



WORK PLACEMENT FAQ's

POLICY NUMBER: NC18-PP029

RESPONSIBILITY: OPERATIONS MANAGER

The below information is relevant to those students who have enrolled into a course where a practical placement is a compulsory requirement in order to successfully obtain a WAIFS qualification.

1. Is every WAIFS student guaranteed a work placement? If not, when may a work placement not be available?

All students *should* have access to a work placement whilst studying their course (if it is a requirement of the course at WAIFS). However, WAIFS reserves the right to not approve a student to attend a work placement.

Students should be aware that WAIFS may not allow a student to commence a work placement if any or all of the following occur:

- (i) *Student Misbehaviour and/or Extenuating circumstances exist – Refer to WAIFS' Deferral, Suspension and Cancellation Policy and Procedure;*
- (ii) The student does not maintain a *minimum of 80% cumulative attendance* in the course which has the work placement requirement;
- (iii) WAIFS' Trainer (with agreement from the relevant Head of Department) does not believe that the student is ready for their work placement and that they will not perform to the level expected by a student in a work placement setting, and;
- (iv) Any other reason which the WAIFS' Trainer (with agreement from the relevant Head of Department) believes will mean that the student should not be placed in a work placement setting.

To expand one example above: If a student does not attend at least 80% of their scheduled classroom lessons, WAIFS may consider it reasonable to believe that the student is not likely to meet the accepted minimum standards in a work setting, being that you attend a work place every day you scheduled to and that you neither arrive late, nor leave early. There may be circumstances where this will not be correct.

WAIFS' Trainer and Head of Department (or appropriate alternatives) will meet with a student with where WAIFS is considering not offering a work placement before any work placement is scheduled to commence and as soon as is practicably possible after the WAIFS' trainer and/or Head of Department are aware of an issue in this regard..

Students will have the right to access WAIFS' appeals process in accordance with the Complaints and Appeals Policy at www.waifs.wa.edu.au

Students must understand and appreciate that work placements take place in real businesses. The businesses which offer work placements do so with the intent of helping equip the next generation of workers with the skills needed to work within that role and to ensure they meet industry standards required by the industry. Businesses do not have to offer a work placement. It is a benefit and not a right.

A student who has a poor/unreliable performance at a work placement can have a negative effect on:

- (i) The student's course outcomes;
- (ii) The student's mental health;
- (iii) The availability of work placements for current and future students of WAIFS, and/or;
- (iv) WAIFS' reputation and the ongoing success of the business for current and future students of WAIFS.



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The student may be:

- (i) Informed that WAIFS will not agree to work placement for the student in writing and stating the reasons why. The student will be able to access WAIFS' appeals process in these circumstances in accordance with WAIFS' Complaints and Appeals Policy. See www.waifs.wa.edu.au
- (ii) Placed on a formal intervention which looks to address any issues to bring the student to the required standard for a work placement – See WAIFS' "Management of Course Progress" policy and procedure.
- (iii) Asked to meet with the Marketing Manager to discuss the appropriateness of the course for the student and to consider alternative options;
- (iv) Any other option considered appropriate by WAIFS' HoD, Marketing Manager, Campus Manager/Office Manager, Operations Manager (or appropriate alternative).

Notes:

- (i) A student will not be released from WAIFS where it is believed they have not done all that they can to engage in their course fully and to obtain a successful outcome. This includes not engaging fully in a formal intervention (if applicable) and/or where WAIFS believes the student has behaved in such a way in order to try and gain release from WAIFS. Students should refer to WAIFS' policies on Transfer between Registered Providers and Deferral Suspension and Cancellation for further information. See www.waifs.wa.edu.au
- (ii) Refunds will not be payable in these circumstances. Refer to WAIFS' Refund policy at www.waifs.wa.edu.au

