

Policy area	Training and Assessment
Standards	Outcome Standards for RTOs, Standard 1.4
Responsibility	CEO, Training Manager, Trainers and Assessors, Student Support Officer

## 1. Purpose

The purpose of this policy is to establish clear guidelines and procedures for the selection and oversight of work placements, to ensure the work environment provides appropriate access to information, work tasks, facilities, resources and equipment and supervision arrangements for the student.

To ensure a positive experience for both the student and organisation, promoting learning, professional development, and adherence to industry standards.

## 2. Definitions

**Work Placement** means where a student; works usually on a voluntary basis, for an organisation for a limited period of time in order to get work experience. Work placement can be a mandatory requirement of some nationally recognised training products and is typically specified as a requirement of the performance evidence of a core unit of competency. Students will usually have a logbook with tasks that they complete in the workplace and this evidence together with an attendance log forms part of their assessment evidence. Placements that meet the definition of a vocational placement under the *Fair Work Act 2009* (the FW Act) are lawfully unpaid. (Refer to: [Student placements - Fair Work Ombudsman](#)).

## 3. Policy statement

### Identification and Selection of host organisations

It is the obligation of Equinox College to identify suitable host work placement organisations and to organise work placements on behalf of the student. Work placement is an assessment requirement and therefore it is Equinox College's responsibility to organise the assessment arrangements.

Alternatively, students may identify their own work placement organisation so long as these organisations are aware of and can meet all of the expectations of being a host workplace and are sufficiently equipped to host a student for the relevant course and understand their obligations. Equinox College will contact workplace organisations nominated by the student and will verify the suitability for the purpose of work placement.

Equinox College will always strive to find a workplace location that meets the student's needs in terms of availability and location; however, where there are limitations on work placement opportunities, students might need to travel to attend work placement at irregular hours.

Host organisations will be identified and selected based on their ability to provide students with access to:

- All the facilities, resources and equipment included in the training package;
- Access to a certain number of clients, if required by the training package;
- Suitable workplace policies and procedures, and any other information specified by the training package;
- Suitably qualified and experienced supervisors;
- Suitable orientation and induction arrangements; and
- Suitable work health and safety arrangements.

### 3.1 Student responsibilities and behaviour

Students are expected to treat peers, clients, staff, and others in the workplace with respect, dignity, and fairness while on work placement, and follow all instructions given by staff related to workplace activities and safety. Students are not to engage in disruptive or offensive behaviour.

Students who commit a breach of discipline, or who are assessed as presenting a significant risk to themselves or others during work placement, may be prevented from continuing their work placement. For courses where successful completion of work placement is a requirement, this could mean that the student will not complete their course.

The trainer is to brief the students and workplace supervisor on the range of duties that the student can perform. The student must not carry out any duties other than those specified by Equinox College.

Students must also be briefed and provided contact details to contact Equinox College representative anytime they feel that the situation in the workplace is not safe.

### 3.2 Student readiness for work placement

Generally, work placements will be scheduled to occur after there has been a reasonable amount of student-trainer contact, and when the trainer is satisfied that the student is ready to participate in workplace learning and duties. Where a specific unit of competency has a mandatory assessment requirement for work placement, the student must have completed all the training in the unit of competency prior to commencing workplace. It is also recommended that work placement usually occur after a period of training which has enabled the student to acquire some foundational skills particularly in relation to workplace communication, working safely, working as part of a team and in the performance of the tasks which will be expected in the workplace. These foundational skills enable the student to be a safe and productive member of the workplace. It is for this reason that it is common to schedule work placement toward the back end of a course program.

Mandatory work placement is usually an assessment requirement. Whilst it is accepted that work placement presents a valuable opportunity for the student to gain experience, the purpose of the work placement is usually to gather evidence of their competent performance of duties whilst in the workplace. This requires that the student has all the necessary skills and knowledge required before commencing work placement as part of the assessment process. This should be a critical factor that is considered when designing training an assessment and scheduling work placement.

### 3.3 Workplace requirements by industry

Some industries and work placements have prerequisites that must be satisfied before being able to attend work placement. These differ from course to course but may include undertaking a [National Police Check](#), [Working with Children Check](#) and/or providing a [Health Care Worker/Student Vaccination Record Card](#). It is important as part of industry engagement to verify any licencing or certification requirements that industry may have.

Where these workplace requirements exist, they should be considered as part of the course development process and either required by the student to obtain these necessary certifications prior to work placement during the course or established as an entry requirement that should be verified prior to enrolment. Pre-enrolment information that is provided to a prospective student considering a course which includes work placement, should also advise the prospective student of this mandatory requirement. This will hopefully avoid a situation where a student has been enrolled into a course and subsequently identifies that they are not eligible to complete a mandatory component of the course.

