

Hospitality Service Excellence

# On-the-Job Skills Training Program Logbook



## IMPORTANT INFORMATION TO PREVENT CORONAVIRUS

During these challenging times, it is essential to take all necessary precautions to prevent contracting or spreading COVID-19 (Coronavirus). When self-sourcing an OJT placement, it would be wise to ask beforehand what COVID-19 precautions have been implemented by the organization and what the expectations are of employees, as this will allow you to feel confident that all possible measures have been taken.

The recommended precautions must be followed in the workplace during your OJT to protect yourself and the people around you from COVID-19, as well as to prevent its spread. Please thoroughly read the precautionary instructions below and make sure you adhere to them.

- Clean your hands regularly with soap and water, for at least 20 seconds. If soap and water are not readily available, clean your hands with alcohol-based hand sanitizer.
- Maintain a safe distance by leaving 6 feet (2 meters) between yourself and other people.
- Cover your mouth and nose by wearing a mask and avoid touching your eyes, nose, and mouth.
- Always cover your nose and mouth with tissues or a bent elbow when you cough or sneeze. Apply the immediate disposal of tissues in case of usage.
- Stay home if you feel unwell and seek medical attention if you are experiencing any of the following symptoms:
  - a) Fever
  - b) Cough
  - c) Tiredness

### **Vaccination:**

Following Ministry of Health and Ministry of Education requirements, from Sunday 1 August 2021, all people entering colleges or places of work must be fully vaccinated and able to provide evidence of this before entering.



## ON-THE-JOB TRAINING AGREEMENT

Colleges of Excellence provide an opportunity to work off-campus during both the Associate Diploma and Diploma years, allowing our trainees to gain valuable commercial experience. This experience is normally referred to as On-the-Job Training (OJT), where trainees are required to complete 200 hours of OJT each year, usually spanning over 5 weeks at the workplace/40 hours per week. However, this configuration may differ.

The activities related to the current OJT will be implemented in the organization to which the trainee has been appointed. Please read the guidelines below that need to be acknowledged and agreed to at the outset.

- 1 Trainees are required to set a series of SMART objectives before the beginning of their OJT and then to evaluate themselves after the OJT against these objectives.
- 2 At the end of the OJT, the Employer's Assessment form needs to be completed by the concerned personnel, who evaluate the Trainee's performance during the OJT
- 3 Trainees must maintain a daily log of work-related activities and complete a weekly self-reflection log by evaluating how they thought the week went and what they have learned. They are also required to complete a timesheet, which must be signed by the workplace supervisor.
- 4 Trainees are required to abide by all work-related policies and procedures of the organization in which they are placed. These should be explained to you at your Induction.
- 5 Trainees must attend the workplace as directed by their workplace supervisor according to the business needs of the organization in which they are placed.
- 6 Under NO circumstances will the Trainee quit a job without first discussing the matter with the workplace supervisor and College Assessor.

**I acknowledge and accept the terms of this commitment.**

Trainee's Name:	
Trainee's National ID:	
Signature:	
Date:	

## CONTACT DETAILS

You and your college's details – to be completed by the student:

Name of Student	
Student number	
Name of College	
Address of College	
College Telephone Number	
OJT Assessor	



## Using this OJT Skills Logbook

This logbook is a very important part of your On-Job Training, and it provides evidence of completion.

It allows you to record your learning and achievements in **enterprise skills** and **vocational skills**, which will be very useful in the future when you are planning and applying for further training or employment.

There are **three** sections to this logbook:

### Planning

Here you will create an Action Plan which shows the skills you want to develop and the things you want to learn. You will also note down the essential details of your placement.

### Doing

Here, you will make a note of things you have done each day and will use the Skills Record to show what new skills you have developed.

### Reviewing

Here you will be able to say what you have learned, the skills you have developed, and how useful the experience was.

You will also have a report on your work from your employer!

**You need to complete ALL sections fully.**

The more effort you put into completing the Logbook, the more you will get out of your On-Job Training. It will help you when it comes to planning for your future.

This logbook can go into your electronic portfolio or progress file. Any extra paperwork should be submitted to your Assessor for storage in the College's online repository.



