 4,000 jobs last year,' said ICT Ireland

director Paul Sweetman, 'and there will be 200 job announcements this month alone.'

So courses like software engineering, computer science, software development and design are ones to consider.

Meanwhile, big pharma should continue to be a big employer. Billion-dollar drug maker Alkermes came to Ireland in 2011, and Botox maker Allergan announced a €270m expansion in Westport, happening over the next four years and adding 200 jobs there.

Earning power: €40,000 a year and upwards

## **Gambling**

Not putting your college money on a horse, but rather considering the bookmaking sector as a great career bet. The growth of online gambling is opening up huge opportunities here.

'The business needs maths graduates, actuarial graduates, computer programmers, digital marketers, social media and Google analytics experts,' said Sharon Byrne of the Irish Bookmakers' Association.

Now Europe's biggest bookmaker, Paddy Power, employs 2,500 people. Its graduate trainee programme takes on people with degrees in business, IT, e-commerce, maths, statistics, marketing and business analytics.

Earning power: Paddy Power grads get an 'attractive package' including salary, bonus, pension, healthcare and life cover

## **Accountancy**

It's one of the few traditional safe havens left. Big four firms KPMG, PwC, Ernst & Young and Deloitte have been taking in more graduates despite the economic gloom. There's big money to be made in handling all these administrations, receiverships, liquidations and restructurings that the recession has brought about.

You don't need to have an accountancy degree; a good 2:1 degree in any discipline could get you in.

Earning power: Starting at around €20,000 a year for graduate trainees, with potential to move into six figures if you're made partner in a big firm

**Lidl/Aldi manager**

Retail spend may be falling off a cliff but people still need to eat. The two German discounters have been eating up market share and opening new branches monthly.

Both Lidl and Aldi have rather well-paid graduate programmes. You need a decent 2:1 degree in any discipline to apply.

Lidl funds its own retail management degree in partnership with the Dublin Business School and even pays students a salary and holiday leave throughout their studies. (Application is via Lidl directly rather than the CAO system.)

Earning power: A €60,000 starting salary plus a fully expensed car. At Aldi the car is an Audi A4 – not bad at all if you're 22 and fresh out of college. Salary rises to more than €80,000 over time.

**IFSC back office**

It's cold comfort to Ulster Bank employees, but if financial services tsar John Bruton follows through on his mission, the IFSC will employ thousands more in coming years. This is where back office and clearing house functions are carried out for some of the biggest companies in the world: hedge funds, reinsurance giants, banks and asset financing firms.

On top of the 33,000 people employed there, there's a plan to provide 10,000 more jobs there over the next five years. Almost 90% of employees there are third-level graduates.

Earning power: €50,000-plus

**Agrifood**

Companies like Glanbia and Kerry Group are turning a tasty profit despite the recession and the agrifood sector is the second biggest employer in the country.

Points for degree courses in fields like agribusiness and food innovation leapt up by an average of more than 20 points last year.

Kerry Group recruits graduate trainees from disciplines as diverse as finance, engineering, IT, product development and science. Glanbia looks for food technologists, business analysts, finance, IT, engineering and food science graduates.

Earning power: Circa €20,000 during graduate traineeship, then €50,000-plus

### **Aviation finance**

Almost all of the world's big aircraft leasing firms have offices in Ireland and it's a multi-billion-euro industry.

Aviation leasing hires a big mix of professions, as it takes a cross-section of people to put complex deals together, including lawyers, accountants, sales people, credit risk analysts, engineers and marketers. Training tends to be in-house and informal.

'While Europe is very shut down in the current market, business is booming in Asia and Latin America,' one aviation leasing executive said.

Earning power: Six figures plus bonus, once your career is in full flight

### **Fast food**

The company that runs KFC and Pizza Hut in Ireland made big profits last year, and Supermac's and McDonald's are growing their businesses. McD's is planning an €8m-a-year expansion for the next four to five years. While it doesn't have a dedicated programme, graduates who enlist at management level make a decent living.

