



WORK-BASED TRAINING POLICY AND PROCEDURE

POLICY NUMBER: NC18-PP028

RESPONSIBILITY: OPERATIONS MANAGER

CONTENTS

1. Introduction	2
2. Establishing work-based training placements	2
3. How does WAIFS record an employer as a “Host Employer” for a work-based placement?	3
4. What is the Work-based Training Agreement?	3
5. What must a HoD/Trainer ensure is discussed with a Host Employer?	3
6. Consultation with Host Employers for Continuous Course Improvement	4
7. What happens when a student does not attend their full work placement for any reason?	4
8. How to Manage a Host Employer when a student is not attending for any reason	4
9. How does WAIFS prepare the Student?	5
10. How to Manage a Student when a student is not attending for any reason	5
11. Making Reasonable Adjustments?.....	5
12. Police checks/Working with Children Checks/Immunisations/First Aid etc.	6
13. Conducting assessment	6
14. Student attendance to be recorded on work placement	6
15. An example of how a student who was thought of as “No” gets approved for work placement.....	6
16. Are students made aware of all of the work placement conditions pre Enrolment?	7
17. Dissemination of Policy	8

**THIS POLICY AND PROCEDURE IS FOR USE BY WAIFS STAFF ONLY AND IS NOT
MADE AVAILABLE TO STUDENTS.**



West Australian Institute of Further Studies

1. Introduction

- 1.1 This policy and procedures relates to WAIFS' students on student visas undertaking work-based training as part of their course at WAIFS and where it is a WAIFS' requirement that they do so to be eligible to obtain a full certificate for the course (subject to successful completion of all course requirements by the student).

2. Establishing work-based training placements

- 2.1 WAIFS' employees administering work-based placements (also called work placements or work-based training) are responsible for establishing and maintain appropriate work placements for WAIFS students in all aspects. This is generally undertaken by the relevant course Trainer/s and/or Head of Department (HoD) (with appropriate administration support as required).

- 2.2 WAIFS' Trainer/s and/or Head of Department must ensure that WAIFS' work-based placements are carried out in appropriate businesses (known as Host Employers), where:

- (i) The Host Employer is believed to be an appropriate Host Employer for this purpose after WAIFS Trainer and/or HoD has made an assessment in accordance with this policy and procedure.
- (ii) WAIFS' student will be able to attend the work placement in a reasonable journey time (for this policy, taken to be 1 hour or less each way). This will not always be possible but where WAIFS has the availability of a work placement (or one can be arranged reasonably easily without impacting other areas of the relevant WAIFS course) it should be done;
- (iii) The student should reasonably be able to achieve the learning outcomes at the Host Employer i.e. WAIFS' Trainer/Head of Department should ensure that the Host Employer can offer the full range of experience required by the WAIFS' student in their work placement e.g. If the work placement is in a child care centre, does the centre have a babies room as caring for babies is a compulsory unit of the Diploma and Certificate.

Note: This may not always be possible and there may be a reason that WAIFS wants the student to attend the Host Employer where not all requirements can be met.

For e.g. a Child Care centre may be rated as "exceeding" requirements by the Australian Government, would be a great place for a WAIFS student to get some experience but has no babies' room. The WAIFS' Trainer and/or HoD must then arrange an additional work placement to take place generally subsequent to the first work placement) where the additional requirements can be met (subject to satisfactory student performance)

- (iv) WAIFS' student will be given an appropriate workplace induction (including work, health and safety).
- (v) An appropriately qualified supervisor at the host employer (qualified by experience and/or qualification) will be available to supervise the WAIFS student. *Note:* More than one person can fill this role in the workplace.
- (vi) The workplace is a safe environment for WAIFS student. (This can never be guaranteed but WAIFS trainer should complete *WAIFS' Work Placement Health and Safety checklist* to assess whether the work placement meets WAIFS' minimum requirements in this area.) This is available on WAIFS' shared drive.

- 2.3 The majority of these areas can be assessed during discussion with the Host Employer (the employer who is taking a WAIFS student on work placement). The Head of Department (HoD)/trainer may need to talk to more than one employee to assess all of the information. Although this should not be an overly intrusive process, WAIFS HoD/trainer will need to satisfy themselves in these areas.

- 2.4 WAIFS HoD/Trainer must ensure:

- All required WAIFS' forms and checklists are completed, including (but not limited to) the Work Based Training – OHS checklist and the 3-Way work-place agreement;
- Any supporting documentation required is obtained from both the student and the Host Employer;
- Meeting notes/Host Employer observations made by the HoD/Trainer are recorded in the Student Management Database (currently WISENET) under the appropriate business.