In circumstances where the student is not able to complete a course and it is determined the student was not provided prior notification of workplace requirements and Equinox College has failed to verify this requirement during the enrolment, the student should be eligible for a refund on any tuition fees that have been paid. This policy is to be applied regardless of the number of units of competency which had been completed and are issued on an AQF certificate. This underscores the importance of fully informing a prospective student about the services to be provided and the requirements for completing the course prior to their enrolment.

### 3.4 Safety on work placement

Host organisations are required to provide a safe environment in which to support the student's work placement, including:

- All students must complete workplace health and safety induction before any work integrated training commences.
- Students must have access to appropriate clothing and personal protective equipment required by the workplace.
- Appropriate supervision arrangements in the workplace must be established to ensure that the student's safe participation is monitored.
- Hazard risk assessment on planned work integrated training must be completed to identify the likelihood and consequence of injury or harm occurring and appropriate risk reduction measures.
- Students must be briefed and provided contact details to contact Equinox College representative anytime they feel that the situation in the workplace is not safe.

(Refer to: *Work Placement Agreement* and the *PP1.4 - Training Safety*).

When students are undertaking work placement, they must abide by the work health and safety policies and procedures of the host organisation.

### 3.5 Verifying work placement opportunities

Prior to agreeing on placing students into a workplace, Equinox College must undertake its own evaluation of the workplace to determine if the workplace is going to be suitable for the purposes of supporting the delivery of nationally recognised training. This verification is to include a visit to the workplace by a representative of Equinox College to meet with workplace managers or supervisors to determine the arrangements that will be in place to support the student's participation at the workplace. This is to be completed using the workplace suitability checklist which must be customised for the specific course on which the work placement is being considered. This means that the checklist will need to be specifically tailored to include the considerations which are relevant to the training package and the unique requirements of the industry in which the work placement is being undertaken. Particular focus should be given to making sure training package requirements particularly the assessment conditions are satisfied, and the student will have available safe working arrangements. The following are the minimum criteria that must be verified prior to agreeing to a venue for work placement:

- all safety requirements identified at paragraph 3.5 of this policy,
- the workplace is properly accredited where this is a requirement of the training package,
- the full range of work tasks and work context is available to support the performance of tasks,
- the workplace has all the necessary facilities, equipment and material to support the performance of tasks required by the units of competency,
- the workplace has available all the relevant policy and procedure to support safe work practice as well as productive work in accordance with the requirements of the units of competency,

- the workplace has suitably qualified and experienced supervisors who are willing to contribute to providing verbal assessment observations to the assessor and verifying completed work by the student,
- there is a suitable area where the trainer can sit down with the student to go over the learning and assessment tasks with minimal interruption, and
- The workplace can confirm the expectations regarding minimum equipment and clothing requirements and preferred working hours for the student.

Completed workplace suitability checklist must include an indication from the workplace in terms of the availability of how many students can be accommodated on each day and must be signed by the workplace representative. These records form a critical component of the preparation for undertaking work placement and are also important compliance records. These completed workplace suitability checklists must be stored securely with the course documentation.

### 3.6 Establishing the work placement agreement

Prior to agreeing on placing students into a workplace, Equinox College must undertake its own agreement with the workplace that underpins the obligations of each party in the hosting of the student at the workplace to perform duties. This is an important component to establishing a successful work placement as the agreement will define the responsibilities of the employer and Equinox College to work cooperatively for a successful work placement.

Work placement agreements are to be completed prior to any work placement commencing and only after the suitability of the workplace has been verified in accordance with section 3.6 of this policy. Work placement agreements should be recorded using the *Template - Work Placement Agreement*. This template is in generic document, and it is intended that the specific details of the agreement and the content will be customised according to the requirements of each individual workplace. This is specifically required regarding the relevant training products the student is undertaking.

Work placement agreements are to be signed by the Training Manager and a senior representative of the relevant workplace. These records form a critical component of the preparation for undertaking work placement and are also important compliance records. These completed Work placement agreements must be stored securely with the course documentation.

### 3.7 Volunteer or work experience insurance

It is the responsibility of Equinox College to ensure our students are safe and protected during their work placement. As such, Equinox College is to put in place (and meet the cost of) suitable volunteer or work experience insurance that covers students undertaking work placement for personal injury.

Where a student is an existing employee of the host employer and are already covered by an existing workers compensation policy volunteer or work experience insurance should not be required.

