

PP40

# Work based training and assessment policy and procedure

## PURPOSE

This policy and procedure ensures work placement/ professional practice experience arrangements are managed in a manner which benefits the student and minimises risk to the student, host employer and Southern Cross Education Institute.

## SCOPE

This policy and procedure apply to all AQF qualifications and accredited courses offered by Southern Cross Education Institute for which there is an approved work placement/ professional practice experience based training and assessment component.

## DEFINITIONS

<b>AQF Qualification</b>	An AQF qualification type endorsed in a training package or accredited in a VET accredited course
<b>Host Organisation</b>	Organisation, agency, service or other employer, which is not SCEI, at which a student undertakes a professional work placement or clinical placement.
<b>SCEI</b>	Southern Cross Education Institute
<b>Student</b>	Active, on-campus student with a current course of enrolment with Southern Cross Education Institute. Includes a person (whether within or outside Australia) who holds a student visa as defined by the ESOS Act, but does not include students of a kind prescribed in the ESOS Regulations
<b>Compassionate or Compelling circumstances</b>	<p>is defined as circumstances beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Serious illness or injury, where a medical certificate states that the student was unable to attend the allocated work placement, including serology report demonstrating lack of immunity Hep B or TB where the student is required to either have 3 doses of vaccination and or further boosters.</li> <li>• Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided),</li> <li>• Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies,</li> <li>• Pregnancy, were either <ul style="list-style-type: none"> <li>◦ a medical certificate states that they are not safe to attend work placement, or</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>o six weeks prior to the expected birth with the return date of the student being calculated as being at the beginning of the next teaching period that is at least eight weeks after the birth.</li> <li>• A traumatic experience which could include: <ul style="list-style-type: none"> <li>o Involvement in, or witnessing of a serious accident; or</li> <li>o Witnessing or being the victim of a serious crime, and these experiences have impacted on the student (cases should be supported by police or psychologist's reports)</li> <li>o Inability to begin studying on the course commencement date due to delay in receiving a Student Visa.</li> </ul> </li> </ul>
<b>Non compassionate or compelling circumstances</b>	<p>The following example are not considered as compassionate or compelling circumstances</p> <ul style="list-style-type: none"> <li>o Distance of your allocated work placement from your place of residence</li> <li>o Not being allocated a host provider of your choice</li> <li>o Failure to provide required preplacement clearances by allocated deadline</li> <li>o Not being allocated work placement with your friends</li> <li>o Work commitments</li> <li>o Financial problems</li> <li>o Difficulties in adjusting to living in Australia or academic life</li> <li>o Failure to understand or seek clarification of key dates or withdrawal procedures</li> <li>o Matters unrelated to your studies at SCEI</li> </ul>
<b>Work Placement</b>	<p>A placement undertaken by a student with a host organisation as a component of a course and/or unit of competency. It may be described as a 'practical placement', 'industry-based learning', 'clinical placement' or professional practice.</p>
<b>Workplace Supervisor</b>	<p>Employee of the host organisation responsible, in part or in whole, for supervising student(s) undertaking a work placement.</p>

