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| **Minor Award Name** | **Work Practice** |
| **Minor Award Code** | **5N1433** |
| **Level** | **5** |

**Suggested resources to support delivery:**

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| **Theme/Topic** | **Type** | **Relevance** | **Author/Source** | **Web Link** |
| General | Book | *Work Experience Level 5*  Written for Work Experience Module but has some crossover material | Arlene Douglas and Séamus O'Neill  Gill & Macmillan | <http://www.gilleducation.ie/work-experience/work-experience/work-experience-level-5> |
| Types of Organisations | Website | Explanation of the different types of organisations i.e. public, private etc. | Destinations | <http://193.1.88.47/careers/units/unit-ce028.shtml> |
| PDF | Document outlines the differences between types of organisations and the advantages and disadvantages of each | Tutor2u.net | <http://www.tutor2u.net/business/gcse/presentations/sample_pdf_orgtypes.pdf> |
| Website | Irish website with links to PowerPoint presentations on the different types of organisations with worksheets and revision quizzes | Professional Development Service for Teachers | <http://pdst.ie/jc/businessstudies/cresources/economicawareness/businessbackground> |
| Website | Website giving brief overview of different organisation types along with advantage and disadvantage chart | Dr. Sharon Garrison, Study Finance | <http://www.studyfinance.com/lessons/busorg/> |
| Organisational Structure | Website | Explains the meaning of organisational structures and gives examples of different types of structures. Can download in PDF, PowerPoint of MP3 form | Businesscasestudies.co.uk | <http://businesscasestudies.co.uk/unison/developing-responsiveness-through-organisational-structure/the-structure-of-an-organisation.html#axzz4GBw3fO74> |
| Website | Printable webpage that offers clear explanation of Organisational Structures with diagrams | Tutorialspoint.com | <http://www.tutorialspoint.com/management_concepts/organizational_structures.htm> |
| Website | Web article explaining difference between Tall/Flat Organisational Structures | Lisa Magloff, Chron | <http://smallbusiness.chron.com/difference-between-tall-flat-organizational-structure-23345.html> |
| Downloadable PDF | Downloadable PDF lesson plan using Specsavers to help students understand organisational structure | Times 100 Business Study Cases, Specsavers Edition | [Organisation structure lesson suggestions & activities (Specsavers)](https://www.google.ie/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&ved=0ahUKEwjUk-3updPPAhUYM8AKHVhpC2UQFggbMAA&url=http%3A%2F%2Fdownload.businesscasestudies.co.uk%2Fretrieve_specsavers_15_c3BlY3NhdmVycy90ZWFjaGVycy8xNS9sZXNzb24tc3VnZ2VzdGlvbnMucGRmfHw%3D&usg=AFQjCNG55yxvfygO6WqtNkvHMiy3SeBZ0A&bvm=bv.135475266,d.ZGg) |
| Staff Client Engagement | PDF | Booklet uses activities to explain customer service and its role in organisations | Cacareerbriefs.com | <http://cacareerbriefs.com/wp-content/uploads/Everyone-Has-a-Customer-to-Serve.pdf> |
| Book | *Customer Service in Ireland*  **Introduces the fundamental principles and concepts of customer service in an Irish context.** | Suzanne Twomey | <http://www.gilleducation.ie/customer-service/customer-service/customer-service-in-ireland> |
| Presentation | Presentation looks at quality customer service, the key skills required to deal with customers and how to deal with different types of customer behaviour. | Aldrin Bibon | <http://www.slideshare.net/dringem/managing-customer-service-11851738?qid=ce558a20-a6a3-441b-bc55-e1e1cba5e559&v=default&b=&from_search=51> |
| Website | Article looking at employee engagement and its effect on customer service | Kevin Kruse, Frobes Online | <http://www.forbes.com/sites/kevinkruse/2014/01/07/employee-engagement-the-wonder-drug-for-customer-satisfaction/#125a23552981> |
| Website | Easy to read article with real life example of importance of staff/client engagement | Hannah Prevett, HR Magazine | <http://www.hrmagazine.co.uk/article-details/connecting-employee-and-customer-engagement> |
| Website | Article looking at healthy working relationships among staff and clients | Alex McMillan and Sherri MacMillan, IDEA | <http://www.ideafit.com/fitness-library/healthy-working-relationships> |
| Management Practices | Book | *Modern Management*  *Theory and Practice for Students in Ireland.*  **Iintroduction to management practices with case studies and skills -building exercises** | Siobhan D. Tiernan and Michael J. Morley | <http://www.gilleducation.ie/management/management/modern-management> |
| Website | **Article looking at best practices in management and the tools needed to achieve these** | Tutorialspoint.com | <https://www.tutorialspoint.com/management_concepts/management_best_practices.htm> |
| PDF | **Lesson plan looking at the importance of HR in management practice. American but can easily be adapted to suit needs** | data.cteunt.org | <http://data.cteunt.org/content/files/business/human-resources-management/unit-1-challenge-human-resource-management/1-01-introduction-to-human-resource-management-1/1.01-intro-hrm.pdf> |
| Work-Related Issues | Online article | Newspaper article explaining the impact of demographic changes on the economy | Dan O’Brien | <http://www.independent.ie/business/irish/astounding-changes-in-irelands-population-need-scrutiny-31369027.html> |
