

Student Work Placement Policy and Procedure

The Learning Professionals

| | |
|-----------------------|---------------------------------|
| DATE OF ISSUE: | 2 Aug 2021 |
| APPROVED BY: | Joanne Cornelius & Leon Semmens |
| VERSION NO: | 1.0 |



CONTENT

1. Policy Statement
2. Scope
3. Departments Affected
4. Responsibility Adherence and Enforcement
5. Definitions
6. Procedures
7. Documentation
8. Student Work Placement Induction Program
9. Work Placement Requirements for Students

| | | | |
|---------------------|-----|------------------|------------|
| Current Version No. | 1.0 | Next Review Date | 1 Aug 2022 |
|---------------------|-----|------------------|------------|

Student Work Placement Policy and Procedure

1. POLICY STATEMENT

The Student Work Placement policy are designed to provide international and domestic students enrolled in qualifications that include a Work Placement component at The Learning Professionals with clear understanding and explanation of what to expect when organising and attending a student Work Placement.

2. SCOPE

The Student Work Placement Policy applies to Student Work Placements undertaken as a formal component of a qualification in The Learning Professionals' scope.

The Policy does not apply to:

- a) Workplace activity undertaken by a student in the course of their ordinary employment that is used, applied or referenced when undertaking assessable tasks as part of their study at The Learning Professionals.
- b) Work experience that is not a formal requirement/component of a Course at The Learning Professionals and is not coordinated and managed by The Learning Professionals.

3. DEPARTMENTS AFFECTED

This Policy applies to all Training Departments, The Learning Professionals Work Placement Site such as Restaurant/Bar and all students enrolled in the qualifications that include a Work Placement component at The Learning Professionals.

4. RESPONSIBILITY, ADHERENCE AND ENFORCEMENT

All Department Heads and relevant Managers are responsible for the implementation of this Policy and for overseeing compliance.

Students and The Learning Professionals staff are responsible for implementing this policy. When required, students are able to seek clarification from Trainers.

Trainers of the courses which require/include a Work Placement component are responsible for ensuring that students are aware of the policy applications and requirements and overseeing the application of this policy.

The CEO will be responsible for the final decision during the implementation and application of this policy.

5. DEFINITIONS

| | |
|-------------------------------|---|
| Course | A vocational qualification offered by The Learning Professionals |
| Host Organisation | Any organisation that provides professional experience to a student as a formal component of a The Learning Professionals Course. |
| LP Work Placement site | The Learning Professional own commercial Restaurant/Bar |

| | | | |
|---------------------|-----|------------------|------------|
| Current Version No. | 1.0 | Next Review Date | 1 Aug 2022 |
|---------------------|-----|------------------|------------|

Student Work Placement Policy and Procedure

| | |
|--|---|
| Student: | A person being trained and assessed by The Learning Professionals in a Course |
| Student work placement: | A placement that involves the student undertaking supervised learning at a workplace controlled by the Learning Professional and a Host Organisation to gain practical experience and knowledge as a formal requirement of The Learning Professionals Course. |
| Work Placement Training Agreement: | An agreement between The Learning Professionals, a Host and a student setting out and acknowledging obligations and conditions regarding a student work placement. |
| Work Placement Supervisor: | A staff member of the Host Organisation designated to teach, guide, engage and supervise the Student on their Student Work Placement |
| Student Work Placement Coordinator: | A The Learning Professionals staff member responsible for coordinating Student Work Placements and is the point of contact for the Host Organisation |
| SIT | Tourism, Travel and Hospitality Training Package |
| Trainer: | A member of The Learning Professionals staff responsible for training and assessing the competence of the student undertaking a Student Work Placement |