## POLICY

1. SCEI will arrange all Work Placement Experience (WPE) for all the students in different approved Host facilities in metro and regional areas across Victoria and South Australia.
2. All students are required to:
  - 2.1. complete a minimum of hours of WPE as per the required hours published in the SCEI course guide
  - 2.2. as well as scheduled timings during their course in order to satisfy the requirements of the qualification and be eligible for the qualification award.
3. WPE are scheduled at pre-determined dates set by individual course delivery schedule / training plan.
4. The students must be awarded satisfactory in both theoretical and practical components of all units of competency by their nominated trainer before considering the allocation of WPE.
5. The student must mandatorily attend their allocated Work Placement experience set by SCEI for the required hours. Failed to do so may result in further course progress / completion delays (additional training, moving to a different cohort) or in some cases cancellation of course (issuing of Intention to Report Notice).
6. Upon completion of the required hours and with a satisfactory pass for WPE, students are deemed competent for that the unit of competencies that have been mapped to WPE.
7. The students who do not achieve the required hours and or satisfactory pass at a particular WPE through mitigating / extenuating circumstances e.g. sick leave, death of a family member, must provide documented evidence of this, report this to the work placement facility, and report the absenteeism to the work placement assessor, work placement coordinator and/or Course Coordinator.
8. The students who have failed to either:
  - 8.1. be allocated nominated WPE due to not meeting the WPE requirements outlined in the point 1.2 in the procedure below or
  - 8.2. do not achieve the required hours or
  - 8.3. satisfactory pass at a particular WPE
 without mitigating / extenuating circumstances will not be able to progress to the following semester or graduate and will be required to undertake additional training or additional placement hours and a point 10 and 11 of this policy will apply.
9. The students will be required to pay a monetary amount for the rebooking of either extra days or for full work placement. Additional training, refresher of preplacement workshop will not be subject to a monetary fee, however if a major deficit is identified the student will be required to repeat unit / s and/or a semester then a unit/s or a full semester fee will be charged.
10. The cost of arranging additional WPE is \$15 per hour (\$120 per a day), will be calculated according to the PPE requirements.
11. Students will be given 15 working days to pay this fee upon rebooking of placement hours; failure of payment will result in cancellation of work placement and thus non completion of the semester / course.
12. Trainers will be responsible to ensure that the students have completed all the theoretical and practical assessments and make a declaration of student's competence to go on placement.
13. Clinical placement officer will review academic files and required documents before allocating a WPE.
14. SCEI will conduct risk assessment of all the problems/risk identified at the PPE to minimize
  - 14.1. the public risk
  - 14.2. risk to student
  - 14.3. risk to staff
15. Course Coordinator / work placement officer is responsible for identifying and engaging host organisations who can provide:
  - 15.1.1. a safe, positive and ethical learning environment for students;
  - 15.1.2. suitable induction, training, and mentoring in a professional and safe behaviour;
  - 15.1.3. varied experiences to students that support the attainment of course outcomes; and
  - 15.1.4. appropriate supervision and performance evaluation of students.
16. A risk assessment will be carried out on all host organisations before a Placement Agreement is signed. The Placement Agreement will outline the responsibilities of SCEI, host organisation and the student and will include insurance, supervision arrangements, dispute resolution and termination clauses. The risk assessment will
  - 16.1. include a in person or online visit to the host organisation's premises,
  - 16.2. an interview with potential supervisors of students, and
  - 16.3. agreement about on-site visits by SCEI staff during the work placement.
  - 16.4. A review of workplace safety requirements and the identification of potential hazards is an important element of the risk assessment.
- 17.
18. Allocation of placements

- 18.1. The work placement office is responsible for procuring the required work placement places, but the final student allocation is the course coordinator responsibility.
- 18.2. While every effort will be made to accommodate student preferences, there will be no guarantee that a student will be placed in an organisation that meets their requests.
- 18.3. Students who have not completed the components outlined in point 1 above, **will not be allocate** a work placement until all of the requirements are met to minimize the public risk.
- 18.4. If a student refuses the allocated placement and the reasons for refusal do not meet the compassionate or compelling circumstances, the procedure outlined in the point 3.5 and 3.6 will be applicable. Student's academic course progress will be monitored as per the guidelines in the PP14 International Student Attendance Recording, Monitoring and Reporting Policy and Procedure.

19. Appeal's

- 19.1. Students may access the ***PP11 Complaints and Appeal's Policy and Procedure*** if they have a complaint about the allocation of a work placement or any other aspect of their work placement.

20. Review and Evaluation

- 20.1. Work placements will be evaluated by students, SCEI staff and the host organisation at the end of each work placement to ensure the ongoing value to both the host organisation and to future students' learning requirements.