2. What are the minimum standards WAIFS expects from students when in a workplace setting?

- Being punctual and attending your work placement on the dates and times you are scheduled for. Please note that if your work placement hours are from 9am-5pm, you should not turn up at 9am and have a cup of coffee and a chat before beginning. Instead you will be ready at 9am to begin work.
- Ensuring you give notice in advance of any unexpected absence (e.g. illness) to both your work placement **and** your WAIFS trainer. This does not mean predicting when you will be ill!
- You do not negotiate your working hours unless it is an emergency. This includes leaving/starting at a different time due to social reasons, inconvenience etc.
- Looking professional and presentable at all times:
 - Wearing a clean (washed and ironed) work placement uniform at all times
 - Ensuring you are well groomed at a times (e.g. hair brushed, teeth brushed, deodorant etc.)
- You are to be courteous to your peers, customers and employers and to look and act in a professional manner at all times. This includes being willing to observe, learn, participate and help out at your work placement – this is a great way for you to learn what is involved when working in a real life environment.
- During work placement hours you do **not**:
 - Use your mobile phone unless instructed by your employer or on break.
 - Post anything on social media in relation to your practical placement unless approved by WAIFS and/or your employer.
- Speak in English at all times. The work placement is a great place to improve your English and to learn the language used in the work environment/industry. Do not exclude work colleagues by speaking in a language they do not understand.
- Understand and appreciate the time your employer has taken to support and train you. Remember this is by choice and is not an obligation for them.
- Be aware that as you are new to the industry and/or organisation, you may be allocated basic tasks to perform. Do not be discouraged. Instead, remember that this is a great way to show and perfect these fundamental responsibilities and to show your determination to learn and grow within the role.
- Become a valuable student/employee during your work placement. This could benefit you in regards to future opportunities.

The standards are what we consider common sense in any workplace setting. Remember you are representing yourself, WAIFS and all students who come after you wanting a work placement.



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3. Where are work placements located?

A work placement can be situated anywhere in the Perth Metropolitan area. This includes all postcodes EXCEPT for the following: 6041 to 6044, 6083 to 6084, 6121 to 6126, 6200 to 6799.

4. What are the work placement days/hours?

Work placements can take place on any day(s) of the week from Monday to Sunday and at any time of the 24 hour day. Many industries in which work placements are obtained operate on a 24 hour day, 7 days a week basis (e.g. aged care homes).

5. How does a student give consent to working at a practical placement?

When students enrol into a course at WAIFS that requires a work placement to be undertaken, students are confirming that they accept and agree to attend a work placement in the Perth Metropolitan area during the hours and days stated by the work placement provider. WAIFS will endeavor to find a work placement based on its suitability and convenience for the student. However please note this cannot be guaranteed. At busy periods and on other occasions, it may not be possible for WAIFS' staff to contact multiple centres in multiple locations for a student. Students should always be aware of their own safety and should consider the most appropriate means of transport when travelling to and from their work placement, especially if they are required to travel during unsociable hours. Students at enrolment accept that they may need to travel for the practical placement and as such may find it easier to travel by car. Therefore students should keep in mind that they might need to budget to purchase, maintain and run a vehicle in Perth.

6. Do I have to wear a WAIFS uniform? What if I already work there?

Yes you do, even if you are currently an employee there. This is because when you are on a work placement, you are covered by WAIFS' work experience insurance. This requires you to be clearly identifiable as a work placement student in the work environment.

7. A friend/someone did the course before – can I use their uniform and not pay for a new one?

Unfortunately no you cannot. WAIFS requires students to have and maintain the highest standards of dress at their work placement. As a result WAIFS will provide a new uniform to each student at the beginning of their work placement.

8. Can I ask my work placement for future opportunities?

You should not ask them to provide you with any future opportunities. Instead your high standards, work ethic and skill sets should be what makes you stand out and as a result they will approach you to discuss your future. If they do not approach you it is not advised for you to ask them directly as it could be construed as rude/pestering and be problematic in regards to completing your work placement/future students' work placements.

If a work placement is ended by an organisation due to unsatisfactory behaviour/attitude by the student, WAIFS will not supply a subsequent work placement for the student.