Earning power: A second assistant manager at McDonald's makes around €38,000 plus benefits like healthcare. A business manager makes up to €59,000.

### **Entrepreneurship**

Your parents won't thank us for telling you this, but skipping college altogether can be profitable too. Steve Jobs was a college dropout, and that didn't exactly hold the Apple founder back.

The Irish entrepreneur behind one of last year's biggest deals left school early. Greg Turley sold part of his business, Cartrawler, for a cool €100m.

Michelle Mone, the Scottish businesswoman who founded the Ultimo bra empire, left school at 15. Her company is worth €20m.

Earning power: Extremely variable, but potentially huge

*Source: Irish Independent*

**JOB NEWS**

**Food industry and exporting:** According to Bord Bia, food and drink exports were up 8.6% in the first half of 2013.

**Pharmaceutical:** US-based pharmaceutical Alexion is to create 50 pharmaceutical jobs in Dublin. IDA Ireland, which is backing the new jobs, said Alexion’s arrival in Ireland means that seven of the world’s top 10 bio-pharma companies now operate in the country.

**Media and communications:**

- BSKyB has reported a 6% rise in pre-tax profits, with the broadcasting firm making £1.26 billion in the year to the end of June.
- BT Ireland has seen its revenue increase by 2%, according to the company’s latest quarterly results.
- Facebook, the world’s biggest social network, made \$333 million in net income from April to June compared with a net loss of \$157 million a year ago, according to the company’s latest financial results.

*Source: RTÉ News*

**Career Opportunities**

Now you need to examine possible work or career opportunities that would suit you. For example, you could start by identifying relevant needs or gaps in organisations where your skills might meet the needs of the organisation.

**CHAPTER EXERCISE: ORGANISATION ANALYSIS**

Fill in the table below with the following information:

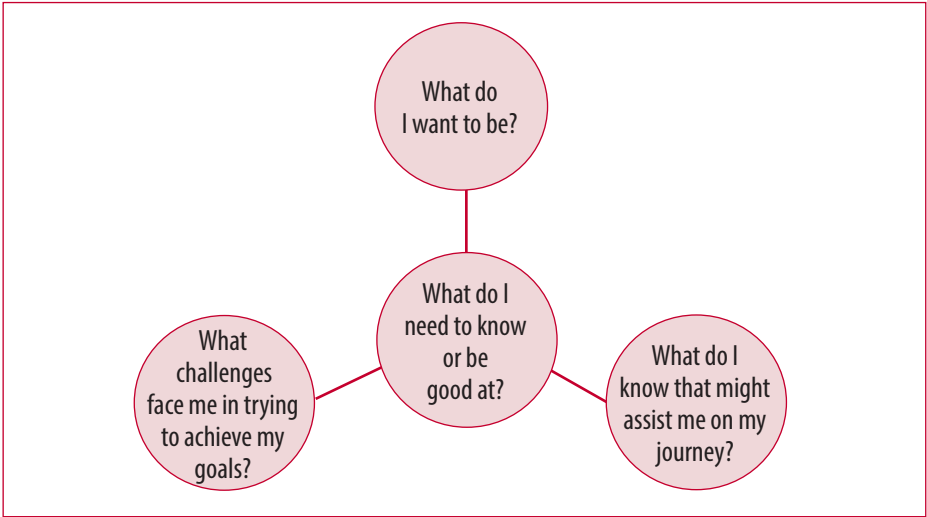
- List five organisations that might need you based on the skills you have or hope to have soon.
- For each organisation, list the skills you have that this organisation might need and why.
- List the work hours, dress code, pay and challenges you would expect to encounter as well as what this job could lead to in terms of career progression.

Name of organisation	My Relevant Skills	Work Hours	Dress Code	Pay	Challenges	Career Progression
1.						
2.						
3.						
4.						
5.						

The information that I have put into the above table is based on an online job search I carried out on [date] .....



## My Career Plan – Where Will I Be in 10 Years?



Carry out a quick SWOT analysis (strengths, weaknesses, opportunities, threats) of yourself.