21. Establishment of Work Placement

- 21.1. In selecting a host organisation due diligence is required to ensure the organisation:
  - 21.1.1. is suitable for the purpose of the specific work placement;
  - 21.1.2. has adequate capacity for an appropriate level of supervision on a daily basis;
  - 21.1.3. has policies and procedures in place to ensure the health and safety of students and SCEI staff; and
  - 21.1.4. has sufficient resources to support the learning of the student as aligned to the course and units of competency or modules.
- 21.2. A risk assessment is conducted by SCEI
- 21.3. Ensure that appropriate insurance policies are in place to cover significant risks
- 21.4. Placement Agreement is executed between the host organisation and SCEI
- 21.5. Ensure that appropriate Placement Agreement is signed by each party (SCEI, student and host organisation) prior to the student commencing work placement

22. Information to Host Organisation

- 22.1. Ensure that the host organisation's contact person and supervisors receive an appropriate orientation before taking a student for the first time.
- 22.2. Information to be provided to host organisation by SCEI includes:
  - 22.2.1. Purpose of work placement and alignment to course and units of competency or modules
  - 22.2.2. Outline roles and responsibilities of host organisation, student and SCEI
  - 22.2.3. Expected student learning outcomes
  - 22.2.4. Insurance and WorkCover arrangements including reporting of incidents
  - 22.2.5. Student induction to the workplace requirements e.g. WHS, emergency procedures, professional behaviour and conduct, dress, daily start and finish times, break times, workplace orientation
  - 22.2.6. Model of supervision

- 22.2.7. Communication process between all parties during placement
- 22.2.8. Attendance requirements
- 22.2.9. Complaints process
- 22.2.10. Confidentiality of student and SCEI information
- 22.2.11. Assessment requirements
- 22.2.12. SCEI contact person and contact details

## 23. Information to Student

- 23.1. Provide each student with an appropriate orientation before they commence their work placement to ensure they understand the procedural arrangements in place and what is expected of them, of the host organisation and what they can expect of SCEI
- 23.2. Information to be provided to students includes:
  - 23.2.1. Dates of work placement
  - 23.2.2. Hours of work
  - 23.2.3. Host organisation, address, contact person, contact number
  - 23.2.4. Attendance requirements
  - 23.2.5. Procedure if ill and unable to attend work placement
  - 23.2.6. Expected behaviour and conduct
  - 23.2.7. Safety considerations and responsibilities
  - 23.2.8. Assessment requirements
  - 23.2.9. Procedures if an incident or emergency happens during work placement

## 24. Responsibilities of the Host Organisation

- 24.1. During work placement, the host organisation should:
  - 24.1.1. Treat student and SCEI information in confidence
  - 24.1.2. Provide the student with a workplace induction including Occupational Health and Safety requirements
  - 24.1.3. Explain the expectations regarding student's performance of tasks, behaviour, conduct, hours of work
  - 24.1.4. Provide the student with a briefing of the policies and procedures
  - 24.1.5. Treat the student as a student (supernumerary) and not as a paid member of staff
  - 24.1.6. Inform clients and staff as to the role of the student
  - 24.1.7. Guide and support the students work on a day-to-day basis
  - 24.1.8. Take responsibility for the day-to-day supervision and contribution to the professional development and learning of the student during work placement in accordance with their course and units of competency requirements
  - 24.1.9. Notify SCEI if the student is not complying with requirements, progressing unsatisfactorily, or is absent or frequently late
  - 24.1.10. Verify the attendance of the student in the work placement log book
  - 24.1.11. Assist in the assessment process of the student whilst on placement

## 25. Responsibilities of the Student

- 25.1. During work placement, the student should:

- 25.1.1. Work supportively and sensitively during work placement particularly in relation to staff and clients
- 25.1.2. Follow reasonable instructions and operate to the host organisation's standards, policies and procedures
- 25.1.3. Work the agreed hours and ensure punctual attendance
- 25.1.4. Attend work placement for a minimum of 8 hours per day which includes a 30 minute lunch break. The 30 minute lunch break is not included in the work placement hours. Students enrolled in HLT54121 Diploma of Nursing (Enrolled-Division 2 nursing) must attend placement for a minimum of 8.5 hours per day which includes a 30 minute lunch break, this lunch break is not included in the work placement hours.
- 25.1.5. Abide by the expected behaviours and code of conduct of both the host organisation and SCEI
- 25.1.6. Be aware that they are a student and not an extra staff member
- 25.1.7. Maintain appropriate confidentiality of host organisation and their clients' information
- 25.1.8. Actively participate in the learning process and complete assessment tasks
- 25.1.9. Inform the host organisation and SCEI if they are absent and supply a medical certificate
- 25.1.10. Notify SCEI if there are any concerns or issues during work placement or if an emergency or incident occurs during placement