## Planning

You can keep a track of your progress in this logbook by updating this record:

ACTIVITIES		Page No	Date when completed
PREPARING	Contact Details	1	
	Using the OJT Skills Logbook	2	
	Planning	3	

ACTIVITIES		Page No	Date when completed
PLANNING	On-the-job -Training details	4	
	Preparing Your Action Plan	5	
	Enterprise Skills assessment	6	
	Vocational Skills assessment	7	
	OJT Action Plan	8	

ACTIVITIES		Page No	Date when completed
	Emergency Contact Details	9	
	OJT Day-to-Day Reflective Reports	10	

ACTIVITIES		Page No	Date when completed
REVIEWING	Employers' Report on the Student	11-12	
	Student's Review of the Programme	13	
	Assessor's final comments and sign off	14	



## Planning - OJT Placement Details

<b>Name of Company</b>	
<b>Company Address</b>	
<b>Name of Supervisor</b>	
<b>Supervisor's Job Title</b>	
<b>Supervisor's Tel No</b>	
<b>Supervisor's Email Address</b>	
<b>Placement Start Date</b>	
<b>Placement End Date</b>	
<b>Working Hours</b>	
<b>Break and Lunch Times</b>	
<b>What will you wear?</b>	
<b>How will you travel to work?</b>	
<b>Lunchtime arrangements?</b>	

## Preparing Your Action Plan

Your Action Plan outlines what you want to achieve in developing your **enterprise skills** and **vocational skills**. To help you do this, the following pages will help you to look at what level of skills you have at present and which ones could be developed.

Make yourself understood when speaking and writing, use information technology, work with others, improve your learning, and solve problems. These skills are important to most aspects of adult life. Indeed, every job needs some or all of these skills. Your work experience should help you develop some essential skills that will help you at college and in the future. Look at the Skill Tasks below. Tick the number that shows your skill level for each skilled task. If you are not sure of your level, ask your assessor or colleague, but try to complete as much as you can on your own. This is **your** skills plan.

Be honest, if you can do something but need help or could do it better, make the right choice. You can then look at the skills that you need to improve and put them in your action plan. It is not a race to finish all of the skills immediately; you will build on your confidence and ability throughout your work placement.

Your assessor will visit you and help you with your action plan, and your work-based supervisor is there to support you.

Here is a general idea of the skill levels:

- 1 I have not done this task
- 2 I have done this task, but I am not confident and need a lot of support
- 3 I have done the task, but still need a little support
- 4 I have done this task quite well and am improving, and just need practice
- 5 I have done this task very well and am confident in this skill task





## Enterprise Skills Assessment

Enterprise skills refer to the Skills and Qualities you need to succeed in your chosen career. Employers will look for these, and you should be able to develop these through OJT experience. Take a look at the Enterprise Skills and Qualities below. Tick the number that indicates your skill level for each skilled task.

1= Have not done this task

5 = Very good or confident at doing this

SKILLS TASKS		1	2	3	4	5
ENTERPRISE SKILLS	I am a team leader.					
	I can make decisions easily.					
	I can come up with new ideas easily.					
	I am good at reading and understanding written English.					
	I am good at writing in English.					
	I am good at speaking English.					
	I like working with numbers (maths)					

SKILLS TASKS		1	2	3	4	5
ENTERPRISE QUALITIES	I am good at timekeeping and attendance.					
	I am well organized for the day at work and dressed according to organizational requirements.					
	I can follow instructions properly and carefully.					
	I work well as part of a team.					
	I get on well with other workers (colleagues) and the public.					
	I know when to ask for help and advice.					
	I can work safely and follow Health & Safety instructions.					
	I am good at solving problems.					

Now that you know what you are good at and not so good at. Choose the **essential skills** you would like to develop on your OJT and add these to your Action Plan on **page 10**



## Vocational Skills Assessment

Vocational skills refer to the job-specific skills that you need to succeed in business. These skills include things like planning, organizing, communicating, typing, and self-motivation. It is not expected that you have all of these skills at a high level before going on a work placement; you will develop these skills whilst working and then be able to look back at how you have added new skills or developed existing ones. Refer to the Skills on the table below; Tick the number that shows your skill level for each skill task. Add other tasks you think of.



