

WIL (OPERATIONS MANAGEMENT PRACTICE) – EBMAP1A

Responsibility of the employer

- 1) Ensure that the learners have registered with the University for their WIL components
- 2) To ensure that the learner complies with the guidelines for their WIL components as specified in this learner guide
- 3) To offer the learner the appropriate form of training and guidance so as to develop the learners' skills and competence in the field of operations management.
- 4) To mentor and supervise the learners' progression at the workplace so as to meet the outcomes as specified in this learner guide.
- 5) To evaluate the learner performance in the workplace and provide meaningful feedback to the learner and University so as to improve the learner's competence in the field of operations management.

Information and Guidance for Employers/Supervisors/Mentors

When a training program is being offered to the students, it is at the discretion of the employer, with limited interventions by the Department of Industrial Engineering and Operations Management, that the employer is requested to bear the following points in mind:

- By employing the student for the purpose of WIL (In-service training/experiential learning) the employer is committing itself to co-operative education programme being offered by this institution.
- As the nature and type of training that the learners are going to receive will vary depending on company resources, the employers are urged to verify the training program with the Department in order to ensure that the learner receives the appropriate form of training as required by the curriculum.
- Although this may not be possible at all times, the employer is urged to ensure that the respective mentor/supervisor is qualified in the same field as that of the learner. Should this not be the case then the mentor/supervisor is urged to contact the Department should they have any queries with regards to the nature of the training the learner should be undertaking.
- For a learner registering for WIL, who has not had any previous exposure to the working environment, it is recommended that the employer introduce an introductory/induction module into their training program to orientate the learner

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to the working environment. Areas that can be covered could include an overview of codes of conduct that needs to adhere to, relationships with fellow workers, supervisors etc., health and safety aspects etc.

- It is also recommended that, in the WIL part of the training program, supervisors/mentors have regular meetings with the learner to discuss work done and any problems that the learner may be experiencing at the workplace. The frequency of these meetings can be reduced as the learner becomes more accustomed to the work environment.
- It is important that all staff that would be in contact with these students be advised as to the students' level of readiness since they would also have a role in guiding the learners.
- Mentors/supervisors should note that the degree of difficulty of task allocated should gradually progress from being well clear WIL to being unstructured and unformulated WIL. Consult the attachment of learning area, techniques and tools
- Employers are encouraged to enrol learners for courses and seminars. This training should ensure that the learner is better equipped to function effectively and productively in the workplace.

Program Content of Graduate Attribute 11: WIL (Operations Management Practice)

- . The following set of activities is expected of the company at which students are placed for WIL.
- . 11.1 Orientation to the working environment is described in terms of company structure and conventions, rules, policies, working hours, dress codes and reporting lines
- . 11.2 Labour practices used in the workplace are described in accordance with relevant legislation. ^[1]_{SEP}
- . 11.3 Workplace safety is described in terms of the application of relevant safety, health and environmental legislation. ^[1]_{SEP}
- . 11.4 General administration procedures are described in terms of how they operate and the key purpose. ^[1]_{SEP}
- . 11.5 Work activities are conducted in a manner suited to the work context. ^[1]_{SEP}
- . **Range:** Work activities include assisting, contributing, observing and applying at

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least four of the specific practices below:

- Operations Management processes, skills and tools, including measurement.
- Investigations, experiments and data analysis. ^[1]_[SEP]
- Problem solving techniques. ^[1]_[SEP]
- Application of scientific, engineering and operations management knowledge;
- Planning and design; ^[1]_[SEP]
- Professional and technical communication; ^[1]_[SEP]
- Individual and teamwork; or ^[1]_[SEP]
- The impact of Operations Management activity on health, safety and the environment. ^[1]_[SEP]

- . 11.6 Knowledge and understanding gained from the work-integrated learning period is reported in a prescribed format, using appropriate language and style. ^[1]_[SEP]