West Australian Institute of Further Studies

3. How does WAIFS record an employer as a “Host Employer” for a work-based placement?

- 3.1 WAIFS’ HoD/trainer should ensure the work placement details are entered into the Student Management Database (currently WISENET). The details of the assessment of the work placement should also be entered here.
- 3.2 WAIFS HoD/Trainer should ensure the Work Placement is entered into WAIFS excel spreadsheet register of work-placements maintained in the Training and Assessment Drive.
The recorded details should include:
- (i) Name, Address and contact details of work place
 - (ii) Contact name and position
 - (iii) Overall assessment of work placement – this will be limited to Exceeding, Good, Average, DO NOT USE. Full details of the placement will be maintained in the student management database (currently WISENET).
 - (iv) How many work placements they have agreed to take for WAIFS’ students on an ongoing basis
 - (v) When these work placements are available (as applicable).
- 3.3 This spreadsheet must be maintained and up to date as it will be the “Bible” of Work placements available for WAIFS students. It is therefore very important that details are up to date in terms of contact person, assessment of quality of work placement etc.

Note: A work placement rating of Average and above is appropriate for a work placement for a WAIFS student. The preference will always be for higher. WAIFS HoD/Trainer must remember most work placements will be average, by default (this is how an average is created).

4. What is the Work-based Training Agreement?

- 4.1 WAIFS has a 3-way work based training agreement relating to work-based training; an agreement between the student, host employer and WAIFS which details the respective responsibilities of each party in relation to the work-based training placement. *The agreement must be signed by all parties prior to commencement of any work-based training placement.* A file of agreements filed in Alphabetical order MUST be maintained by each training department.

5. What must a HoD/Trainer ensure is discussed with a Host Employer?

- 5.1 There is a detailed list of WAIFS’ responsibilities to the employer and vice-versa in the 3-way work placement agreement. WAIFS HoD and/or trainers must ensure all issues detailed therein are discussed and explained to the Host Employer.
- 5.2 The obligations the Host Employer has to WAIFS’ student, including (but not limited to):
- OHS or WHS (as applicable) and other relevant workplace legislation;
 - Ongoing appropriate workplace supervision throughout the work placement period;
 - Emergency and accident procedures;
 - How to complete the work placement book – how often it is recommended, what comments are helpful etc.
 - the skills to be learned, enhanced or demonstrated during the placement are clearly specified and agreed to in writing;
 - ESOS Framework and National Code 2018
- 5.3 What WAIFS and the Host Employer will do during the work placement period:
- Agree the dates WAIFS trainer will attend the work placement and what will be done during those visits e.g. to assess the student in the work place. *Remember: WAIFS is responsible for the decision of competent or not in each unit, not the Host Employer. Visits by WAIFS to perform assessment (particularly if the Host Employer Supervisor has already assessed “Satisfactory/Not Satisfactory” will give additional confidence to WAIFS’ Trainer and HoD if the decision is the same as the Host Employer. If not, then this needs to be addressed professionally.*
 - Provide contact details to each other and explain when they can be used e.g. any time for an accident/incident or work hours only for attendance issues.
 - What WAIFS requires in terms of student attendance;
 - Confirm insurance coverage arrangements made by WAIFS for our students;
 - WAIFS has arranged for students to be insured during work placements and covered for any accident to themselves or others. Copies of the relevant extracts of the insurance policy should be provided to employers as reassurance in this area;



West Australian Institute of Further Studies

- Confirm Host Employer capacity to accommodate student's special needs (including disability, cultural and/or specific needs), if applicable;
- Confirm when and how feedback will be given by WAIFS and the Host Employer.
- Requirements for Police check, Working with Children Check (WWCC), immunisation requirements and any other special requirements, (if required).

6. Consultation with Host Employers for Continuous Course Improvement

- 6.1 WAIFS' Head of Departments and Trainers will work with approved host employers to ensure continuous improvement of the course programmes which are offered and to ensure that they continue to meet the needs of all key stakeholders, including students and employers (as representatives of current industry requirements).
- 6.2 WAIFS should encourage all new (and continuing) host employers to have input into the training and assessment strategies of WAIFS' accredited courses. This does not mean that all suggestions have to be followed/ incorporated but trainers should always remember that the relevancy and currency of how WAIFS teaches and assesses its courses are how the ongoing quality of graduates is maintained.
- 6.3 Enabling input can be achieved in a number of ways including:
- (i) When the outcomes, training requirements and assessment of the work-based training placement are discussed with a host employer, they can identify easily if anything has changed in how things are done in industry since the last placement occurred to ensure that current placements are relevant (pre placement training can also then be updated to reflect current practices);
 - (ii) During and post-placement feedback.