## 26. Responsibilities of SCEI

### 26.1. It is the responsibility of SCEI to:

- 26.1.1. Exercise due diligence in the selection of host organisations
- 26.1.2. Ensure placement agreements are signed, dated and executed by all parties prior to placement commencing
- 26.1.3. Ensure host organisation and students are provided with appropriate orientation prior to commencement
- 26.1.4. Ensure that the student and host organisation are informed of Insurance and Work Cover responsibilities
- 26.1.5. Inform the host organisation of SCEI's requirements and expectations
- 26.1.6. Inform the student and host organisation's supervisor of the learning outcomes expected and assessment to be undertaken
- 26.1.7. Provide support to the student and host organisation during the work placement and respond to any student and/or host organisation concerns, promptly and professionally
- 26.1.8. Undertake site visits and monitor student progress
- 26.1.9. Ensure all work placement assessments are undertaken by a qualified assessor. On some occasions the assessor may require the host organisation to participate in the assessment process through observing students in the workplace. All assessments shall be signed off by a qualified assessor from SCEI.
- 26.1.10. Respond to any complaints or grievances in accordance with SCEI policies and procedures
- 26.1.11. Ensure students hold current and valid security checks e.g. working with children check and national police record check, Commonwealth of Australia Statutory Declaration, prior to commencement of work placement
- 26.1.12. Ensure students meet all the pre-requisite requirements of the course before commencing work placement e.g. immunisation status, satisfactory completion of theoretical and supervised practical skills of relevant units of competency or modules and fit for practice
- 26.1.13. Inform the host organisation if any issues with a student's security checks and discuss an appropriate outcome prior to work placement commencing
- 26.1.14. Undertake an evaluation of the work placement by inviting the host organisation and the student to complete a formal evaluation and submit to the Course Coordinator.

- 26.2. The Course Coordinator in collaboration with the SCEI work placement officer and Campus or Training Manager will address any areas of concern identified by students, the host organisation and the SCEI Assessor and integrate improvements into the course and document on the continuous improvement register.

## PROCEDURE

## 1. Work Placement requirements

- 1.1. The trainer/assessor will ensure the student has gained the skills and knowledge required by each unit of competency.
- 1.2. The compulsory requirements for students going on work placement is to:
  - 1.2.1. Attend minimum of 80% of scheduled classes
  - 1.2.2. Submit all the assessments by the nominated due date
  - 1.2.3. Be awarded satisfactory pass in the theoretical assessments of each unit of competency
  - 1.2.4. Attend all the practical skill lab session and achieve satisfactory pass in all the required practical skills.
- 1.3. The trainer will make sure that student has completed all the theoretical and practical assessments of the unit of competency before WPE.
- 1.4. The trainer will make declaration using the academic course progress register / work placement register attesting that the student is placement ready.
- 1.5. The work placement coordinator will monitor the student's compliance / submission of the required pre-placement clearance.
- 1.6. If all of the above requirements are met the student will be deemed safe to progress to be allocated work placement.
- 1.7. If above requirements are not met at any stage, the course coordinator will be notified, and meeting will be held between, student, student support officer and coordinator to implement intervention strategy agreement. Please refer to Academic Progress Flowchart below.

