

External assessment 2022

Stimulus book

Health

General instruction

- Work in this book will not be marked.

Features of the setting — Scuba Island

Stimulus 1:

Scuba Island



General information

- no private housing
- jetty and helicopter pad
- remote and isolated location
- limited mobile phone coverage
- resort accommodation and camping facilities available
- strong commitment to the environment and sustainable practices
- supermarket selling groceries, fresh produce, alcohol and cigarettes
- medical facilities, including a general practitioner (GP) and emergency care
- guest capacity is 1150 plus 160 staff (including 30 gap-year¹ employees each year)
- two-week festival during April/May (island capacity is increased by countless boats anchoring offshore and alcohol sales increase by 250%)
- access to mainland via seaplane, helicopter or boat (every day except Tuesdays and Thursdays)

Employment conditions

- minimum employment contract: 6 months
- work schedule: 5 days on, 2 days off
- compulsory online induction program, hosted by Training Provider, completed prior to starting work on the island
- wage structure based on qualifications and years of service on Scuba Island
- rewards program, including bonuses, that recognises quality customer service and sustainable practices

Employment package

- accommodation and meals provided
- staff accommodation includes shared bathrooms and cooking facilities
- free wifi on three computers in the staff area, which can be booked for one-hour timeslots
- accommodation discount for employees' family and friends
- one return flight to the mainland (on days off) after three months
- 50% discount on recreation activities during off-peak season (on days off)

¹ a 'gap year' can be a part of a post-schooling transition where students take up to a year-long break immediately after graduating Year 12.

Stimulus 2: Training Provider

Employee induction program

Scuba Island, along with several nearby islands, has outsourced its employee recruitment and induction program to Training Provider. The program is offered to 30 school leavers who have successfully applied for work on each island to prepare them for employment. The online course must be completed before starting employment. Employees must complete the following modules:

- occupational health and safety, including uniform policy
- code of conduct, including rules, regulations and cultural sensitivity
- responsible service of alcohol
- environmental responsibility and sustainability
- understanding Scuba Island's corporate structure and values.

Stimulus 3: Post-employment survey

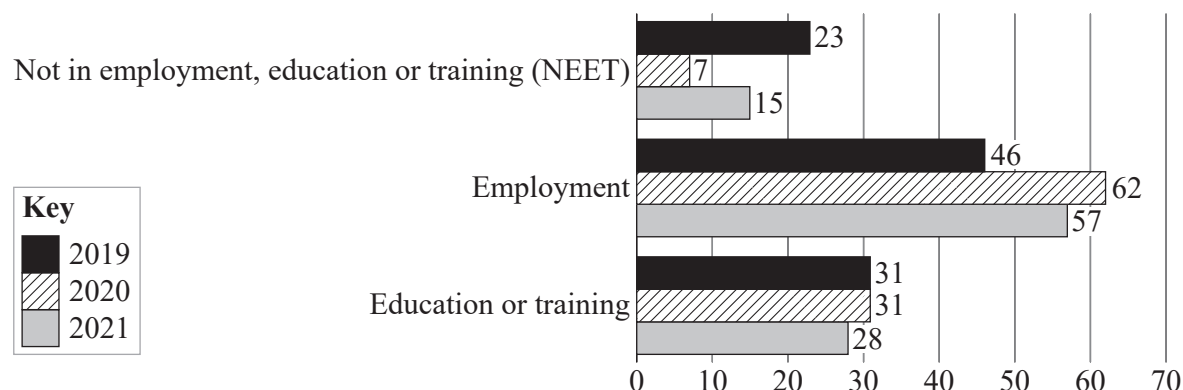
Survey findings from previous Scuba Island gap-year employees, 2019 to 2021 (85 respondents)

Key results:

- 25% of employees surveyed decided to leave in their first three months of employment
- 58% of employees surveyed left the island immediately following their 6-month mandatory contract
- 65% of those who completed their contract rated their level of preparedness to work on the island as unsatisfactory