9. Can I arrange a work placement myself?

WAIFS prefers to arrange your work placement on your behalf. This is because:

- a) WAIFS' employees who arrange work placements are aware of all of the requirements when organizing a work placement (e.g. work, health and safety, insurance requirements).
- b) WAIFS has built strong relationships with work placement providers over the years. WAIFS will endeavor to match the student with a work placement that suits them, wherever possible. This includes not only the location and hours at the organisation but also in terms of work-place culture.

Once a WAIFS trainer has arranged a work placement for the student, the student will be informed via verbal, written or electronic communication. This will detail the name and dates of work placement as well as any other relevant information that the student must know before commencing their work placement.



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10. What if I already work/have approached an employer in the industry and they are willing to allow me to complete my practical placement with them?

In these circumstances, WAIFS is generally willing to work with you to arrange the placement. WAIFS still needs to contact the potential work placement to make sure that it is appropriate in regards to allowing you to meet course requirements, and providing a safe and supervised environment.

11. What happens if I do not/refuse to attend a work placement?

If you refuse to attend a work placement and the work placement is in Metropolitan Perth, WAIFS does not have to provide a second/subsequent work placement. On some occasions however, WAIFS may choose to do so. Please note that if one of the following situations occurs:

- (a) The student does not inform WAIFS that they are unable to/refuse attend the arranged work placement less than 48 hours before the work placement commences;
- (b) The work placement informs WAIFS that the student has not attended their arranged work placement on the date and time it was due to commence (confirmation of this does not have to be on the actual day);
- (c) The student informs WAIFS on the day or after the date that the work placement is scheduled to commence;

WAIFS will not arrange a subsequent work placement for the student unless the student can provide compelling and compassionate circumstances which meant that the student was both unable to attend the work placement and unable to notify their trainer at WAIFS before the work placement commenced. This will be assessed by the WAIFS team as to whether the reason is legitimate and assessed on a case by case basis.

*The only method of communication the student should use to contact WAIFS in regards to (a) to (c) is via email. No other form of communication will be accepted by WAIFS as a formal notification.

However if you are posting to social media and/or making phone calls from hospital over the period, compassionate and compelling circumstances would not be accepted. Compassionate or compelling circumstances will also not be accepted by WAIFS if you attend your paid work over the period in question.

When you sign WAIFS' Acceptance of Offer, you are giving permissions to a WAIFS admin staff member to be able to contact and be provided with information relevant to your stated reason for absence (refer to points (a) to (c)), including any relevant medical information and any attendance at paid employment over the period.

12. What happens if my work placement asks me to leave/informs WAIFS they do not want me back?

WAIFS will contact both the work placement and yourself separately to get a detailed account of what has transpired. We will try and then work with both parties to resolve any differences and obtain a positive outcome wherever possible.

However, if the work placement refuses to continue the work placement, WAIFS will then have to make a decision as to whether we will offer a subsequent work placement to a student. This may include meetings with both parties (together or individually) and a review of any appropriate/relevant documentation.

If students are given a second work placement, WAIFS will work with you to help arrange it. WAIFS cannot guarantee a second work placement will be found and course refunds will not be given to a student where the student is deemed to be at fault for the failure of the first work placement. *WAIFS will inform you of this if it is deemed to be the case.*

If a work placement is deemed to be at fault for the failure of the first work placement, WAIFS will commit to working with you to find a subsequent work placement. If one cannot be found (based on WAIFS standard criteria) then a refund of any fees paid for weeks not yet studied will be paid by WAIFS excluding a \$250 withdrawal administration fee.

There may be conditions placed on a subsequent work placement depending on the reason for the first work placement's cancellation. You will be expected to sign and agree to these before WAIFS agrees to arrange any subsequent work placement.



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13. Will I be released by WAIFS to study somewhere else if I do not successfully complete a work placement?

This will depend on the reason for the non-completion and as to whether you have done everything you reasonably could do to complete your course. You should refer to WAIFS "Transfer Between Registered Providers Policy" for more information.

14. What if I disagree with any decisions made?

You can access WAIFS' Complaints and Appeal Policy at www.waifs.wa.edu.au. WAIFS will maintain your enrolment throughout the period of any appeal wherever possible.

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