6. PROCEDURES

- 6.1 Students will be provided with access to this policy when enrolled in an The Learning Professionals Course that involves a Student Work Placement.
- 6.2 For students enrolled in a SIT course in the Learning Professionals' scope with the work placement component, The Learning Professionals will provide work placement place for students at LP Work Placement site or assist students to find placement in Host organisations if required.
- 6.3 For all other courses, the Learning Professionals will assist students to arrange placement with Host organisations. All the Host organisations must be vetted for suitability in terms of supervision, equipment/quality, and range of services that the student will be able to experience.
- 6.4 The Learning Professionals will sign a *Work Placement Training Agreement* with the host organisation and student before the work placement commences. The *Work Placement Agreement* includes:
- the scope, nature and timeframes of the Student Work Placement
 - the roles and responsibilities of The Learning Professionals and the Host Organisation
 - the insurance requirements for The Learning Professionals and the Host Organisation
 - the level of supervision that will be provided to students on Student Work Placements by The Learning Professionals and the Host Organisation
 - intellectual property, indemnity and privacy obligations applicable to the Student Work Placement.
 - The roles and responsibilities of the student
- 6.5 Students must sign and submit to The Learning Professionals a *Work Placement Training Agreement* accepting the provisions of this Policy and the requirements and mutual obligations and conditions applying to the Student Work Placement.

| | | | |
|---------------------|-----|------------------|------------|
| Current Version No. | 1.0 | Next Review Date | 1 Aug 2022 |
|---------------------|-----|------------------|------------|

Student Work Placement Policy and Procedure

6.6 The Learning Professionals will ensure that Student Work Placements are adequately supported, including:

- a) identifying and communicating any inherent requirements for the relevant The Learning Professionals course arising from the Student Work Placement.
- b) providing clear information about the subject learning outcomes and assessment tasks involved in the Student Work Placement, and on the scope of their activities while undertaking a Student Work Placement
- c) identifying and communicating any preparatory requirements for students undertaking a Student Work Placement prior to the placement
- d) ensuring students will receive an appropriate induction before arrival at a LP Work Placement site or Host Organisation for a Student Work Placement

6.7 While undertaking a Student Work Placement, students will have access to support services including, at a minimum, access to The Learning Professionals staff by email or by telephone during normal working hours (and, by negotiation, access to staff while undertaking the Placement outside of normal working hours).

6.8 Students must comply with reasonable standards of professional behaviour and with the reasonable requirements of the LP Work Placement site/Host Organisation during the Student Work Placement.

6.9 Students must comply with legislated standards of Workplace, Health and Safety (WHS) and with employment equity and diversity standards.

6.10 Students and Host Organisations must be provided with opportunities to offer feedback to The Learning Professionals on the Student Work Placement. The Learning Professionals will consider and act on relevant feedback in evaluating Student Work Placement programs.

6.11 Remuneration of Students

6.11.1 Unless approved prior by The Learning Professionals CEO, students on Student Work Placements are not offered or accept any form of remuneration in connection with the Placement.

6.11.2 Any student who is remunerated while undertaking a Student Work Placement is deemed to be the employee of the Host Organisation and will not be covered by The Learning Professionals' insurance cover.

6.12 Prior to the Student Work Placement, the Student will:

6.12.1 Comply with any reasonable preconditions for the Work Placement imposed by the LP Work Placement site/ Host Organisation.

6.12.2 Successfully complete any preparatory activities and/or assessment tasks required by The Learning Professionals to determine eligibility to commence as part of the Student Work Placement.

6.12.3 Read and become familiar with the provisions in this Policy, the Student Work Placement Training Agreement and any specific provisions applying to the Student Work Placement as outlined in the relevant Course materials.

6.12.4 Meet any expenses associated with the Student Work Placement that The Learning Professionals and Host Organisation prescribes such as work placement fee, required uniform or attire (excluding The Learning Professionals branded items provided by The Learning Professionals as part of material fee) or specific requirements of the Host Organisation if any.

| | | | |
|---------------------|-----|------------------|------------|
| Current Version No. | 1.0 | Next Review Date | 1 Aug 2022 |
|---------------------|-----|------------------|------------|

Student Work Placement Policy and Procedure

- 6.12.5 Make alternate arrangements for personal commitments, including paid employment, childcare etc. where such activities and commitments may potentially impact the student's ability to attend their scheduled Student Work Placement.