**1= Have not done this task**

**5 = Very good or confident at doing this**

Learning Outcomes	SKILLS TASKS	1	2	3	4	5
<b>VOCATIONAL SKILLS</b>	Writing a formal Email					
	Writing Formal Business Letters					
	Word Processing/Typing					
	Carrying out Internet research					
	Formatting and Analysing Excel Spreadsheets					
	Creating PowerPoint Presentations					
	Undertaking online learning					
	Communicating in English					
	Motivation to work independently					
	Behaving Professionally					
	Interacting with and supporting work colleagues					

Now that you know what you are good at and not so good at, choose the skills you would like to develop on your OJT and add these to your Action Plan on **page 10**.

## OJT Action Plan (use a separate page to add more skills if needed)

ENTERPRISE SKILLS (from page 6)		Target date	Date achieved
Enterprise skills I want to improve:	What will I do to improve this skill?		

VOCATIONAL SKILLS (from page 7)		Target date	Date achieved
Work skills I want to improve are:	What will I do to improve this skill		

Discuss your targets with your Assessor/Workplace Supervisor and agree that they are SMART (Specific, Measurable, Achievable, and Realistic) and can be completed whilst on your OJT Programme.

Signature of Assessor	Date	Signature of Supervisor	Date

## Health and Safety Induction on the First Day

You and your employer must complete this section on the first day as part of your Induction. Your visiting Assessor will check to see if this is complete.

CRITERIA	Student	Employer
The name and role of the supervisor have been explained.		
A tour of the work area, including toilets, hand washing, eating, and drinking areas, has been carried out.		
You have been shown the sign-in and sign-out procedures.		
You are aware of the action to take if the Fire Alarm sounds.		
You know who looks after First Aid and what to do in case of an accident or emergency.		
You have been shown manual handling techniques to lift heavy or large objects, if applicable.		
You have been given instructions on how to use Personal Protective Equipment if required. These can include aprons, goggles, hard hats, shoes, gloves, etc.		

Signature of Student	Date	Signature of Supervisor	Date



### Emergency Contacts:

<b>Name of Parent/Guardian</b>	
<b>Telephone Number</b>	
<b>College Assessor</b>	
<b>Telephone Number</b>	
<b>Workplace Supervisor</b>	
<b>Telephone Number</b>	

### Reporting Accidents and Injuries

You will be required to work safely. If you are involved in an accident, however slight, you will need to report it.

Please follow the guidelines set out below:

- If I hurt myself or am injured at work, I will need to inform my Supervisor.
- They will need to put the details in the Company Accident Book, including the time, the date, and how the accident occurred.
- I will need to inform my assessor and the college.

### Know Your Company Information:

Here are some questions to help you find out more about the company you are working in:

Name of the Company?	
What does the Company do?	
How many employees work at the Company?	
Describe 3 different job roles.	



## OJT Authentication Signatures

I have witnessed the trainee carrying out all of the skills to which I have signed my name in this booklet.  
I believe that the trainee is competent in all of the signed areas.

This information, or parts of it, may be used as part of the trainee's Associate Diploma/Diploma as practical evidence for the final grade. This evidence is accepted on the basis that the College's On-the-Job training coordinator has visited and approved it with the OJT Workplace Supervisor.

DEPARTMENT 1	
Name of Supervisor:	
Name of Department:	
Signature of Supervisor:	
Date:	

DEPARTMENT 2	
Name of Supervisor:	
Name of Department:	
Signature of Supervisor:	
Date:	

DEPARTMENT 3	
Name of Supervisor:	
Name of Department:	
Signature of Supervisor:	
Date:	



## DAILY LOG AND WEEKLY REFLECTION

Each day you are on OJT, you will be learning new skills; you may be doing the same task, but your skills are improving, and you will start to work with less support and more confidence. You may be asked to move departments so that you get as much experience at different jobs/tasks as you can. It is important that at the end of each day, you write an account of what you have done that day, what you enjoyed, and what was difficult.

At the end of each week, reflect on what you have learned and how you will use your new skills or knowledge in your future career or your life.