The agreed arrangements for establishing volunteer or work experience insurance to cover students undertaking work placement are to form part of the Work Placement Agreement with the host employer.

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## 4. Considerations

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### 4.1 Employers and other parties contributing to assessment evidence

Where industry representatives are engaged to contribute toward assessment evidence, we will use a standard approach to collect this evidence. We place a high value on the assessment evidence that is provided by

supervisors or employers in the workplace. This evidence is usually very current and valid and contributes to the assessment decisions made by a qualified assessor. We do not however advocate the use of industry evidence (also referred to as third party evidence) as a substitute for the gathering of direct evidence by an assessor. In all areas of our operation, industry evidence is only to be used to complement and support the evidence being gathered by a qualified assessor and is **not** to be used as primary evidence.

During the development of assessment tools, assessors are to ensure that the observation criteria used in industry evidence reports is wholly task orientated. These observation criteria should reflect the tasks that the supervisor would expect to issue to an employee and monitor during normal workplace duties. The industry evidence report is not to contain assessment criteria drawn from a unit of competency as these assessment criteria are suitable only for trained and qualified assessors to interpret.

It is also not desirable to collect industry evidence simply by providing a checklist to be completed. This leads to the collection of insufficient evidence and is an annoyance to industry. Where possible, assessors are to engage with industry representatives directly and collect evidence about a student's performance through discussion with supervisors. This discussion will be based on observable workplace tasks and evidence is to be recorded by the assessor. These discussions may be undertaken face-to-face or over the phone. The assessor must record the industry representative's details, contact information and the date/time of the engagement.

## 5. Procedure

Steps		Person/s responsible
<b>Work Placement</b>		
i.	<b>Identify the need for work placement</b> When any new qualification is added to scope a Training and Assessment Strategy will be prepared which includes identifying if the training package requires work placement ( <i>see PP1.1-Training and Assessment Strategy</i> ).	CEO, Training Manager, Trainer
ii.	<b>Prepare a Workplace Suitability Checklist</b> If a work placement is identified, a Workplace Suitability Checklist will be prepared to ensure access to: <ul style="list-style-type: none"> <li>• All the facilities, resources and equipment included in the training package;</li> <li>• The number of clients included in the training package, if required;</li> <li>• The scope of work that relates to the units of competency being undertaken;</li> <li>• Policies and procedures, and any other information specified by the training package;</li> <li>• Suitably qualified and experienced supervisors; and</li> <li>• Suitable work health and safety arrangements.</li> </ul>	Training Manager/Trainer
iii.	<b>Option 1 - Equinox College identifies organisations for possible work placements</b> Use industry networks to identify organisations which may be suitable hosts for work placement students. The Training Manager is to research the suitability of the organisation online and also make contact with the workplace to determine the likelihood and viability of work placement before proceeding to visit the workplace and prepare a work placement agreement.  <b>Option 2 – Student identifies host organisation for work placement</b> Students may choose to select their own organisation for work placement, or may already be working in a workplace where they want to do their work placement. Equinox College supports students to identify their own host organisation, contingent on that organisation meeting the following criteria: <ul style="list-style-type: none"> <li>– The workplace meets the requirements within the Work Placement Suitability Checklist,</li> <li>– The workplace is within a reasonable travel distance for our assessor to visit the workplace, and</li> <li>– The workplace enters into a completed Work Placement Agreement with Equinox College.</li> </ul>	Training Manager, CEO, student
iv.	<b>Meet potential host organisations and complete Work Placement Suitability Checklist</b> Once a potential host organisation for work placement has been identified, a meeting and site visit will be arranged with a senior manager at the host organisation to confirm the workplaces suitability and their agreement to becoming a host organisation.	Training Manager, CEO, Trainer