6.13 During the Student Work Placement, the Student will:

- 6.13.1 adhere to the standards of professional behaviour appropriate to the student's discipline;
- 6.13.2 comply with all requirements for undertaking the Student Work Placement (including attendance, dress, personal grooming, behaviour etc);
- 6.13.3 comply with reasonable directions given by the Host Organisation and / or The Learning Professionals in connection with the placement;
- 6.13.4 undertake activity during the scheduled hours agreed to between the Host Organisation and The Learning Professionals;
- 6.13.5 undertake activity during unscheduled hours only with the prior agreement of The Learning Professionals;
- 6.13.6 undertake additional activities as required by The Learning Professionals in the event of absence affecting the student's progress during the Student Work Placement (whether or not as a result of seeking academic consideration as a result of the absence);
- 6.13.7 notify the Student Work Placement Coordinator, the Trainer and the Work Placement Supervisor in a timely manner of any unscheduled absences from the LP Work Placement site/Host Organisation during the placement;
- 6.13.8 otherwise behave in an appropriate manner consistent with relevant The Learning Professionals policies, codes, standards and rules;
- 6.13.9 comply with policies and procedures of the Host Organisation, including those relating to WHS and employment equity and diversity;
- 6.13.10 Be fit for practice. When undertaking Student Work Placements, it is important for students to have adequate rest between shifts for learning, health and safety purposes. It is not advisable for students to undertake paid employment during the Student Work Placement period. Whilst the need for paid employment is understandable, students will have sufficient notice of Student Work Placement dates to make alternate paid employment arrangements;
- 6.13.11 Be available for all Student Work Placement shifts, including any make-up shifts. Work commitments are not an acceptable reason for absence from Student Work Placement;
- 6.13.12 Use the resources of the LP Work Placement site/Host Organisation appropriately and responsibly at all times;
- 6.13.13 Maintain appropriate levels of communication with The Learning Professionals regarding his or her progress during the placement, including complying with any specific communication requirements specified by The Learning Professionals;
- 6.13.14 Complete logbook on completion of each placement period, together with feedback from the supervisor;
- 6.13.15 Undertake all assessment activities required in relation to the Student Work Placement; and

| | | | |
|---------------------|-----|------------------|------------|
| Current Version No. | 1.0 | Next Review Date | 1 Aug 2022 |
|---------------------|-----|------------------|------------|

Student Work Placement Policy and Procedure

6.13.16 Preserve the confidentiality of information concerning the Host Organisation, its employees, clients and its operations obtained during the Student Work Placement.

6.14 With regard to incidents and illness during the Student Work Placement, the student will:

6.14.1 observe the LP Work Placement site/Host Organisation's policies and procedures for responding to any hazards or incidents occurring during the placement;

6.14.2 provide written advice in a timely manner to The Learning Professionals in relation to any hazard or incident affecting the student during the placement;

6.14.3 where required by The Learning Professionals, provide a medical certificate or other documentation deemed necessary to The Learning Professionals for any absence from scheduled attendance at the Host Organisation of 2 days or more;

6.14.4 be responsible for applying for academic consideration for any absence during the Student Work Placement that significantly impairs the student's ability to complete an assessment task during the Student Work Placement.

6.15 Prior to the Student Work Placement, The Learning Professionals will:

6.15.1 ensure appropriate consistency and quality assurance in the management and administration of Student Work Placements at The Learning Professionals;

6.15.2 prepare for students to complete a required work placement periods at the LP Work Placement site.

