

PRACTICAL PLACEMENT HANDBOOK

STUDENT



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Welcome to Practical Placement!

The nationally accredited qualification you have enrolled into includes the requirement to undertake practical placement. This is a great opportunity for you to apply the skills and knowledge you have acquired in a real workplace setting. This handbook is designed to provide you with all the information you need to know to get the most out of your practical placement experience.

Definitions

Host Employer: the organisation that is allowing you to complete practical placement hours and tasks in a workplace setting.

Employer: the organisation who has employed you to undertake paid work and hours in a given industry.

Traineeships: for those students undertaking a traineeship to complete their qualification, your host employer and employer can or may be the same organisation with two (2) separate functions:

1. Employer where paid work is undertaken as part of the traineeship
2. Organisation where practical placement tasks and hours are conducted

If you are employed to undertake paid work with the same organisation that you intend to complete your practical placement hours and tasks, you will still be required to complete the same practical placement documentation to satisfy the course requirements.

If you have any queries about this process, please contact studentsupportqld@ash.edu.au

What is Practical Placement?

Practical placement is where you are placed in a given workplace for a structured period coordinated by ASH Pty. Ltd. (trading as Ashley Institute of Training (ASH)) and a host employer. The purpose is to provide you with hands on experience in real workplace tasks under real workplace conditions, enabling you to gain the necessary experience and to be work ready at the completion of your course.

The program is broken into five (5) key areas where you, ASH, and the host employer play a significant part being:

1. Arranging the placement
2. Preparing students and host employers
3. Undertaking and monitoring practical placement
4. Documentation and reporting requirements and
5. Debriefing and evaluation.

Arranging Practical Placement

At the commencement of the course, you will be provided with information by your trainer and assessor regarding practical placement. ASH will work to place you with a host employer that is suitable both for you and the host employer. ASH will encourage you to contact the potential host employer to assist in developing your employability skills. Do not worry if you find this process challenging, we will support you with any problems or concerns you may encounter.

ASH does encourage students to arrange placement with their current employer. It is permitted under specific circumstances; ASH will assess the workplace to determine suitability if this is an option for you.

Agreement

You will be provided with a **D-010.2 Practical Placement Agreement** prior to the practical placement which sets out the following between ASH, host employer and you:

- Details of all parties involved
- Duration of placement including weekly and total hours, commencement, and conclusion dates
- Skill requirements relevant to the units of competencies and
- Responsibilities required by all parties.

It is important you read and understand the agreement, sign, and return to ASH **PRIOR** to the commencement of the practical placement.

Working with Children's Check/Police Check/NDIS Workers Screening Check

The qualification you are enrolled into requires you to obtain either a working with children's check and/or a police clearance and/or NDIS Workers Screening check **PRIOR** to the commencement of practical placement. These checks are mandatory processes and copies must be provided to ASH **PRIOR** to commencement of practical placement. Your trainer will provide you with further information.

Work Placement Orientation

Prior to the commencement of your practical placement, you are required to attend an induction with the host employer, this is mandatory. This is a great opportunity to familiarise yourself with the business, people, and facilities. The following points will be addressed during the induction:

- Description of the business including the values, objectives, structure, customers, and culture
- Job roles and responsibilities
- Student responsibilities
- Introduction to key personnel
- Work conditions such as uniforms, personal protective equipment, hours, breaks etc.
- Tour of the workplace and facilities
- Relevant procedures such as attendance, safety (risks, emergencies, reporting), confidentiality, grievance.

Employer Expectations

Your host employer will have certain expectations relating to your behaviours and attitudes as you undertake your practical work placement. Remember, you are representing the organisation and have a responsibility to show a positive image to the clients that you are working with. The basic expectations that you need to meet on a daily basis include the following:

- Show a good work ethic and a positive attitude toward your work
- Be honest and follow through on your promises
- Finish each task that is allocated to you, to the best of your ability
- Smile and enjoy the opportunity to work in a live environment

- Respect your clients, co-workers, and supervisors
- Be courteous, polite, and well-mannered
- Listen to instructions and ask questions if you are unsure
- Maintain high standards of personal presentation and hygiene
- Offer your help or ask your supervisor or co-workers for more work when you have finished a task
- Maintain Industry standards and practices as per your host employers' policies
- Stick to your allocated break times
- Work in a safe manner at all times by following the workplace's health and safety instructions, policies and procedures
- Do not engage in any personal activities during a work shift, including meetings with friends or family and using your mobile phone.
- Behave in a manner which is not disruptive to residents/ client and staff, both on and off duty.