## 2. Allocation a WPE

- 2.1. Work Placement officer will review the academic course progress of the student to verify that the student has met the work placement requirements.
- 2.2. Work Placement officer will also review all the additional required documents prior to allocation of work placement eg. immunization record, police clearance, etc. and record the finding on the work placement register
- 2.3. If above requirements are met, the clinical placement officer will notify the student via email of work placement allocation, (in some instances up to 6 weeks in advanced) and will provide the student with:
  - 2.3.1. Student Handbook Information (if applicable)
  - 2.3.2. Orientation Date
  - 2.3.3. Work placement assessor's / work placement supervisor details
  - 2.3.4. Emergency contact details
- 2.4. If above requirements are not met at any stage, the course coordinator will be notified and meeting will be held between, student, student support officer and the coordinator to implement intervention strategy agreement.
- 2.5. The work placement officer will conduct orientation with the successful students highlighting attendance requirements, dress code, professional conduct, and placement requirements.

## 3. Prior to Commencement of WPE

- 3.1. The student will need to familiarize with all the documentation, handbooks, and work placement record books.
- 3.2. The student must ensure that they have the required uniform to meet the dress code policy.
- 3.3. The student will need to complete the host organization's / Health Host Provider's online orientation if required and provide certificate of participation/completion to the host organization on the first day of work placement.
- 3.4. The student will contact the allocated work placement assessor to establish contact and address any additional support is required.
- 3.5. If any student is unable to attend allocate work placement, they must notify the work placement officer minimum 6 weeks' notice prior to allocated commencement date.
- 3.6. If student has not provided 6 weeks' notice or cannot attend and does not provide any evidence of extenuating circumstances a relocation fee may be applied at \$75 per day and will be calculated according to the Host providers charges and requirement.

## 4. Attendance at WPE

- 4.1. The students must adhere to the Dress Code policy during the allocated work placement timeframe and always maintain professional conduct.
- 4.2. The students must attend all shifts as rostered by the host organization / Health Host Provider.

- 4.3. Extending shifts beyond the ordinary start and finish time for the roster will not be accepted unless authorized by the host organization's / Health facilities, work placement assessor and work placement officer. Students should not work a shift more than 8 hours (excluding lunchbreak) unless this is expected shift duration of the host organization / Health Host Provider and it has been approved by SCEI.
- 4.4. 100% attendance is required for all rostered shifts. Students are required to notify both host organization / Health Host Provider and work placement officer / assessor of all absences.
- 4.5. In case of public holidays during a scheduled work placement, the work placement officer will arrange an additional work placement day to enable the student to meet the work placement requirements.
- 4.6. The additional work placement may be arranged in the same or alternative Host Provider, and it is subject to availability.

## 5. Illness

- 5.1. You must not attend work placement if you are unwell. In the event of an illness or emergency, you are required to contact your work placement supervisor as well as your work placement assessor or clinical facilitator/manager and SCEI work placement officer as well as the Course Coordinator before the shift starts or as early as possible. It is very important that you submit medical certificates or proof of missed days such as statutory declarations, and receipts of appointments at the end of your placement. Original copies must be submitted directly to the Course Coordinator on your first day back in the classroom.
- 5.2. If you become ill during the course of a shift, and have worked four or more hours, this may at the discretion of the clinical / work placement educator and/or course coordinator, be counted as a full day. You will need to provide evidence of illness if any further time is missed.
- 5.3. Failure to provide evidence to support an absence as per the point 5.1 and or any prolonged absence will result in you having to make up the time missed or repeat the placement at the additional cost, which may delay progression to the next study period and/or course completion.

## 6. Work Placement Assessors responsibilities

- 6.1. It is the Course Coordinator responsibility to ensure that all work placement assessors are familiarised with all the documentation, handbooks, host provider guidelines and work placement record books.

## 7. Risk /Problem Management on WPE

During a WPE several problems may arise. The majority of these can be resolved by a discussion between the work placement assessor and student and/or a phone call to Course Coordinator and / or Host Provider. Occasionally more action may need to be taken to manage the issue.