6.15.3 if external host is required, identify, through the Student Work Placement Coordinator, suitable placements for The Learning Professionals students and organise and implement Student Work Placement programs in consultation with Host Organisations and students;

6.15.4 advise the student, in writing, the location of the Host Organisation, contact details and contact person;

6.15.5 advise the student of all preconditions applying to the student imposed by regulatory authorities and/or the Host Organisation;

6.15.6 consult, through the Trainer, with the student and with Host Organisation regarding any reasonable adjustment sought by a student registered with Disability Services that will or may affect the placement;

6.15.7 ensure the Host Organisation is aware of any reasonable adjustments agreed between The Learning Professionals and the Host Organisation to accommodate a student with a disability;

6.15.8 identify and communicate to students and the Host Organisation the learning objectives of all Student Work Placements;

6.15.9 ensure that students receive an industry specific WHS briefing and information prior to the commencement of the Student Work Placement;

6.15.10 ensure that the Host Organisation has all relevant information about the Student Work Placement requirements, including a copy of this Policy, the Work Placement Training Agreement, the relevant Course information and the Host Organisation WHS Information Sheet outlining responsibilities of Host Organisations;

6.15.11 ensure that information regarding compulsory Student Work Placements have been communicated to international students in writing in the offer of admission as

| | | | |
|---------------------|-----|------------------|------------|
| Current Version No. | 1.0 | Next Review Date | 1 Aug 2022 |
|---------------------|-----|------------------|------------|

Student Work Placement Policy and Procedure

required by Standard 2, subsection 2.1.2 and Standard 3 subsection 3.3.1 of the ESOS National Code.

6.16 During the Student Work Placement, The Learning Professionals will:

- 6.16.1 facilitate, through the Student Work Placement Coordinator and/or the Trainer, ongoing communication between The Learning Professionals, the LP Work Placement site/Host Organisation and students;
- 6.16.2 maintain the confidentiality of student information;
- 6.16.3 organise and plan the Student Work Placement with students and supervisors and negotiate on aspects of student progress and assessment;
- 6.16.4 be in regular contact with all of the Host Organisation's sites at which Student Work Placements are being undertaken;
- 6.16.5 ensure the Trainer or delegate attends the Student Work Placement to monitor and/or assess the student.
- 6.16.6 be accessible by appropriate means of communication and during office hours to resolve with students and/or Host Organisations any issues arising relating to the placement; and assist to resolve any issues of concern arising between Host Organisations and students undertaking a Student Work Placement.
- 6.16.7 with regard to incidents and illness during the Student Work Placement, the RTO's Trainer will complete an incident report and take any actions required under the RTO's Critical Incident Policy and Risk Safety analysis.

6.17 In relation to assessment, The Learning Professionals will:

- 6.17.1 liaise with the Host Organisation and the student and thereafter complete a comprehensive assessment on each student's progress against the objectives of the Student Work Placement program.
- 6.17.2 seek feedback from and consult with the Host Organisation and students to evaluate the overall operation of The Learning Professionals' Student Work Placement programs; and
- 6.17.3 utilise information provided by students and Host Organisations as part of its responsibilities in reviewing subjects, courses and curricula of which Student Work Placements are a part.

6.18 Expectations in relation to the Host Organisation

- 6.18.1 Prior to a Student Work Placement, The Learning Professionals expects each Host Organisation will:
 - (a) nominate an officer of the Host Organisation as a Work Placement Supervisor to support and liaise with students and The Learning Professionals during the Student Work Placement
 - (b) advise relevant staff of the Host Organisation about the Student Work Placement program
 - (c) have in place appropriate insurances including public liability (\$10 million minimum) and professional indemnity cover;
 - (d) seek the consent of The Learning Professionals before offering or providing any remuneration to a student undertaking a Student Work Placement

| | | | |
|---------------------|-----|------------------|------------|
| Current Version No. | 1.0 | Next Review Date | 1 Aug 2022 |
|---------------------|-----|------------------|------------|