DURING PRACTICAL PLACEMENT

Workplace Supervisor

During your induction you will be introduced to your workplace supervisor. This person will be your main contact should you have questions or concerns. Generally, this person will oversee the program and also monitor your progress by observing tasks you perform. Your supervisor may allocate a 'buddy' for your program which will be determined by your host employer. You will not be required to work unsupervised or alone on any shifts.

Workplace Trainer /Assessor

The role of the workplace assessor is to maintain regular contact by phone or email and will schedule visits throughout your practical placement. Whilst on practical placement you will be observed and assessed contributing to the outcome for the units relevant to the practical placement. If you are deemed NYC (Not Yet Competent) for any of these workplace tasks, you may request that the practical placement be re-assessed at a time that suits all parties involved.

Non-Attendance and Sickness

Attendance is an important part of the placement where you must undertake mandatory hours outlined in your practical placement agreement. Your host employer will provide you with your roster and you are required to attend all shifts allocated. Attendance must be recorded in the Practical Placement Workbook for your qualification and signed by the host supervisor during every shift.

If you are sick or unavailable for any of your scheduled shifts at placement you are to call (not text) your host supervisor and ASH immediately. The time spent absent will have to be made up in your own time and within the timeframe of the training specified on your training plan. A medical certificate also is required from your G.P. Further information on attendance and absenteeism will be explained during your induction.

Issues Arising During Practical Placement

ASH is committed to providing quality services which foster your needs and efforts in reaching competency. At any time, you feel 'at risk' of not achieving that competency, or if any serious issues arise during placement, please contact ASH to discuss.

What to do if you are injured on placement

In the unforeseen circumstance you are injured in an accident or incident ASH must be informed immediately. The host employer will discuss the process to you during your induction clearly outlining all responsibilities. You will also be required to complete an **F-024.2 Accident/Injury Report Form OR complete the Incident Report or documentation as part of the Host Facility's procedures.**

If you are injured whilst on placement, the following procedure will ensure early treatment is commenced and processed as quickly as possible. In the event of an injury while on placement you must:

- Report the injury to your supervisor immediately
- Seek first aid / medical treatment as necessary in accordance with the Host Facility's policy and process (your supervisor can assist you with this).

- Contact your RTO within 12 hours of the incident, providing the required information to ensure the incident is reported within required timeframes.
- Obtain a copy of the incident report or documentation completed as part of the Host Facility's procedures and forward to your RTO so it can be included in the incident report they will complete.

Confidentiality and Privacy

All host facilities place high importance on maintaining resident/client/children confidentiality and protecting privacy. You will have access to identifying information and need to be familiar and understand the relevant requirements of maintaining confidentiality.

These include:

- Sensitive documents including resident/client/children files are stored in a safe and secure area as per the facility's policy.
- Discussions of personal information about resident/client/children do not occur.
- Names and other personal details of people are not to be disclosed.
- All information concerning resident/client/children is treated with the strictest confidence.
- You are not permitted to release confidential information to the media, other health facilities, solicitors or any person not involved in the delivery of care to the resident/client/children.
- Any information obtained for an assessment must have permission of the resident/client/parent or carer.
- Information obtained to provide information for an assessment must have all identifiers removed.
- You are not permitted to take photographs of the resident/client/children or their files or medication charts.
- You are not permitted to upload any form of identifying information onto any social media platforms, including photos of yourself in a health care setting.
- When carrying confidential information ensure all identifying details are not visible and these items are not left unsecured in an area for inappropriate lengths of time (for example resident/client files).
- Remember also never to breach confidentiality of any health professional colleague's details (e.g. releasing personal telephone numbers).