- 7.1. Problems that cannot be resolved between student and work placement assessor
  - 7.1.1. In the event staff or student issues that cannot be resolved informally, the Health Host Provider and/or the student should contact the Course Coordinator to discuss problems and to develop strategies to resolve the issues.
  - 7.1.2. When a student is identified as "at risk of Failure", the Course Coordinator must be contacted as soon as possible.
    - 7.1.2.1. The coordinator will follow the below outline process for addressing a Failure to achieve the work placement objectives.
    - 7.1.2.2. Course Coordinator will request a written report from the work placement assessor. Depending on the level of identified issues the following choices are available to the coordinator:
      - 7.1.2.2.1. Further discussion with Work placement assessor / Educator / Supervisor and student; or
      - 7.1.2.2.2. A Learning Agreement may be offered to the student; this can include additional placement time, focused support (if placement is still underway), or both; or
      - 7.1.2.2.3. A Not Yet Competent grade is issued, and student removed from placement immediately.

## 8. Withdrawal of placement by the work placement provider

- 8.1. The Course Coordinator may wish to withdraw a student from a placement in the event of unprofessional behaviour. Unprofessional behaviour includes misconduct, unethical or unsafe behaviour, or any breach of client confidentiality. Withdrawal of a placement is a last-resort process and should only occur after consultation with the Course Coordinator. This usually does not occur without warning and before remedial actions having been implemented. It is important to note that once the Course Coordinator is informed of withdrawal, an information gathering process is necessary before making any decisions about the placement. This can take several days.
- 8.2. Withdrawal of placement also occurs when the Host Provider notifies SCEI it cannot adequately manage the placement. All staff have a professional responsibility to assure safety and well-being of their stake holders, including, staff, the student, and the public. Wherever possible, consultation with the Course Coordinator at SCEI should occur prior to withdrawal. If the situation is viewed as urgent, health facilities reserve the right to terminate



placements immediately. This includes if a student presents to placement under the influence of drugs or alcohol. Sometimes withdrawing a placement is an unfortunate consequence of operational priorities and does not reflect on a student's competence.

- 8.3. The Course Coordinator will have a brief initial discussion with the student. Notes should be taken, and these should be available to the student and then arrange for a longer appointment time with the student and Host Provider. The timing of this meeting will be organised depending on when assessment documentation from the student and the Host Provider arrives at SCEI. The student will also need to provide all the clinical assessment documentation from placement. Minutes of all meetings should be recorded and made available to the student, Host Provider and Course Coordinator.