My Strengths	My Weaknesses	My Opportunities	My Threats

Goals	Action Points
My goals for work experience and beyond	How I propose to get where I am going

## Work-related Issues, Trends and Needs

Why is it important to learn about workplace issues or problems? Because you might face some of these issues in the workplace and you will need to know how to deal with them or how to solve them.

The following are common work-related issues.

- **Health and safety:** There might be workplace hazards that could be dangerous or cause an accident. The Health and Safety Authority (HSA) promotes health and safety at work and provides information on a wide variety of work-related topics to employers and employees. Visit the HSA website ([www.hsa.ie](http://www.hsa.ie)) for valuable current advice based on the Safety, Health and Welfare at Work Act 2005.
- **Discrimination:** Discrimination happens when one person or group of people are treated unfairly or differently to others. There are nine grounds of discrimination, including gender and race.
- **Harassment and threatening or offensive behaviour:** This could be verbal, physical or sexual.
- **Respecting co-workers:** Respect is a fundamental requirement for good working relationships between workers.
- **Managing employees:** Punctuality (late arriving), attire for work (how you dress), absenteeism (frequently out without a good reason), lack of initiative (slow to act).
- **Using social media while at work:** Almost half of Irish employers don't have a social media policy in place, which leaves them open to problems or abuse.
- **Job stress and work-life balance:** Stress is a reason for absenteeism in the workplace. A balance must be reached to allow workers to experience job satisfaction and to stay healthy too.

## What Work or Career Opportunities Will Suit You?

---

Having explored where jobs might be available in the future, you now need to pinpoint possible personal work or career opportunities that will suit you. Identify relevant needs or gaps in organisations.

- Identify your personal skill sets that match specific areas of employment.
- Consider the work-related issues that a job will entail:
  - ◆ Work hours: See Chapter 4 for work hour limits.
  - ◆ Pay: See Chapter 4 for minimum wage rates.
  - ◆ Health and safety: See Chapter 4 for safety requirements for workers.

- ◆ Employee rights, legislation and work-related challenges: See Chapter 4 for information on employee rights, employment legislation and work-related challenges, including positive action, diversity and equality.
- ◆ Attire for work: See Chapter 2 for information on attire, appearance and dress.
- ◆ Career progression: Log on to the FETAC/QQI websites ([www.fetac.ie](http://www.fetac.ie) or [www.qqi.ie](http://www.qqi.ie)) or CAO website ([www.cao.ie](http://www.cao.ie)) for information about further education and higher education courses respectively.

Identify the skill sets you will need and review the section on the challenges you may encounter in your area (see Exercise on p. 11). Use a highlighter to identify what you are good at and where your interests lie, as listed in the table below.

What am I good at or interested in?	What could I do?	Opportunities	Search for possible jobs that you are interested in (list the website address in this column)
Media studies, journalism, English, creative writing, communications	Journalist Writer or novelist Radio or TV presenter or producer (broadcast journalism courses, social media courses – day and short night courses)	Work for RTÉ, TG4, TV3, local media (check <a href="http://www.medialive.ie">www.medialive.ie</a> for a full media contacts listing)	

<b>Languages, sign language, communications</b>	Call centre operator (business course is an advantage)	Work for the IFSC Work in a call centre <a href="http://www.siliconrepublic.com">www.siliconrepublic.com</a>	
	Sign language teacher	National Learning Network <a href="http://www.irishdeafyouth.com">www.irishdeafyouth.com</a> <a href="http://www.deafhear.ie">www.deafhear.ie</a>	
	Translator	Work for the IFSC, in teleservices or call centres	
<b>Sports and leisure, recreation studies</b>	Leisure centre assistant	Work in a leisure centre	
	Coach	Set up your own business, e.g. running an athletics club	
	Referee	Work for the GAA, FAI or IRFU	
<b>Mathematics, IT</b>	Accountant, bookkeeper, payroll	Work for an accountancy organisation	
	Statistician	Work for the Central Statistics Office (CSO)	
	Computer programmer	Work for many different organisations	
<b>Social studies</b>	International aid worker/ NGO	Work for Goal, Trócaire, St Vincent de Paul, Department of Foreign Affairs and Trade, Irish Aid	
	Social worker (courses in social studies, youth and community work, and community development)	Work for the HSE, Department of Health and Children	