Scuba Island gap-year employee survey findings (85 respondents)	% of respondents		
	2019	2020	2021
Developed useful skills for future study/employment	27	32	41
Worked long hours	74	77	80
Saved money	68	64	71
Made new friends	65	53	46
Experienced social isolation and loneliness	62	63	61
Were aware of the recreation opportunities available on the island	88	90	92
Participated in the recreation opportunities available on the island	44	45	46
Witnessed alcohol-fuelled violence involving guests or staff	17	20	21
Experienced harassment from guests or staff	8	11	10

Destination post gap-year employment on Scuba Island (%)



Innovation 1: 'Island Connect' program

Purpose	<ul style="list-style-type: none"> • Build friendships and online support networks • Facilitate smooth transition to island life • Boost readiness for gap-year employment
Target	<ul style="list-style-type: none"> • 2023 intake of 30 gap-year employees going to Scuba Island • 90 gap-year employees going to neighbouring Spade Island, Snorkel Island and Sunhat Island • Employees who join are encouraged to create closed social media groups to establish peer support networks
Time commitment	<ul style="list-style-type: none"> • Participants choose to go online as required • Estimated completion time for each module is provided
Delivery format and key activities	<ul style="list-style-type: none"> • Delivery format <ul style="list-style-type: none"> – passive engagement with online mentor • Modules <ul style="list-style-type: none"> – occupational health and safety – company policies and procedures – responsible service of alcohol • Discussion board topics <ul style="list-style-type: none"> – How do people get to the island? – What am I looking forward to about island life? • Weekly notifications <ul style="list-style-type: none"> – staying safe online – useful sites for health, conduct at work and career issues • Group videoconference sessions <ul style="list-style-type: none"> – cultural sensitivity – environmental responsibility and sustainability • Training Provider is the online moderator • All 120 gap-year employees are invited to join the program through their website
Findings from past research on online mentor programs (TAFE and university settings)	<ul style="list-style-type: none"> • Findings taken from online mentoring programs that have been implemented in TAFE and university settings over a 3-year period. Key findings were: <ul style="list-style-type: none"> – skill development — enhanced ability to use online platforms – increased efficiency in locating and critiquing online health and career information and advice – widening of participants' support network – some participants dominated discussions – internet access and cost ruled out some potential participants – improved confidence in personal capacity to cope with challenges and access resources to support transition to work or study.

Innovation 2: ‘Island Buddies’ program

Purpose	<ul style="list-style-type: none"> • Build friendships between staff members • Facilitate smooth transition to island life • Boost readiness for gap-year employment on Scuba Island and future career pathways
Target	<ul style="list-style-type: none"> • 2023 intake of 30 gap-year employees going to Scuba Island • 10 long-term Scuba Island staff (3 years minimum) serving as mentors, who receive extra pay and a certificate of merit • Random allocation of 3 new employees to 1 mentor
Time commitment	<ul style="list-style-type: none"> • Mentors: 2 online training sessions (2 hours each) • Mentors and participants <ul style="list-style-type: none"> – 2-day face-to-face induction – 4 Island Buddies events (2 hours each)
Delivery format and key activities	<ul style="list-style-type: none"> • Delivery format <ul style="list-style-type: none"> – active engagement with mentor • Transition/wellbeing <ul style="list-style-type: none"> – welcome session, including a ‘Navigating our island’ treasure hunt, working in teams – strategies for balancing work and social life – suggestions for partying safely – facilitating mental and physical health, including mindfulness and healthy eating habits • Island conduct <ul style="list-style-type: none"> – workshops on time management, cultural sensitivity, and environmental responsibility and sustainability – recap of workplace health and safety provisions and resources • Career development <ul style="list-style-type: none"> – Where is my island job leading me? – What practical opportunities are ahead of me in this experience? – What skills will I develop to improve my employability? – How do I demonstrate these skills?
Findings from past research on face-to-face mentor programs (TAFE and university settings)	<ul style="list-style-type: none"> • Findings taken from face-to-face mentoring programs that have been implemented in TAFE and university settings over a 3-year period. Key findings were: <ul style="list-style-type: none"> – enhanced relationships — development of trust and empathy – skill development — enhanced interpersonal skills and problem-solving – heightened sense of belonging – participants developed long-lasting friendships – high value placed on the personality, enthusiasm and work experience of a mentor – promoted motivation to participate in new community and life contexts.

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References

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