Student Work Placement Policy and Procedure

- (e) provide students and relevant The Learning Professionals staff with an appropriate orientation to the site and any necessary access swipe cards or identification documentation on arrival at the Host Organisation for a Student Work Placement.
- 6.18.2 While a student is on the Student Work Placement, The Learning Professionals expects each Host Organisation will:
- (a) adequately supervise students
 - (b) provide a safe workplace environment for students free from discrimination and harassment
 - (c) comply with responsibilities of a person conducting a business or undertaking as outlined in the Work Health and Safety Act 2011 and Work Health and Safety Regulations 2011, specifically in relation to the health, safety and welfare of students on Student Work Placements. This includes providing induction training to students (including WHS induction) before or at the commencement of the placement
 - (d) put in place adequate support for students to assist in achieving the objectives of the Student Work Placement, including:
 - i. modelling appropriate standards of professional behaviour for the relevant discipline,
 - ii. providing the student with an adequate workspace and with appropriate resources,
 - iii. providing an appropriate range of experiences for the student
 - (e) care for students and advise The Learning Professionals in the event of any accident, incident or illness affecting the student
 - (f) provide reasonable access to The Learning Professionals staff to the Host Organisation's premises to facilitate assessment and monitoring of student progress; and
 - (g) promptly report to The Learning Professionals should it become apparent that a student is having difficulty meeting the objectives of the Student Work Placement or is otherwise unable to continue with the placement.
- 6.18.3 In relation to assessment, The Learning Professionals expects each Host Organisation will participate in monitoring and evaluating each student's performance during the Student Work Placement. This includes making observations and providing feedback to students, as well as reporting to The Learning Professionals on the student's performance and progress.

6.19 Exceptions and Exclusion

- 6.19.1 Where a placement is terminated as a result of unforeseen circumstance arising at the Host Organisation, e.g., fire, the RTO will withdraw the student from the Student Work Placement and will arrange for an alternate Student Work Placement.
- 6.19.2 There may be circumstances in which RTO or the Host Organisation, in consultation with the RTO, determines that it is unable to continue a Student Work Placement. In these circumstances, The Learning Professionals will arrange for an alternate Student Work Placement, without risk of academic penalty, provided the termination of the existing Student Work Placement was not due to student misconduct or any matters in relation to the students Visa conditions.

| | | | |
|---------------------|-----|------------------|------------|
| Current Version No. | 1.0 | Next Review Date | 1 Aug 2022 |
|---------------------|-----|------------------|------------|

Student Work Placement Policy and Procedure

6.19.3 The Learning Professionals will manage unsatisfactory performance and/or misconduct by a student on a Student Work Placement in accordance with the relevant policies, including the Student Progression and Support Policy and the Student Conduct Policy.

7. DOCUMENTATION

7.1 The Learning Professionals Staff will provide the student with the mandatory documentation prior to commencement of placement.

7.1.1 If Work Placement is taken place at LP Work Placement site, the following document is required:

- **Work Placement Training Agreement.** The student will sign 2 copies:

- 1 copy for The Learning Professionals administration. To be placed on student's file for reference
- 1 copy for Student's personal records.

7.1.2 If Work Placement is taken place at external Host Organizations, the following documents are required:

- **Work Placement Training Agreement.** The student will sign 3 copies:

- 1 copy for The Learning Professionals administration. To be placed on student's file for reference
- 1 copy for Student's personal records.
- 1 copy for Host Organisation.

7.2 The student is required to return mandatory documentation prior to commencement of Student Work Placement. If the student fails to submit the completed mandatory documentation to The Learning Professionals staff before commencement of placement, then the student will not be able to attend as scheduled or until the required documentation has been received.

7.3 The Learning Professionals staff will follow up with any student that has not provided the completed documentation prior to commencement of Student Work Placement. The Learning Professionals Staff will notify the Host Organisation of any changes in the commencement of Student Work Placement.

