

Aim To encourage a student to think about how much information they would have to remember about the workplace during induction.

Preparation VIEW Retail must be pre-installed on a stand alone PC or network (where licensed). The work experience activity could be undertaken by an individual or group of students.

Students will need some support in beginning their exploration of VIEW Retail. This can be achieved through a quick demonstration by using the 'student guide' first. The students may also benefit from having access to the floor maps on a printed sheet, to help them navigate around.

Students will need the attached student sheet with a pen or pencil, writing on the sheet or on another piece of paper.

The teacher may wish to set some extra questions to be answered at each point on the visit

Links to WRL Work experience preparation

Outcomes Improved skills with VIEW
Familiarisation with topic content in VIEW
Improved work experience

Pre activity Stress importance of following the student sheet and not getting distracted. Offer help if lost to get back on track.

Activity The student begins at the store entrance and follows the printed visit guide. Accessing the induction videos through the timelines, the student is asked one question about each video extract.

Post activity Students could suggest more content for the induction process.

The students can then visit the HR office and find the induction booklet. They can find this office by going to the fifth floor, going through the doors signposted 'offices' and making their way up the stairs. Once there, go through the double doors marked 'HR Offices' and move forward into the office area. On the right on a table they will find an 'induction booklet'. (It is just below the bright green box folder). The students can review this document and discuss what type of information it provides and what else they might add. When they go out on work experience they may have a better idea about what to expect from 'induction'.

Extension activities Students devise a work placement 'student induction' sheet

You will need...

You will need a paper and a pen or pencil to make some notes.

Having a printed copy of the floor maps might be useful to help you find your way around.

New employees at House of Fraser attend an 'induction' which will last over several days. The induction will help each employee to settle into the store. One part of the induction is to tour the store with a member of staff who would talk about each area with a group of inductees.

Once you enter House of Fraser you will tour the store and see extracts from the induction tour. They appear on the 'timelines'. Once you have seen the extracts answer the questions to test your memory.

Enter the store through the front entrance. On the ground floor, close to the Benefit concession, you will find a video extract of the induction tour.

What is the 'customer collection point' for?

Find the lifts and move to the first floor. At the west end (left) you will find a video extract of the induction tour.

Why should the new employees keep their 'eyes open' in this area?

Move to the eastern end (right) on the same floor and find the video extract of the induction tour.

What 'special offer' is available to staff in this area?

Find the lifts and move to the second floor. At the west end (left) you will find a video extract of the induction tour.

What does a personal shopper do?

Find the lifts and move to the fourth floor. At the west end (left) you will find a video extract of the induction tour.

Under what age is it illegal to sell a customer a knife?

Move to the middle of this sales floor and you will find a video extract of the induction tour.

Work experience: Induction

Who is being spoken about during this extract?

Find the lifts and move to the fifth floor. At the west end (left) you will find a video extract of the induction tour.

What are some fashion designers now producing in this area?