v.	<p><b>Confirm work placement organisation</b></p> <p>The students work placement host organisation should be confirmed at least 4 weeks prior to the student commencing work placement.</p> <p>The student and host organisation will be notified in writing when they have been confirmed.</p>	Training Manager, Trainer
vi.	<p><b>Complete a Work Placement Agreement</b></p> <p>The host organisation and Equinox College must complete a Work Placement Agreement to outlining the:</p> <ul style="list-style-type: none"> <li>• Facilities and equipment to be provided by the organisation.</li> <li>• Range of work tasks and work-related training to be provided by the organisation.</li> <li>• Duration and hours of the placement.</li> <li>• Roles and responsibilities of the student.</li> <li>• Responsibility of the host organisation to provide a person with the appropriate qualifications and/or experience to supervise the student and facilitate their on-the-job training.</li> <li>• Learning objectives and performance expectations.</li> <li>• Confidentiality and privacy requirements.</li> <li>• Safety requirements.</li> <li>• Insurance arrangements in support of the work placement.</li> </ul> <p>The student may be required to also sign an agreement with the workplace which is part of the workplace normal induction arrangements.</p>	Training Manager and CEO
vii.	<p><b>Prepare students for work placement</b></p> <p>Provide the student with information about work placement when they enrol in the Course.</p> <p>Provide training and assessment in foundational units which will be important during work placement, e.g. work health and safety.</p> <p>Ensure students have completed any checks required by the workplace, e.g. police check, Working with Children Check, vaccinations.</p> <p>Issue the student with the required Work Placement Logbook.</p> <p>Approximately 4 weeks prior to work placement, provide student with a <b>detailed briefing</b> on work placement including:</p> <ul style="list-style-type: none"> <li>• Host organisation name and location</li> <li>• Supervisor's details</li> <li>• Student Support Officer or Work Placement Coordinators details</li> <li>• How and when they will be communicated their shifts, start and finish times</li> <li>• What to wear</li> <li>• Work health and safety requirements</li> <li>• Who to contact and what to do if there are any WHS issues or incidents during their work placement</li> <li>• Who to contact and what to do if there are any other issues with their work placement</li> <li>• What tasks to expect</li> <li>• How they will be assessed in the workplace</li> <li>• Work place visits that their Trainer or work placement coordinator will arrange</li> </ul>	Trainer



viii.	<p><b>Work placement orientation and induction</b></p> <p>Prior to commencing work placement, or on the first day of work placement, host organisations are required to complete a work placement induction with the student. The work placement induction will cover:</p> <ul style="list-style-type: none"> <li>– Organisational structure</li> <li>– Supervision arrangements</li> <li>– Tour of the premises and location of facilities</li> <li>– Briefing on times for starting, finishing, and breaks, what to do if the student is sick</li> <li>– Dress code and expectations</li> <li>– Work health and safety policies and procedures including safe manual handling, risks, hazards, and emergency procedures</li> <li>– Privacy and Confidentiality policy and procedures</li> <li>– Overview of the tasks and expectations of the students during Work Placement</li> </ul>	Student, host organisation, Trainer
ix.	<p><b>Supervise students on work placement</b></p> <p>While the student is on work placement, the Trainer will undertake <b>XX</b> number of workplace visits to oversee the students and conduct workplace assessments.</p> <p>The administration staff will assist the Trainer to schedule and confirm these visits with the student and the workplace. During this scheduling process, the administration staff will confirm any equipment/information/clients required during the assessors visit for the assessor to undertake necessary observations and assessment.</p> <p><b>Collecting and recording evidence</b> - During workplace visits the Trainer will meet with the student and their supervisor and record details of the visit and feedback on the students' performance in the <i>Workplace Visit Report</i>. The <i>Workplace Visit Report</i> will be saved in the Student Management System.</p> <p>The Trainer will also observe tasks required to be performed in the workplace and complete the <i>Observation Checklist</i> for these tasks. The Observation Checklist must be completed at the time of observation and saved in the Student Management System.</p> <p>Students are to complete a Logbook of work placement hours and activities completed and provide this to their assessor as a compulsory part of their assessment. Logbooks are to be recorded in the Student Management System.</p> <p>Students are to contact their Trainer or the Student Support Officer if they have any issues on work placement.</p>	Student, Trainer, administration staff
x.	<p><b>Evaluate Work Placement and ID Opportunities for Improvement</b></p> <p>The Trainer will monitor verbal feedback from the student and host organisation during work placement, and Equinox College will send out student and employer surveys upon completion of training (Refer to: <i>PP4.9 - Reporting Obligations</i>). Where there are any issues or opportunities for improvement, they will raise these at the Management Meetings and a Continuous Improvement action will be raised. (Refer to: <i>PP4.3 - Management Meetings</i>, and <i>PP4.7 - Continuous Improvement</i>)</p>	



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### 6. Other documents to consider with this policy

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#### Policies

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- PP4.3 - Management Meetings
- PP4.7 Continuous Improvement
- PP4.9 Reporting Obligations