| Online article | Online article examining the effects of migration on the economy | Dan O’Brien | <http://www.independent.ie/business/irish/irish-migration-gain-or-drain-31505095.html> |
| Website | Article on how new technology will shape the workplaces of the future | Information Age | <http://www.information-age.com/it-management/strategy-and-innovation/123459663/technology-and-workplace-future> |
| PDF | Explains corporate social responsibility and its importance in the workplace | Department of Jobs, Enterprise and Innovation | <https://www.djei.ie/en/Publications/Publication-files/Good-for-business-Good-for-the-community.pdf> |
| Health & Safety in the Workplace | Online document | Safety & Health in the Workplace Act 2005 | Health and Safety Authority | <http://www.hsa.ie/eng/Legislation/Acts/Safety_Health_and_Welfare_at_Work/Safety_Health_and_Welfare_at_Work_Act.html#regulations> |
| PDF | Link to download guide assisting teachers in preparing their students for the health and safety aspect of their work experience programme. | Health & Safety Authority | <http://www.hsa.ie/eng/Publications_and_Forms/Publications/Safety_and_Health_Management/Health_and_safety_matters_for_students_embarking_on_work_experience_-_A_short_guide_for_teachers_.html> |
| PDF | A pdf with a list of resources teachers can use in their classrooms | Health & Safety Authority | <http://www.hsa.ie/eng/Education/Teacher_Support_and_Classroom_Resources/Safety_and_Health_at_Work_-_A_resource_list_for_schools.pdf> |
| Workbook | A student and teacher workbook covering Health & Safety available from Kilkenny Education Centre: Tel: 056 7760200 Fax: 056 7760250 E-mail: kecsec@eircom.net | Health & Safety Authority | <http://www.hsa.ie/education> |
| Equality Legislation | PDF | Booklet explains Employment Equality Act | Ihrec.ie | <http://www.ihrec.ie/download/pdf/guidetotheemploymentequalityacts199820081.pdf> |
| Word Document explaining equality legislation | Dublinpact.ie | [equality legislation in the republic of ireland - Dublin Employment Pact](https://www.google.ie/url?sa=t&rct=j&q=&esrc=s&source=web&cd=6&ved=0ahUKEwieqs-D-qTOAhVsAcAKHfWrBKIQFghDMAU&url=http%3A%2F%2Fwww.dublinpact.ie%2Fword%2Fequality-legislation-irl.doc&usg=AFQjCNEDJcWs7-FdjjXstujV8UvWuWJm9A) |
| Website | An article giving an overview of equality & discrimination in the workplace | Terry Gorry, Employment Rights Ireland | <http://employmentrightsireland.com/equality-and-discrimination-in-the-workplace-in-ireland-an-overview/> |
| Employment Law | PDF | Document summarising all aspects of employment law to include pay regulations and trade union membership | Citizens Information Board | <http://roscommonchildcare.ie/documents/EmploymentRightsExplainedbytheCitizensInformationBureau.pdf> |
| PDF | Resource pack informing young people of their rights and entitlements in 6 areas including work | Citizens Information Board | <http://www.citizensinformationboard.ie/downloads/training/rights_entitlements_young_people_2010.pdf> |
| PDF | Publication explaining employment under specific headings e.g. working hours, holidays and breaks etc. | workplacerelations.ie | <https://www.workplacerelations.ie/en/publications_forms/employment_law_explained.pdf> |
| Researching Company | Website | Step-by-step guide to researching a company | Quintessential | <https://www.livecareer.com/quintessential/researching-companies-guide> |
| Website | Article explaining internal and external policies | nohownonprofit.org | <https://knowhownonprofit.org/people/employment-law-and-hr/law-and-hr-basics/policies> |
| Work Practice | Book | *The Essential Work Experience Handbook*  Updated handbook for students for use and reference during their work placement | Arlene Douglas and Séamus O'Neill  Gill & Macmillan | <http://www.gilleducation.ie/work-experience/work-experience/the-essential-work-experience-handbook-3rd-edition> |
| Website | How to get the most for your work placement | Spunout | <http://spunout.ie/opinion/article/work-experience> |
| PDF | Helps the students write a reflective journal | Queen Margaret University Edinburgh | <http://www.qmu.ac.uk/els/docs/Reflection.PDF> |
|  | Powerpoint | PP presentation on communication skills for working with other people | Trinity College Dublin | <http://webcache.googleusercontent.com/search?q=cache:tpUQ_IIMwt8J:https://www.tcd.ie/Student_Counselling/student-learning/assets/docs/old/Interpersonal%2520Skills%2520Presentation.ppt+&cd=5&hl=en&ct=clnk&gl=ie> |
| Website | Article on Time Management | employee-motivation-skills.com | <http://www.employee-motivation-skills.com/time-management-in-the-workplace.html> |
| Website | Article on organisational skills in the workplace | Chron | <http://smallbusiness.chron.com/organizational-skills-workplace-1277.html> |
| PDF | Worksheet on assessing career skills | Careersportal.ie | <http://www.careersportal.ie/pdfs/careerskills.pdf> |

**Useful Organisations:**

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| **Name** | **Contact Information** |
| Gradireland | <https://gradireland.com/get-started> |
| Careersportal | <http://www.careersportal.ie/> |
| Spunout | <http://spunout.ie/> |

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| **MOOCs (Massive Online Open Courses)** | |
| Free access to online courses  Search regularly for new courses and new start dates | <https://www.mooc-list.com/> |
| <http://www.skillnets.ie/jssp> |