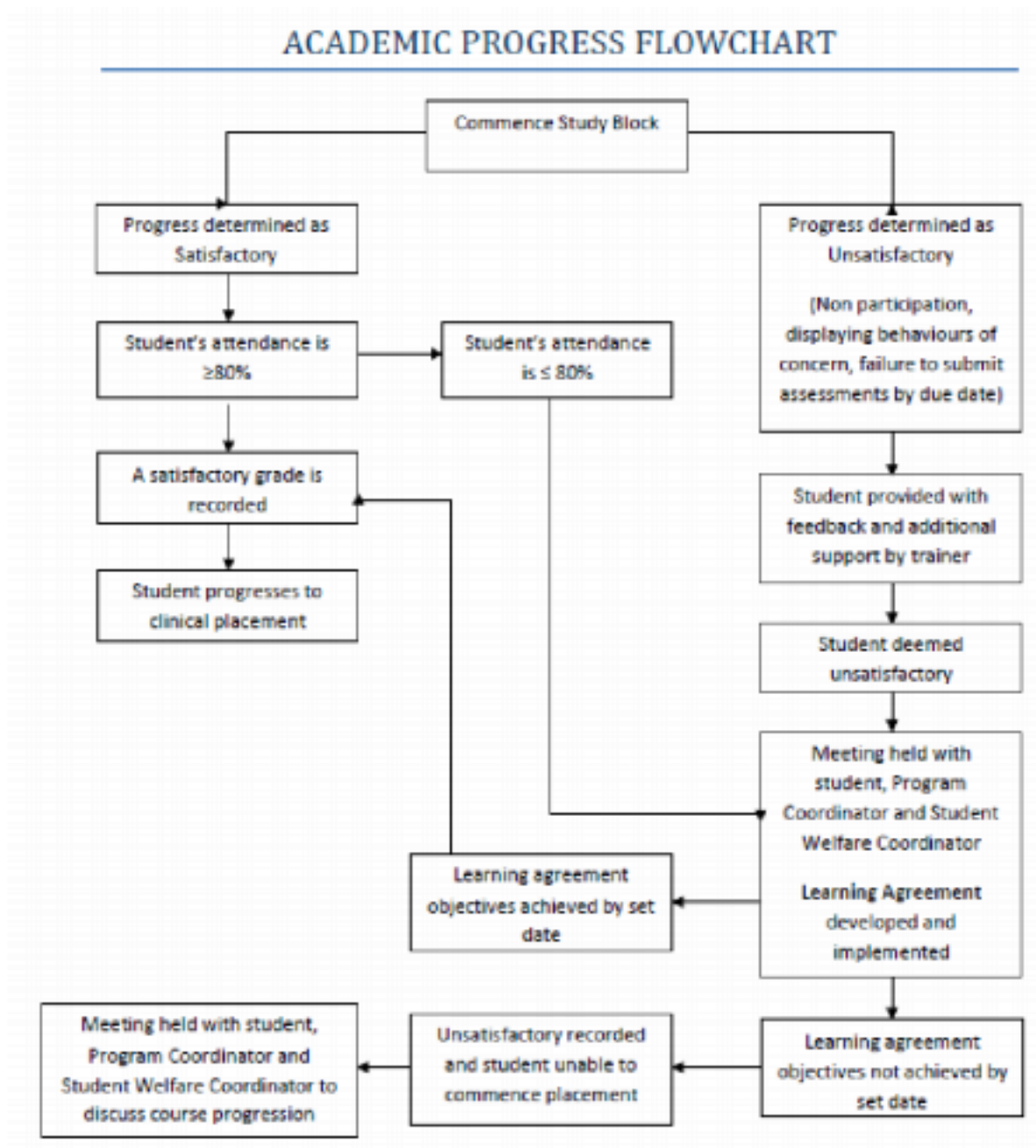
## **9. Appeals against withdrawal of placement by the Host Provider**

- 9.1. The Course Coordinator and the Work Placement Officer and a nominated person from the Host Provider will negotiate a process for dispute resolution. This process shall be cognisant of provisions in the practice agreement between SCEI and the Host provider in addition to the SCEI Assessment Rules and Principles. That is, two processes are to be satisfied:
- 9.1.1. the practice agreement between the Health Facility and SCEI, and
  - 9.1.2. the SCEI Assessment Rules and Principles of Assessment.