Any amendments which are recommended for any WAIFS course should be listed in WAIFS "continuous improvement" register which is available on WAIFS' shared drive. Where amendments are made to the course, this should be detailed in the CI register.

7. What happens when a student does not attend their full work placement for any reason?

Sometimes, a student will not participate in/complete work-based training placements.

- 7.1 This may be due to:
- Illness and/or compassionate and compelling circumstances;
 - Inadequate course progress;
 - Not attending (at all or irregularly), which may be deemed "Student misbehaviour" – refer to WAIFS Deferral, Suspension and Cancellation Policy.
- 7.2 If a student is unable to attend/complete work-based training *due to illness or compassionate or compelling circumstances*, WAIFS Admin, Head of Department and Trainer/s will need to:
- Admin – Ensure the medical certificate/supporting documentation is verified as genuine. The student may need to sign the 3rd party approval form for this;
 - Trainer/HoD – ensure the work placement is informed as soon as possible – *See below for further information.*
 - Trainer/HoD – *Take appropriate steps with the student- see below.*

These can all happen reasonably contemporaneously.

8. How to Manage a Host Employer when a student is not attending for any reason

- 8.1 WAIFS staff (including, but not limited to, Admin, HoDs and Trainers) must never lose sight of the fact that the work placement is a real business and that training students is not a compulsory requirement/main focus of that business.
- 8.2 WAIFS HoD/Trainer must therefore ensure that the work-placement notification and situation management is a **priority**. *Without work placements a number of WAIFS' courses cannot be successfully completed.*
- 8.3 WAIFS HoD/Trainer should also ensure that communication with work placements takes place in the following order of priority:
- Face to Face meetings
 - Telephone calls
 - Emails



West Australian Institute of Further Studies

- 8.4 Emails are the least preferred form of initial contact as they are both impersonal and can be misunderstood. That said, WAIFS' HoDs/trainers SHOULD use an email to follow up another method of contact and confirm what has been agreed with the work placement.
- 8.5 WAIFS' HoD/Trainer should be aware that strong, effective relationships with Host Employers will ensure the ongoing success of work placements for WAIFS. It will also assist when dealing with any issues which may arise. Human nature is that people are more forgiving of people they have a strong relationship with than those they do not. This does not mean we are planning for mistakes! What it means is if WAIFS has a strong relationship with a Host Employer they are more understanding if something goes wrong.

9. How does WAIFS prepare the Student?

- 9.1 There is a detailed list of WAIFS' responsibilities in the 3-way work placement agreement record and WAIFS HoD and/or Trainers must ensure all issues detailed therein are covered in relation to the student.
- 9.1 There is a detailed list of student responsibilities in the 3-way work placement agreement record and WAIFS HoD and/or Trainers must ensure that the student understands all of these items before commencing work-based training placement. Students are to sign the agreement.
- 9.1 Students are to sign the 3-way work placement agreement prepared by WAIFS, in which the student signs that they are aware of all requirements for the work placement that relate to them e.g. Do not be late, Do not use your mobile phone etc.

10. How to Manage a Student when a student is not attending for any reason

- 10.1 The HoD and Trainer should be aware of and take steps to manager the situation efficiently, appropriately and effectively:
- (i) This may impact the ability of the student to complete their course within their current enrolment duration at WAIFS. The HoD/trainer must liaise with WAIFS' Admin in relation to the management of this situation (which may require a deferral/suspension of study – refer to WAIFS deferral, suspension and cancellation policy)
 - (ii) The student may need to have additional support even if the HoD/Trainer (in discussion with the student) believe that the student will be able to finish their course within the current duration of the student's CoE. Admin should be informed of this situation and the HoD/Trainer should ALWAYS ensure that meeting notes and decisions etc. (ANYTHING that relates to the student and their ability to complete their course/support required) MUST be recorded in the student management database (currently WISENET) under the specific student so that appropriate WAIFS staff have access to it.
- Note:** putting a note in the student management database does not mean that the HoD/Trainer should not inform admin. WAIFS works on communication. No-one will automatically know that notes are in the database for a specific student.
- 10.2 The HoD and Trainer must ensure the situation is monitored closely and a revised letter of offer (and new CoE)/formal intervention process are implemented if required into the future for the student.
- 10.3 The HoD/Trainer should enter the dates they will be monitoring the student as a Task in the student management database (currently WISENET) to remind them (and Admin) that the reviews are taking place.