8. STUDENT WORK PLACEMENT INDUCTION PROGRAM

8.1 Before attending Student Work Placement, the student will be required to attend placement induction program.

8.2 During this induction program, the topics to be covered are/but not limited to;

- Work health and safety
- Manual handling
- Attendance – including reporting absence
- Student assessments
- Assessment schedule
- Reflective practice
- Employability skills
- Placement log books – Student, Supervisor & Trainer placement books

| | | | |
|---------------------|-----|------------------|------------|
| Current Version No. | 1.0 | Next Review Date | 1 Aug 2022 |
|---------------------|-----|------------------|------------|

Student Work Placement Policy and Procedure

9. WORK PLACEMENT REQUIREMENTS FOR STUDENTS

9.1 Attendance

- 9.1.1 Students are required to attend as per the hours agreed upon within the Student Workplace Agreement. Student Work Placement is 20 hours per week.
- 9.1.2 Absent from Student Work Placement is defined as;
- Leaving early
 - Arriving late
 - Absent for the whole day/week
- 9.1.3 If the student is absent then they must, as soon as responsibly possible;
- Inform the LP Work Placement site/Host Organisation of their absence via phone call.
 - Inform the Trainers via email or The Learning Professionals student services.
- 9.1.4 When the student is absent, they are required to make up the missing hours. It is the student's responsibility to negotiate with the Work Placement Provider to attend for the missing hours.
- 9.1.5 Where absence falls on an assessment visit, students must notify Trainers as soon as responsibility possible.
- 9.1.6 Lunch/rest breaks are mandatory. Student Work Placement will reflect employment conditions as per the Fair Work Act 2009.

9.2 Assessment tasks

- 9.2.1 Students will be informed during placement induction of the requirements for completing assessment tasks.
- 9.2.2 Depending on course requirement, assessment tasks are to be completed and assessed during Student Work Placement as per the guidelines for each unit of competency. Re-assessment will take place whilst on Student Work Placement. It is the discretion of The Learning Professionals staff conducting assessment if the student can re-submit evidence after placement has ended. This will be determined by individual student needs and situations.
- 9.2.3 Where a student fails to submit their work during Student Work Placement, The Learning Professionals staff will extend placement time until it is completed. Students will not complete the Course if placement has not been assessed as completed.

9.3 Non-Compliance

- 9.3.1 For the below non-compliance with the Student Work Placement policy, the following procedure for discipline will be applied:
- When a student fails to notify The Learning Professionals staff of an absence, the student will be issued with a warning letter. Three warning letters can lead to cancellation of the student's placement.
 - If student is found to be in breach of the Student Work Placement policy, The Learning Professionals will take appropriate action based on the severity of the student's breach.
 - If the student behaves in the above described manner, the student will be asked to leave the Host Organisation premises (where appropriate). The Learning

| | | | |
|---------------------|-----|------------------|------------|
| Current Version No. | 1.0 | Next Review Date | 1 Aug 2022 |
|---------------------|-----|------------------|------------|

Student Work Placement Policy and Procedure

Professionals staff must complete an incident form to record all the necessary information (e.g. date, time, people involved, nature of the incident etc.). The student will also be issued a warning letter. Three warnings can lead to the cancellation of the student's placement and/or enrolment. Severe breaches can lead to immediate cancellation of enrolment.

- If the Host Organisation makes a complaint to The Learning Professionals staff based on student performance and/or behaviour, the The Learning Professionals staff will investigate and record all necessary information. It will be up to the discretion of the Work Placement Service if the student placement will continue.

- 9.3.2 Based on the severity of the student breach, The Learning Professionals staff will consult with Head Trainer and Training manager to negotiate if a new Student Work Placement will be arranged. Timelines for re-negotiation of Student Work Placement is dependent on industry availability.
- 9.3.3 The CEO must, prior to implementation, approve any disciplinary actions arising from breaches of the Student Work Placement policy.
- 9.3.4 Any decision by the Training manager in relation to student discipline can be appealed using the Student Complaints and Appeals procedure.

| VERSION HISTORY | | | | |
|-----------------|---------------------------------|---------------|--------------------------|---------|
| Version | Approved by | Revision date | Description of change | Author |
| 1.0 | Joanne Cornelius & Leon Semmens | | Original, first release. | Hien Le |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

| | | | |
|---------------------|-----|------------------|------------|
| Current Version No. | 1.0 | Next Review Date | 1 Aug 2022 |
|---------------------|-----|------------------|------------|