#### Forms

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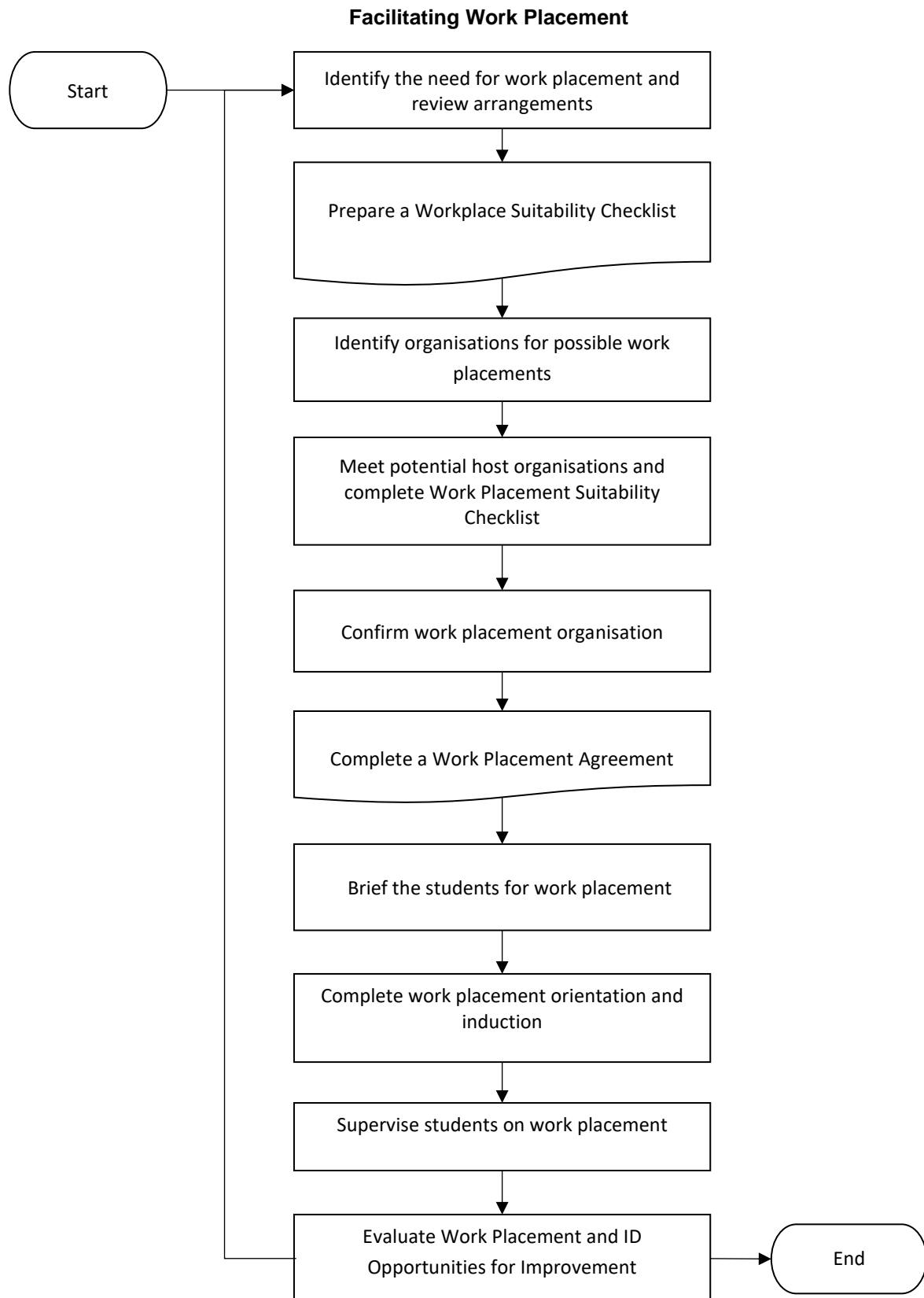
- Workplace Visit Report
- Work Placement Suitability Checklist
- Work Placement Agreement
- Work Placement Induction
- Continuous Improvement Report

#### Handbooks, manuals or other documents

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None.

## 7. Flow chart



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### 8. Reference(s)

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Outcome Standards for Registered Training Organisations, Quality Area 1 – Training and Assessment:

- **Standard 1.1**, Training is engaging and well-structured and enables VET students to attain skills and knowledge consistent with the training product, The RTO demonstrates: (e) where the training product requires work-integrated learning, work placements or other community-based learning, necessary skills and knowledge are able to be attained in that environment.
- **Standard 1.8**, Facilities, resources and equipment for each training product are fit-for-purpose, safe, accessible and sufficient: (c) where training involves work-integrated learning, work placements, or other community-based learning, strategies are in place to manage any risks associated with these facilities, resources and equipment.

Fair Work Act 2009 ([Student placements - Fair Work Ombudsman](#))