

***Provide details of the qualification you are enrolled in, your registered training organisation and employer (if applicable) as well as why you chose this industry.***

*Details of studies undertaken:*

Name: **Jane Smith**

Employer: [REDACTED] Queensland – [REDACTED] State High School

Traineeship: Certificate IV Business Administration

- Business Documents
- Databases
- Spreadsheets
- Organise Meetings
- Financial Reports
- Work Priorities
- Business Technology
- Customer Service Strategies
- Safe Workplaces (Workplace Health & Safety)
- Marketing activities
- Electronic Presentations

Commenced: *Insert date here*

Expected Completion Date: *Insert date here*

Trainer: [REDACTED] (QLD) Pty Ltd

*How you applied yourself to your studies and why have you chosen this industry?*

***If we all did the things we are capable of doing, we would literally astound ourselves.***

***Thomas Alva Edison***

Being a mature age employee, I believed I had excelled in life as far as circumstances allowed. I did not expect anything more of myself and in turn, was content to accept the status quo. I was fortunate that my co-workers and mentors at [REDACTED] High saw things differently. Provided with the opportunity to undertake a traineeship in Business Administration, I realised I was capable of much more – I was astounded with my achievements as a result of this course.

I commenced the traineeship with apprehension, fear and doubt. How could I complete a traineeship when I believed I was not very bright and suffered from learning difficulties? Imagine my surprise when I discovered a love of learning, a thirst for knowledge and the ability to achieve so much more out of life.

Applying myself to the traineeship, I routinely used timetables which allocated set times for study, work and meetings with my mentor and training coordinator. This took dedication and discipline, prioritising my workload to meet commitments. To satisfy my overactive nature, I undertook two modules at the same time, therefore completing the individual modules swiftly. I sought guidance and input from co-workers and mentors and encouraged feedback. This process ensured the level of work submitted was of a high standard.

Working at [REDACTED] High satisfies my interest in working with children, first aid and workplace health and safety. It is for this reason I undertook a traineeship to advance myself personally and professionally while working at [REDACTED] Queensland.

### *Results and Achievements*

I endeavoured to apply what I had learnt to practical, every day uses within [REDACTED] Queensland. For example, the implementation of new customer service techniques and processes at [REDACTED] State High though the presentation of my *Customer Service* PowerPoint to administration staff. I also used the knowledge I obtained through the traineeship to establish a quality efficient First Aid process. I conducted an audit of the first aid room, training and supplies, as set by [REDACTED] Queensland policy. I improved the quality of care in [REDACTED] High from moderate to a high standard throughout the district.

I was a critical participant in the success of [REDACTED] State High winning the [REDACTED] Award for [REDACTED] 20[REDACTED]. The award winning PowerPoint presentation was constructed and compiled through expertise I obtained throughout the traineeship. When [REDACTED] State High won, I felt pride and a feeling of accomplishment, knowing I had contributed to the overall success of the [REDACTED] application.

### *Commitment to quality and excellence:*

My commitment to quality and excellence has compelled me to improve on existing procedures, documents and templates. This is an ongoing process which changes with the needs of the school. For example, the upgrade of the first aid room was in direct response to an increase of students with special medical conditions enrolled in the school. It was my commitment to quality and excellence that ensured [REDACTED] State High has the highest standard of student care in the [REDACTED] district.

I have a strong interest in student care and working with students with disabilities. The traineeship has given me the opportunity to work directly with the Special Education Unit (SEU) and Learning Support (LS) to develop new templates, mail merges and processes. My commitment to quality and excellence has directly impacted on the staff of the SEU and LS. Staff members have found that the new templates:

- save time;
- ensure staff cover all aspects of the student care requirements;
- promote ideas and thought processes; and
- streamline the documents to reflect a uniform benchmark of work.

### *Knowledge of your industry including trends and developments:*

Through my participation in the [REDACTED] application, Special Education processes and general school administration, I have gained a beneficial knowledge of the education industry trends and developments.