**Below is an example of an entry you could make in your logbook.**

*Today was my first day. I made sure I arrived on time and that I was dressed appropriately for the Company. I made sure I knew where I should be a further st thing. I was able to meet the rest of the team and find out a lot about Health and Safety and Office Rules. I was shown how to sign in and out and who to speak to if I have any problems or need help. I felt very happy and am looking forward to working with my new team.*

**Remember to make this your own experience. This is YOUR diary and will be different for everyone. (Please use the space at the end of the diary to make further comments.**



## WEEK 1 – DAILY LOG AND WEEKLY REFLECTION

*Write a short account of your daily tasks. At the end of each week, write a longer reflection of learning.*

Sunday	
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
<b>WEEKLY REFLECTION</b>	
<u>What new skills did you learn this week (Enterprise, Vocational, or Personal)?</u>	
<u>What did you find challenging?</u>	
<u>How will you use this skill in the future?</u>	
<u>What did you enjoy most about this week and why?</u>	
<u>What did you enjoy least about this week and why?</u>	

Signature of Student	Date	Signature of Supervisor	Date

## WEEK 2 – DAILY LOG AND WEEKLY REFLECTION

*Write a short account of your daily tasks. At the end of each week, write a longer reflection of learning.*

Sunday	
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
<b>WEEKLY REFLECTION</b>	
<u>What new skills did you learn this week (Enterprise, Vocational, or Personal)?</u>	
<u>What did you find challenging?</u>	
<u>How will you use this skill in the future?</u>	
<u>What did you enjoy most about this week and why?</u>	
<u>What did you enjoy least about this week and why?</u>	

Signature of Student	Date	Signature of Supervisor	Date

## WEEK 3 – DAILY LOG AND WEEKLY REFLECTION

*Write a short account of your daily tasks. At the end of each week, write a longer reflection of learning.*

Sunday	
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
<b>WEEKLY REFLECTION</b>	
<u>What new skills did you learn this week (Enterprise, Vocational, or Personal)?</u>	
<u>What did you find challenging?</u>	
<u>How will you use this skill in the future?</u>	
<u>What did you enjoy most about this week and why?</u>	
<u>What did you enjoy least about this week and why?</u>	

Signature of Student	Date	Signature of Supervisor	Date

## WEEK 4 – DAILY LOG AND WEEKLY REFLECTION

*Write a short account of your daily tasks. At the end of each week, write a longer reflection of learning.*

Sunday	
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
<b>WEEKLY REFLECTION</b>	
<u>What new skills did you learn this week (Enterprise, Vocational, or Personal)?</u>	
<u>What did you find challenging?</u>	
<u>How will you use this skill in the future?</u>	
<u>What did you enjoy most about this week and why?</u>	
<u>What did you enjoy least about this week and why?</u>	

Signature of Student	Date	Signature of Supervisor	Date

## WEEK 5 – DAILY LOG AND WEEKLY REFLECTION

*Write a short account of your daily tasks. At the end of each week, write a longer reflection of learning.*

Sunday	
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
<b>WEEKLY REFLECTION</b>	
<u>What new skills did you learn this week (Enterprise, Vocational, or Personal)?</u>	
<u>What did you find challenging?</u>	
<u>How will you use this skill in the future?</u>	
<u>What did you enjoy most about this week and why?</u>	
<u>What did you enjoy least about this week and why?</u>	

Signature of Student	Date	Signature of Supervisor	Date

## WEEK 6 – DAILY LOG AND WEEKLY REFLECTION

*Write a short account of your daily tasks. At the end of each week, write a longer reflection of learning.*

Sunday	
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
<b>WEEKLY REFLECTION</b>	
<u>What new skills did you learn this week (Enterprise, Vocational, or Personal)?</u>	
<u>What did you find challenging?</u>	
<u>How will you use this skill in the future?</u>	
<u>What did you enjoy most about this week and why?</u>	
<u>What did you enjoy least about this week and why?</u>	

Signature of Student	Date	Signature of Supervisor	Date

## Assessor Visit Record

Assessors should comment on matters including Time Keeping, Attendance, Attitude, Behaviour, Dress, Completion of Daily Diary, Assuring all Tasks are Signed, and any Problems or Issues.

