



WORK PLACEMENT FAQ's

POLICY NUMBER: NC22-PP029

RESPONSIBILITY: Work Placement Co-Ordinator

The below information is relevant to those students who have enrolled into a course where a practical placement/ work placement is a compulsory requirement in order to successfully obtain a full certificate in the nominated 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 70% cumulative attendance* in the course which has the work placement requirement;
- (iii) WAIFS' Trainer (with agreement from the relevant Team Leader) 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 relevant Team Leader) 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 70% of their scheduled face to face classes, WAIFS may consider it reasonable to believe that the student is not likely to meet the accepted minimum standards in a work setting. These are generally:

- That you attend a work place every day you that you are scheduled to and that you neither arrive late, nor leave early.
- That you inform your work placement and/or work placement supervisor (using the method they prefer) of your absence from your scheduled work placement hours if you are unable to attend. This must occur BEFORE your scheduled hours of work placement – remember you are in a real business and they need to know who is there and who is not.
- That you inform your trainer and work placement co-ordinator at WAIFS of your medical absence BEFORE your rostered work placement hours. You should email workplacements@waifs.wa.edu.au and attached a medical certificate to the email. The subject of the email should be you Student ID, Student Name and ABSENCE FROM WORK PLACEMENT
- That you provide a medical certificate to both your work placement supervisor and your WAIFS' trainer for any scheduled work placement hours you did not attend at your work placement

WAIFS' Trainer and the Respective Team Leader (or appropriate alternative/s) will meet with a student 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 respective Team Leader are aware of an issue in this regard).

Students will have the right to access WAIFS' Complaints and Appeals process in accordance with the appropriate Policy at <http://waifs.wa.edu.au/policies-procedures/>



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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 to equip the next generation of workers with the skills and knowledge needed to work within that role and to ensure they meet current industry standards, as required. Businesses do not have to offer a work placement. *It is a benefit to WAIFS and its students 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.

The student may be:

- (i) Informed that WAIFS will not agree to provide a work placement for the student in writing, stating the reasons why. The student will be able to access WAIFS' Complaints and Appeals Policy. See www.waifs.wa.edu.au There is no deadline for when this will occur and will depend on the student's ongoing attendance, course progress and attitude, noting that these can change at any time throughout the course;
- (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 "Course Progress" policy and procedure at www.waifs.wa.edu.au
- (iii) Asked to meet with the Marketing Team Leader to discuss the appropriateness of the course for the student and to consider alternative course options;
- (iv) Any other option considered appropriate by WAIFS' Team Leaders, Marketing Team Leader, Administration Team Leader (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 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 scheduled. 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 all 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**:



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- Use your mobile phone unless instructed this is allowed by your host employer (generally only on break times).
 - Post anything on social media in relation to your practical placement unless approved by WAIFS and/or your host employer.
- Speak 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 minimum standards above 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.

3. Where are work placements located?

A work placement can be situated anywhere in the Perth Metropolitan area. This includes all Perth Metropolitan postcodes and can include the regional postcodes, including (but not limited to) the following: 6041 to 6044, 6083 to 6084, 6121 to 6126, 6200 to 6799. Regional placements are generally only granted at a student's request and generally only if these can be undertaken without affecting a student's ability to attend their face-to-face classes.

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 available operate on a 24 hour day, 7 days a week basis (e.g. aged care homes/disability providers).

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 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 *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. Students should therefore maintain a clean driving licence to enable them to drive in Western Australia. If a student commences a work placement (which they attended by driving) and then loses their ability to drive in Western Australia, the student must still attend the same work placement and will have to find alternative means of getting to and from the work placement e.g. Uber (or similar) or public transport. WAIFS is not obliged to find a student an alternative work placement in these circumstances.



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6. Will I get paid on my work placement?

The answer to this is generally NO. If you already work at a Host Employer, they may choose to pay you for your work placement. WAIFS does not get involved in this and a student must NOT ask to be paid even if they currently work at the Host Employer. When you are at a Host Employer as a student on a work placement you **must** wear WAIFS' uniform and be identifiable as a student in training – otherwise you may not be covered by WAIFS' insurance for students on work placement as part of their course. This applies whether or not you are receiving payment for your work placement.

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When you are at a Host Employer as a student on a work placement you **must** wear WAIFS' uniform and be identifiable as a student in training – even if you are receiving payment from your host employer.

If you are being paid for your work placement you are NOT covered under WAIFS' insurance for students on work placement. You must confirm that you are covered by your Host Employer's insurance. This is your responsibility and WAIFS will not be held liable if you have a workplace incident occur which requires an insurance claim and you subsequently find out that you are not insured.

8. 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.