Trends and developments in the education industry are continually changing. I am willing and able to adapt to these changes and act accordingly. For example, this year saw an increase in students with special medical conditions including cystic fibrosis, anaphylaxis and diabetes. To cope with this increase, I undertook a process to guarantee [REDACTED] State High met the needs of these students in all aspects of care.

To achieve this I:

- Organised the visiting school nurse to educate staff on diabetes, cystic fibrosis and anaphylaxis at the staff meetings;
- Personally addressed the staff at the staff meeting on their responsibilities for these students and encouraged a question and answer session;
- Organised diabetes fact sheets from Diabetes Australia to be distributed to all staff and staff rooms;
- Organised information books and DVDs for student to access through the school Library;
- Created parent and student awareness of diabetes though an article in the School Newsletter;

- Created a *Medical Alert* card to be issued to all students with needs for emergency situations; and
- Applied to the Parent and Citizens Association for a grant to purchase a fridge for the First Aid room to store insulin. Obtained quotes and coordinated the final purchase and delivery of the fridge.

***Detail how your training has contributed to your career and study plans, including any achievements to date:***

***Career progress due to training:***

The traineeship has transformed me personally. I did not have belief in myself and as a result I have not reached my full potential.

- I was complacent, never voicing my concept and ideas – I now have a voice and use it daily.
- I was hesitant to try new things and the idea of change was frightening – I now have a thirst for knowledge and have started to have career aspirations and I am better prepared to *seize the day!*
- I did not believe in my ability to learn – I now understand I have potential and have a lot to offer any employee.
- I was afraid of criticism – I now encourage feedback both positive and negative.
- I could not speak in a public forum – I now speak in public forums and educate staff on issues I feel are beneficial to the school.

Through my traineeship I have grown into my role as an administration officer with more confidence, enthusiasm and personal job satisfaction. My career prospects are excellent. With my love of working with children, I believe I will stay with ██████████ Queensland although I plan to specialise within the industry. For example, school nurse education, first aid officer or workplace health and safety. I have already been approached by the Senior Workplace Health and Safety Officer to follow a career in rehabilitation or workplace health and safety.

***Shared knowledge from training with others:***

During my traineeship, I was asked to be a mentor to another on behalf of the registrar at the school. I confidently accepted to position as mentor. With the skills and abilities I learnt through the traineeship I provided the volunteer with high quality training in all areas of Business Administration. By directly imparting knowledge and skills I had learnt while undertaking the Certificate IV in Business Administration, the person I was mentoring gained the confidence to apply for work in ██████████ Queensland.

I have shared knowledge from my training with others through:

- the presentation of my Customer Service PowerPoint;
- the upgrade of the First Aid room;
- the education of staff on medical issues; and
- the ██████████ PowerPoint submission.



**Nobody can make you feel inferior without your consent**

**Eleanor Roosevelt**

Indirectly my traineeship has affected the students I come into contact with on a daily basis. I communicate to them my previous lack of confidence and my own self doubt and how it was only my own inferiority complex that was holding me back. I encourage them to try new things and find their inner core of strength. Students seek my council when they need guidance and when they feel like giving up. As a role model I can show them that you can succeed even when you have learning difficulties or come from a disadvantaged background. A learning disability does not make you less of a person – you just have to learn differently.

### *Career aspirations and future studies:*

For the first time in my life, I dare to have goals. I do not plan to stop studying because the traineeship is over. I intend to further my studies whether it is through University qualifications or [REDACTED] Queensland. I will succeed. I am currently planning to undertake courses in Workplace Health and Safety, ASLAN Signing and Occupational First Aid. I consider these courses will further cement my career within [REDACTED] Queensland.

### *How has the training contributed to the development of your personal and technical skills?*

#### *Communication skills:*

Personally, my traineeship has greatly improved my ability to interact with other people and communicate with them. I once avoided situations where I had to interact because I would have to communicate and socialise with my peers. With my lack of confidence and low self esteem, I was reluctant to talk to people and/or share my thoughts and feelings. Over the last twelve months, I have attended functions, initiated social gatherings for work colleagues and addressed staff meetings. I no longer have the debilitating self doubts, which previously handicapped my ability to grow at a personal or technical level. I share my thoughts and feelings where appropriate.