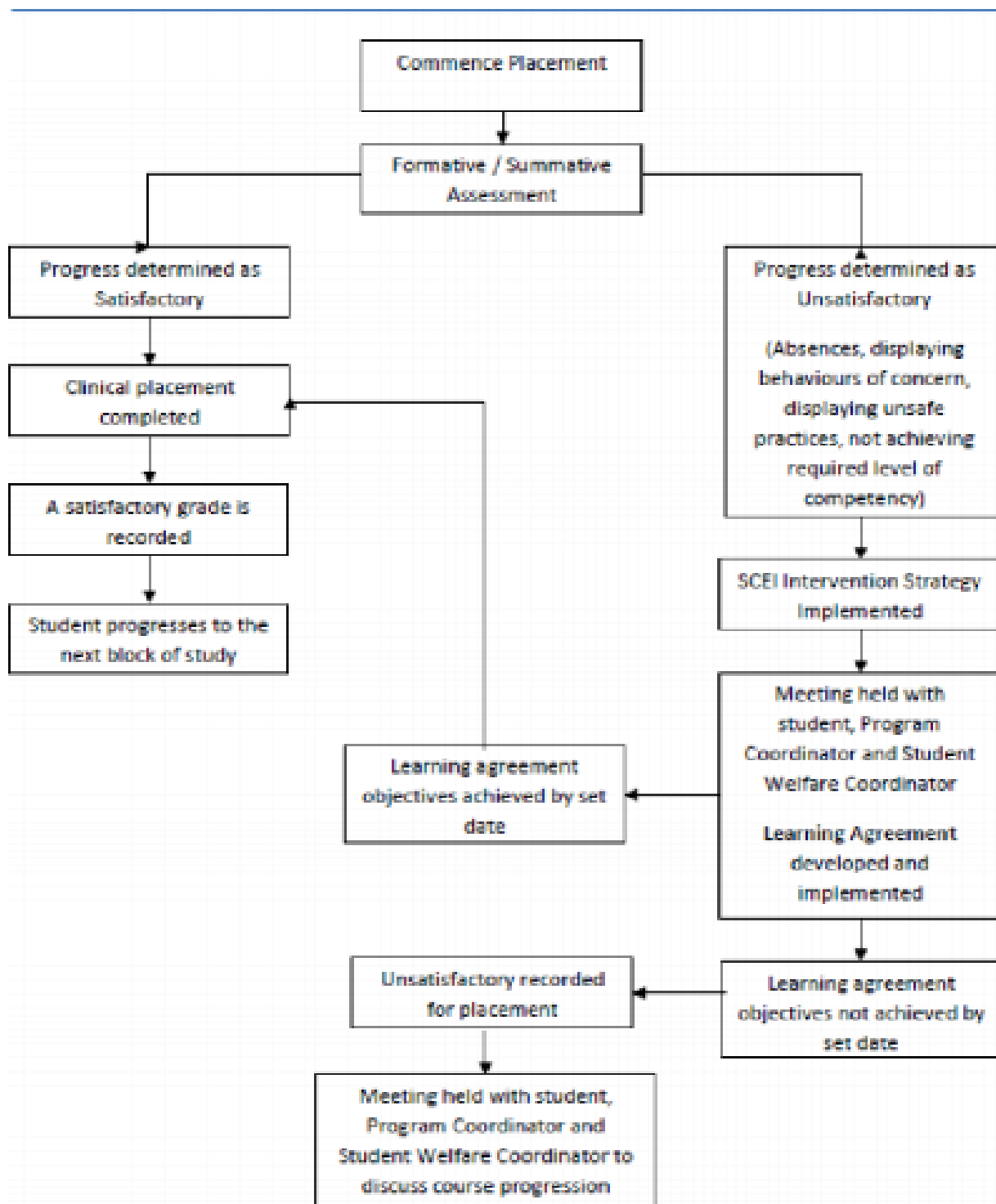
### **9.2. Other Risk Management**

Course coordinator, work placement officer and work placement assessors will follow other "Risk Management – Work Based/Clinical Placement" for insignificant to moderate level of risks.

## Academic Progress Flow Chart



## Work Placement Progress Flow Chart



## RELATED DOCUMENTS

- FOR136 Evaluation of Work Placement
- MISC29 Work Placement Agreement
- PP11 Complaints and Appeals Policy and Procedure
- PP08 Critical Incident Policy and Procedure
- PP79 Student Rules Policy

## LEGISLATIVE CONTEXT

- ANMAC National Accreditation Standards and Criteria—Enrolled Nurses
- Education Services for Overseas Students Act (2000)
- Standards for Registered Training Organisations (RTOs) 2015; Clauses 1.8, 1.13-1.14, 2.3-2.4
- 2023 Skill First Funding Contract, Schedule 1
- 2023 work Ready Funding Contract

## RESPONSIBILITIES

### Chief Executive Officer

- Ensure all staff understand and comply with the requirements of this policy and procedure
- Ensure all contractual requirements are met

### Course Coordinator and Training Managers

- Ensure all relevant training and assessment staff are aware of and implement this policy and procedure and its application

### Course Coordinators, Trainers and Assessors, Work Placement Officer

- Ensure adherence to this policy and procedure
- Ensure students are aware of this policy and procedure

### Student

- Ensure adherence to this policy and procedure

<b>Author</b>	Compliance Manager
<b>Approved by</b>	Chief Executive Officer
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<b>Version</b>	V5.4; V5.5; V5.6; V5.6.1

**Review date due**

January 2021; May 2023