<b>Agriculture, horticulture</b>	Food specialist	Work for food companies to test products	
	Farming, horticulture	Work in a garden centre or set up your own	
	Florist (night and day courses in garden design, floristry)	Work in a flower shop or set up your own	
<b>Science, biology, medicine</b>	Environmental scientist	Work for the Environmental Protection Agency (EPA)	
	Scientist	Work as an earth and ocean scientist	
	Nutritionist	Work in a hospital advising patients on nutrition	
	Laboratory technician	Work as a lab technician	
	Pharmacy assistant	Work in pharmaceuticals	
	Doctor, nurse	Work in a hospital	
	Vet or veterinary assistant	Work in the zoo or a veterinary clinic	

<b>Geography</b>	Meteorologist	Work for Met Éireann	
	Weather presenter (need broadcasting course)	Work for RTÉ or TV3	
	Teacher of geography or tourism	Work as a teacher in a school or for Fáilte Ireland	
	Tour operator	Set up your own business, e.g. as a tour guide	
	Archaeologist	Work for the Department of the Environment	
<b>Administration, information and communications technology (ICT)</b>	Computer programmer	Work for many different organisations	
	Administrator	Work for any organisation in a front office capacity	
	HR/personnel manager	Work for any organisation in the HR department	
<b>Childcare, community care</b>	Childminder	Work in a crèche	
	Special needs assistant	Work in a primary school	
	Carer of older persons	Work in a nursing home	
	Primary school teacher (need honours Irish and to be good with children)	Work in a primary school	
	Secondary school teacher	Work in a secondary school	
<b>Engineering</b>	Civil engineer	Work as a civil engineer	
	Mechanical engineer	Work as a mechanical engineer	

<b>Interior design, architecture</b>	Interior designer	Work for a builder, developer or private clients	
	Architect	Work for an architecture firm, developer or set up your own business	
<b>Multimedia, IT, graphics</b>	Web designer (multimedia)	Set up your own website design business	
<b>Art, craft, design</b>	Artist (painting, drawing, mosaic specialist courses)	Set up your own gallery	
	Fashion designer (dressmaking, knitwear)	Work for clothing companies or yourself	
	Ceramics or glass specialist	Work for Tipperary Crystal, Newbridge Cutlery	
	Jeweller	Set up your own business	
	Upholsterer	Set up your own business	
<b>Arts: Visual drama, music, dance, sound engineering</b>	Music or dance teacher, musician, composer, singer	Work for yourself giving music lessons or dance lessons, be a singer-songwriter	
<b>Construction</b>	Builder	Work in construction	
	Carpenter	Set up your own business	
<b>Hair and beauty</b>	Hairdresser	Work in a salon or set up your own business	
	Beautician	Work in a spa or set up your own business	
<b>Hotel, catering, tourism</b>	Chef Hotel manager (need course in management) Travel agent (mostly online businesses now)	Work in a hotel or restaurant	

<b>Religious education</b>	Priest	Do voluntary work	
	Nun	Work in the community	
	Missionary	Work abroad as a missionary	
<b>Accounting, banking, insurance</b>	Accountant	Work in partnership or set up your own business	
	Banker	Work in a financial institution, bank, building society	
	Insurance broker	Set up your own business	
	Auctioneer	Set up your own business	

### CHAPTER EXERCISE CHECKLIST

Make sure you have included all the exercises in this chapter in your learner's portfolio.

Chapter Exercise	Completed
Analyse five organisations that might need you based on the skills you have or hope to have soon	

### What Needs to Be in the Learner's Portfolio?

#### Planning and Preparation Section

- An exploration of work organisations
- An exploration of personal career opportunities in a particular vocational area, to include consideration of work-related issues, trends and needs