In many instances I am the direct link between parents and administration, communicating their needs and desires. With a high level of interpersonal and communication skills, I interact confidently with people from all walks of life, often acting impartially as a go between.

How can I express how deeply this personal learning curve has affected me?

In summary:

- My relationship with my husband has improved due to my ability to communicate my thoughts and ideas more effectively and confidently;
- My relationship with co-workers has reached a point where they believe in me and seek my company and input both professionally and personally; and
- My relationship with my own children has been greatly affected because they can see what you can do if you only try. They attempt more in life, accepting criticism both negative and positive. Best of all, they are proud of their mother.

#### *Teamwork:*

I am a valued team member of the [REDACTED] High administration team. I contribute to the ideas and development of the school to further advance our standard of education and our interaction with parents and students, the local community, business partners and professionals to the school. I work directly with the SEU and LS teachers to make their jobs easier and improve the management of students with special needs.

#### *Application of theoretical knowledge to achieve a result:*

I applied the knowledge I obtained through the module *Work Priorities*, at the start of my traineeship, to successfully meet commitments throughout the traineeship. Working, studying, being a mother and wife can be very demanding. By routinely using timetables which allocated for set times for study, work and for meetings with my mentor and training coordinator, I managed to productively reach all goals and deadlines.

#### *Leadership skills:*

My increase in confidence has also improved my leadership skills. Over the last two months I have treated students who were seriously injured and in need of immediate attention. As a leader confident in her abilities, I treated these injuries while at the same time, taking control of the emergency by:

- coordinating for the ambulance to be phoned;
- organising parents to be notified and administration to be advised;

- keeping control of the situation – for example directing staff to keep students back from the parameter;
- completing a workplace health and safety report;
- using self control to keep level head at all times, projecting calm and confidence in the situation to maintain order in the chaotic circumstance; and
- administering professional first aid to the student.

On more than one occasion I have been commended on my calm demeanour and high quality of treatment by the ambulance officer and Principal.

#### *Use of technology:*

The traineeship has contributed to my knowledge of technology, maintenance and uses. As stated earlier, my contribution of the [REDACTED] PowerPoint was critical in the school winning the [REDACTED] Award for [REDACTED] 20[REDACTED]. This award winning PowerPoint presentation was constructed and compiled directly through the Information Technology expertise I obtained throughout the traineeship. My newfound skills with electronic presentations, word documents and maintenance of business technology, have added to the overall operation of the administrative office. I use technology to present talks to the staff during staff meetings, distribute workbooks, compile and produce newsletters, advertisings and desktop publishing. My creation of templates and mail merges has had a huge impact on the staff in the SEU and LS.

#### *Provide evidence of your achievement in activities outside your training*

Due to the confidence and abilities I have obtained throughout the traineeship, I have achieved success in all areas of my life.

This success includes:

- Job offers from colleagues who have appreciated my quality of work and skill I have to offer;
- Career advice and suggestions from the [REDACTED] High Workplace Health and Safety Officer who has observed my commitment to workplace health and safety at the school and wants to further my career in this field;
- Due to my efforts with staff education and the upgrade of the first aid room and services, [REDACTED] High now has the highest standard of student care in the district;
- Successful mentoring of volunteers and co-workers;
- Improved relationship and communication with family, colleagues and students;
- Being a role model for students who have disabilities, learning difficulties and disadvantaged backgrounds;

In conclusion, the confidence and skills I have obtained through my traineeship have directly affected my approach to life. This application for *Queensland Trainee of the Year* would never have entered my mind prior to my studies. Nor would I have had the ability to complete this application and communicate my thoughts without the business administration training and my newfound personal confidence.

The effects have rippled throughout my professional and personal life, impacting on co-workers, students and my own family. My education has only just begun. I am constantly monitoring my goals and ambitions (which I never had before) to ensure I reach my full potential. Potential I have only just realised I have in abundance. How could I not be astounded?

*Thank you for your time and consideration of this application*