11. Making Reasonable Adjustments?

- 11.1 WAIFS is required to provide reasonable adjustment for students with a disability to complete work-based training placements.
- 11.2 In order for adjustments to be made, the student must formally identify himself or herself as having a disability.
- 11.3 WAIFS cannot make adjustments, or inform the host employer about the student's disability, without the student's permission.
- 11.4 Where a student identifies himself or herself as having a disability and requests assistance the designated trainer coordinating the work-based training placement and Operations Manager, if appropriate, should:
- meet to ensure an accurate assessment of the requirements of the placement and the student's ability are made;
 - determine how the learning outcomes of the placement may be achieved while accommodating the



West Australian Institute of Further Studies

needs of the student; and

- discuss the information that will be provided to the host employer about the student and their requirements and who should provide it (as long as the student gives permission for information to be disclosed to the Host Employer).
- 11.5 WAIFS trainers also needs to consider the specific requirements of all students in order to comply with access and equity requirements e.g. female students, students with specific cultural requirements.

12. Police checks/Working with Children Checks/Immunisations/First Aid etc.

- 12.1 Where there is a requirement for students to provide a:
- Police Check
 - Working with Children Check (“WWCC”)
 - Proof of specific Immunisations
 - Proof of holding a current, valid first aid certificate at the appropriate leave
 - Other
- 12.2 This requirement must be clearly communicated to all prospective students by the HoD and/or Trainer and should be communicated at the beginning of a student’s course.
- 12.3 WAIFS prefers that this communication be an email to all Current students in the course informing them of the requirements. This should be done through the Student Management Database (currently WISENET) to ensure that a record is maintained. Trainers should all regularly remind their students (verbally is adequate) that they should check their emails regularly as WAIFS will communicate with them through their registered email address.
- 12.4 Once informed, Students will be responsible for ensuring that all requirements are met prior to commencement of their work-based training placement (although WAIFS student administration staff will assist them to complete the forms etc. if they are uncertain on what to do).
- 12.5 Students will pay for the cost of the Police Checks/WWCC/immunisations personally.
- 12.6 Students who have not obtained all stated requirements by the commencement of the work-based training placement will not be able to commence work-based training. Students should be informed of the importance of getting all of the requirements and the potential impact on making satisfactory course progress and completing within the expected duration of the course (see appropriate WAIFS policies for further information).
- 12.7 The student may be required to show the originals of any checks or immunisations or other requirements to the host employer.

13. Conducting assessment

- 13.1 Assessing skills taught in the course is the responsibility of WAIFS. The skills to be learned, enhanced or demonstrated (and the training required to achieve them) should be clearly explained to the student and the workplace supervisor before the placement begins and put in writing.
- 13.2 The workplace supervisor may provide evidence towards an assessment judgement, but the WAIFS' nominated trainer is responsible for the final assessment decision.

14. Student attendance to be recorded on work placement

- 14.1 Provision must be made to record the attendance of students while on work-based placement, including starting and finishing times.
- 14.2 The attendance record used must be provided by WAIFS. Attendance must be entered into WISENET for all students. Although WAIFS does not monitor attendance in vocational courses, non-attendance by a student can be used to identify students at risk of not making satisfactory progress.

15. An example of how a student who was thought of as “No” gets approved for work placement.

- 15.1 4 weeks before work placements are due to commence, the Trainer requests an attendance course to date report from WAIFS' Admin.
- 15.2 On reviewing the cumulative attendance % **to date** for the students, the Trainer identifies that a student has 66% attendance to date in the course.

Note: The Trainer should NOT review the possible % the student can still potentially attain before the end of their course as this is meaningless and only “potential”.

- 15.3 The trainer (and potentially HoD) should arrange a meeting with the student to discuss the work placement



West Australian Institute of Further Studies

and why the student should be allowed to attend when they are unable to attend 80% of their course.