Visit Number:	Comments:
Visit 1	
Visit 2	
Visit 3	
Visit 4	
Visit 5	
Visit 6	



## Reviewing – To be completed by the Employer (Supervisor)



### Employers Report on the Student تقرير مشرف جهة التدريب على أداء الطالب

Please complete the following trainee evaluation concerning the trainee's practical training by putting a circle around the appropriate score for each question.

يرجى تقييم المتدرب فيما يتعلق بالتدريب العملي للطالب في مؤسستك عن طريق وضع دائرة حول النتيجة المناسبة لكل سؤال تتراوح نتيجة كل سؤال من أسئلة التقييم بين 1 و 10 نقاط ، وتعادل 10 درجة ممتاز

To be filled by the Assessor/Workplace Supervisor

تعبأ من قبل المشرف المباشر او مدير القسم

Student Performance	SCORE
<p>1. <u>Student attitude toward the customers/colleagues:</u> Eagerness to help, prompt and timely service, pleasant and energetic personality, happy to serve. (If applicable)</p> <p>سلوك الطالب تجاه العملاء / الضيوف: الحماس للمساعدة، خدمة سريعة وفي الوقت المناسب، شخصية ممتعة وحيوية، سعيد للخدمة. (إذا كان قابل للتطبيق)</p>	1 2 3 4 5 6 7 8 9 10
<p>2. <u>Student's attitude towards management requests</u> is flexible, co-operates, can handle pressure hard working, is willing to work hard, and asks for help if needed. Able to accept constructive criticism.</p> <p>سلوك الطالب تجاه زملائهم في العمل والإدارة يتسم بالمرونة، والتعاون، ويمكنه التعامل مع ضغط العمل، وعلى استعداد للمساعدة ويطلب المساعدة إذا لزم الأمر. قادر على قبول النقد البناء.</p>	1 2 3 4 5 6 7 8 9 10
<p>3. <u>Student's attitude towards work:</u> Follows regulations and instructions, takes initiative to satisfy the company's needs. Punctual for scheduled work, personal appearance, hygiene, and follows safety procedures.</p> <p>اتباع اللوائح والتعليمات، مبادر لتلبية احتياجات: موقف الطالب تجاه العمل الشركة. حريص على مواعيد العمل والمظهر الشخصي والنظافة وتتبع إجراءات السلامة.</p>	1 2 3 4 5 6 7 8 9 10
<p>4. <u>Student's knowledge and technical skills necessary to complete the assigned work:</u> Compare initial abilities with final progress after training. Eagerness to learn and do more than asked for. Able to work in different positions. The trainee is suitable to work in this industry. Professionalism.</p> <p>قارن القدرات :معرفة الطالب ومهاراته الفنية اللازمة لإكمال العمل الموكل إليه الأولية مع التقدم النهائي بعد التدريب. الرغبة في التعلم والقيام بمهام أكثر مما طلب منه. عبر عن مقدرته على العمل في وظائف مختلفة. الطالب مناسب للعمل في هذه الشركة، الاحترافية.</p>	1 2 3 4 5 6 7 8 9 10



**Overall Performance** الأداء :

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**Suggestions for improvement:** للتطوير اقتراحات:

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Manager/Supervisor's Name: \_\_\_\_\_ اسم المدير / المشرف

Date: \_\_\_\_\_ التاريخ

Signature: \_\_\_\_\_ التوقيع :

Stamp: \_\_\_\_\_ الختم:

## Reviewing – To be completed by the Student



### Student's Review of the Work Placement

Look back at your Action Plan and write about how well you did in completing your targets:

What were the most enjoyable and rewarding things about your placement?

What would you say was your greatest achievement?

If there was anything to be improved during your OJT, what would you recommend?

**Reviewing – To be completed by the Diploma Instructor**  
**(Final sign-off)** - تقييم مشرفة الكلية



**Assessor/Work Experience Coordinator Comments and final sign-off.**

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_



# CERTIFICATE OF COMPLETION

This is to certify that.

..... • .....

Has completed ..... hours of On-the-Job Training  
(OJT) at (.....)  
performing tasks and duties that are in line with her field of study.

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Employer Signature

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Date of Completion

Stamp