9. What happens if I am injured on a work placement?

WAIFS' maintains insurance for all students who are on work placement at a Host Employer. This requires you to be clearly identifiable as a work placement student in the work environment. If you are injured while on a work placement, you should speak with your supervisor immediately and any appropriate first aid should be administered. If the provision of initial first aid - e.g. cleaning of a wound and affixing a plaster - is adequate for the injury, the supervisor at the work placement should contact WAIFS and inform them of the injury. WAIFS will liaise with the workplace, the student, WAIFS' work, health and safety advisors and the insurance company (as considered necessary) to ensure that the student is safe and has received appropriate treatment. WAIFS will arrange for additional treatment if required after liaising with the parties noted. Depending on the severity of the injury, you may be unable to attend your work placement until the matter is finalised. WAIFS will inform you what is happening as soon as is practicable.

10. What happens if I cause an injury/damage property when on a work placement?

WAIFS' maintains insurance for all students who are on work placement at a Host Employer. However, in these circumstances WAIFS will need to liaise with the Host Employer to understand why the injury/damage occurred when you are a work placement student under supervision. WAIFS will then be able to liaise with the Host Employer to best resolve the matter. This may take some time and may mean you are unable to attend your work placement until the matter is finalised. WAIFS will inform you what is happening as soon as is practicable.

11. A friend/someone I know 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.

12. Can I ask my work placement for future work/sponsorship opportunities?

No. Students must not ask Host Organisations/Employers to provide them with any future opportunities. Instead, high standards, work ethic and a student's display of skills, knowledge, ability and enthusiasm should be what makes a student stand out. As a result, a Host Employer may approach a student to discuss future options. If a Host Employer does not approach a student in this regard, a student must not ask the Host Employer



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directly as it could be construed as rude/pestering and be problematic for completing your work placement and/or for WAIFS obtaining future work placements for our students.

13. Can I arrange a work placement myself?

The answer to this is generally NO. 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.
- c) 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 of the Host Employer
- The address and phone number of the Host Employer
- The name of the student's supervisor at the Host Employer
- The proposed dates of the work placement (these may change based on Host Employer requirements and unforeseen events e.g. COVID-19)
- Any other relevant information that the student must know before commencing their work placement.

14. 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 **may** be willing to work with you to arrange the work placement. WAIFS will still need to contact the potential Host Employer to make sure that it is appropriate in regards to allowing you to meet course requirements, and providing a safe and supervised environment. WAIFS will undertake this process (where considered reasonable) and inform you (by email) if the work placement has been approved at this location.

Note: If WAIFS has already arranged a work placement for a student, the student cannot subsequently approach an alternative Host Employer and try and arrange their own. This is unprofessional and impacts the ability of WAIFS to:

- (i) Arrange appropriate work placements
- (ii) Ensure all appropriate paperwork is completed
- (iii) Assess a workplace for safety
- (iv) Develop and maintain positive relationships with Host Employers (thinking about the placement of current and future students)
- (v) Manage the workload of its staff effectively.

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

If a student refuses to attend a work placement and the work placement is in Metropolitan Perth (or was arranged outside Metropolitan Perth at the request of the student in writing), WAIFS does not have to provide a second/subsequent work placement to the student. On some occasions WAIFS may choose to do so.

Usually, if one of the following situations occurs, then WAIFS will not arrange a subsequent work placement:

- (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 received by WAIFS on the actual day but must be as soon as possible – and the student is not ill (and cannot prove they were ill by provision of a medical certificate - a statutory declaration is not accepted by WAIFS for this purpose).
- (c) The student informs WAIFS on the day or after the date that the work placement is scheduled to commence and the student is not ill (and cannot prove they were ill by provision of a



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medical certificate - a statutory declaration is not accepted by WAIFS for this purpose).

WAIFS will not arrange a subsequent work placement for the student unless the student can provide proof of *compelling and compassionate circumstances* which meant that the student was both unable to attend the work placement and unable to notify WAIFS and/or the Host Employer before the work placement commenced.

This will be assessed by the WAIFS team leaders on a case-by-case basis and a student will receive a reason for WAIFS' decision in writing. A student will have access to the Complaints and Appeals policy if they disagree with the decision made by WAIFS. Further information is available at www.waifs.wa.edu.au

**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.*

A student should understand that if they are posting to social media or communicating in any other way that they were well enough to have attended their work placement on the scheduled date and time, compassionate and compelling circumstances will not be accepted. Compassionate or compelling circumstances will also not be accepted by WAIFS if you attend other work e.g. 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.

16. 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 approved for a second work placement, WAIFS' work placement coordinator will work with you to arrange it, trying to accommodate your preferences. 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.

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 where this decision is upheld and agreed by WAIFS.

A student will have access to the Complaints and Appeals policy if they disagree with the decision made by WAIFS. Further information is available at www.waifs.wa.edu.au



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

Students should refer to WAIFS “Transfer Between Registered Providers Policy” for more information on this. Generally, if a student did not do all they reasonably could do to complete their course at WAIFS successfully, release will not be granted. A student will have access to the Complaints and Appeals policy if they disagree with the decision made by WAIFS. Further information is available at www.waifs.wa.edu.au

18. What if I disagree with any decisions made?

A student can access WAIFS’ Complaints and Appeal Policy at <http://waifs.wa.edu.au/policies-procedures/>. WAIFS will maintain your enrolment throughout the period of any appeal wherever possible.