- 15.4 WAIFS does not report on student attendance (except ELICOS) but uses attendance as an indicator. For work placements, the general rationale is “if you cannot come to college at least 80% of the time, WAIFS does not consider it likely that you will attend a work placement regularly”.
- 15.5 These meetings should take place as soon as possible after the HoD/Trainer is aware that attendance in a WAIFS course (which has a work placement) is an issue – *Refer to WAIFS’ “Management of Course Progress Policy and Procedure” for further information.*
- 15.6 It may be that at the meeting:
- WAIFS’ HoD/Trainer becomes aware of circumstances which mean a work placement could proceed. For example: The student is studying Diploma of Early Childhood Education and Care and is working in a child care centre (and has been for 6 months).
 - The HoD/Trainer have previously considered that the student is unlikely to regularly attend their work placement.
 - Based on the information obtained in the meeting and subsequent verification of statements made by the student (as applicable), the following may occur:
 - (i) The Trainer obtains the details of the child care centre and the centre give a glowing report of the student – including reliability. WAIFS HoD/Trainer go out to the centre and see if it can be child care centre for the work placement. The centre is a high quality centre - the student will benefit greatly from a work placement there. A support meeting (not a formal intervention as the student has shown with their related employer that they can perform well) is implemented with strategies to get the student to class more regularly. This is monitored and monthly meetings are arranged with the student. Tasks are set up in WISENET to ensure this is happening.
 - (ii) The HoD/Trainer should arrange for the student to have a meeting with the Marketing Manager (or appropriate alternative) to discuss this matter and whether the course is appropriate for the student. If the student agrees that the course is not appropriate, an alternative pathway can be considered with the student.
 - (iii) If the student would like to stay in the course, WAIFS may consider the option of a formal intervention being implemented.
 - (iv) WAIFS can consider whether to notify the student in writing with reasons why that they cannot attend a work placement. The student is also informed that they can access WAIFS appeals process and should refer to the Complaints and Appeals Policy at www.waifs.wa.edu.au
 - (v) *All decisions, meetings etc. must be updated in the student management database (currently WISENET).*

16. Are students made aware of all of the work placement conditions pre Enrolment?

- 16.1 Students are provided with Work Placement FAQ’s pre enrolment – they are sent to the student/agent with the letter of offer before signing and are also available on WAIFS’ website.
- 16.2 The following wording is in each training and assessment strategy where a course includes a work placement for satisfactory completion of the course:

“WAIFS is committed to providing high quality, relevant work placements to all students, wherever possible. There may be occasions where WAIFS will not approve a work placement for a student. This may be before or after a work placement commences. WAIFS has a responsibility to protect members of the public (and students themselves) from being harmed by students taking part in work-based training.

If there is evidence that a student’s skills or behaviour could present a risk to themselves or other people in the workplace, they may not be allowed to participate in a work-based training placement (or may be prevented from participating in a further work placement), at least for a period of time. This may mean that a student will not be able to complete their course and may affect their student visa.

There are other occasions where WAIFS may not approve a work placement for a student, including (but not limited to) where a student has already not satisfactorily completed a work placement, such non-completion being the fault of the student.

WAIFS’ students should ensure they read the Work Placement FAQ’s before enrolling into a course with a work placement. Students should contact WAIFS before finalising an enrolment to clarify any queries or issues on admissions@waifs.wa.edu.au



West Australian Institute of Further Studies

Students should be aware that if they are not able to complete or commence their work-based training, this may impact on a student's ability to make adequate course progress and/or this may or may not impact on the student's ability to complete their course within the expected duration of their course on their Confirmation of Enrolment (CoE) (if applicable). This may also affect a student's visa. (See also www.waifs.wa.edu.au/policies.)

Additionally, In accordance with Standard 9 of the National Code 2018 and WAIFS' policy on deferral, suspension and cancellation, WAIFS can suspend or cancel a student's enrolment for misbehaviour by the student. If WAIFS initiates suspension of a student's enrolment the student has 20 working days to access WAIFS' internal complaints and appeals process, unless extenuating circumstances relating to the welfare of the student apply.

If the student accesses WAIFS' internal complaints and appeals process, suspension or cancellation of the student's enrolment under this standard cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply. In these situations, WAIFS does not have to wait for the outcome of an external appeal before notifying the Department of Education and Training of the change to the student's enrolment status".

17. Dissemination of Policy

- All relevant WAIFS staff will be emailed the policy when changes are made. WAIFS staff are responsible for ensuring they read the updated policy and procedure (as appropriate) and raise queries with the Operations Manager in a timely manner.
- Policy is available on WAIFS shared drive.
- At training sessions.