Dress and Professional Appearance

You will need to ensure that you dress appropriately for the host employer. Neat, clean, ironed, and professional attire is required. The wearing of sweatpants, workout wear, leggings, and jeans of any colour is not permitted. Clothes may be fitted but should not be tight and must not show cleavage or midriff (including whilst bending and stretching) – see examples below. Shoes should be plain black in colour, fully enclosed, and made of non-absorbent materials with a minimal heel.

Long hair should be pulled back, and no body piercing jewellery is to be visible except a simple stud. Fingernails should be short and clean with no artificial nails or nail polish.

Good hygiene is also required during your placement including clean hair, teeth, hands and fingernails. This will also be discussed at your pre- placement interview and induction. Depending on the host employer you may be asked to wear a uniform and/or professional protective equipment and clothing.



Punctuality

Being on time is important, is noticed and monitored. Ensure you arrive 15 minutes before the start of your shifts and return from breaks as per instruction.

Smoking Restrictions

Smoking is **NOT** permitted in any buildings, and you will need to make yourself aware of the designated smoking areas outside and follow the host employer's policy and procedures. If you are a smoker, you must ensure that you wash your hands after your break – at no time, should you host employer and/or clients smell nicotine on your person.

Phone Usage

You must follow the host employer protocols in regard to personal and business phone usage. Do not answer the host employer business phone unless instructed to do so by your supervisor. Your personal mobile phone **MUST** be switched off or on silent and kept with your personal items during your shift. This is a mark of respect to the staff and clients you will be looking after. Your break times can allow you sufficient time to send and receive messages. If emergencies do arise, please follow the steps set out in this handbook and notify your supervisor.

Diversity

It is important that you recognise and appreciate diverse community groups including culturally and linguistically diverse groups, LGBTQIA+ and people with a disability.

Workplace Violence and Abuse

Any violence in the workplace is not tolerated and all host facilities have a policy on prevention and action to be taken in the case of actual or potential workplace violence.

If you are exposed to any incidence of workplace violence, contact your supervisor for support and debriefing, report the situation with any relevant documentation required by the host facility.

Cancelling a Practical Placement

Where a student has displayed unprofessional or unsafe conduct, this may result in removal from the host employer. If you are removed from a practical placement as a result of unprofessional conduct this will not guarantee another placement can or will be secured. In certain circumstances a removal from practical placement may also result in being suspended or withdrawn from the training program. Removal from a practical placement for reasons of a criminal nature may prevent your opportunities in the future.

Where a breakdown in the practical placement has occurred due to circumstances outside of your control, please notify ASH immediately. Where personal circumstances are affecting the continuation of the practical placement alternative arrangements will be sought.

Feedback

Your host employer will encourage your supervisors to provide feedback on your performance which we encourage you to use constructively and ask questions if you need clarification on any feedback given.

Practical Placement Documents

Listed below are the documents you are required to complete during your practical placement:

- D-010.2 Practical Placement Agreement
- Practical Placement Workbook
- F-024.2 Accident/Injury Report Form (if applicable) OR complete the Incident Report /documentation as part of the Host Facility's procedures.

Practical Placement Workbook

You are responsible to keep a record of all the tasks you completed, and skills gained. It is your responsibility to ensure that your training workbook is with you at all times and kept safe to prevent you having to do the hours or tasks again. This log is used as a form of evidence and must be handed to your trainer at the end of your practical placement. We recommend that you keep a copy of this for your own personal records.

How do I handle problems during practical placement?

During your work placement, some problems may arise that could impact on your ability to attend or finish a work shift. It is important that you understand how to respond appropriately in the event of these issues:

- **Late for work** – contact your host employer and let them know why you are running late and when you will be able to start your shift.
- **Unable to attend a shift** – contact your host employer as early in the day as possible and explain why you are unable to attend a shift – explain how long you may be unavailable for. Contact ASH and report the matter to your key contact.
- **Alternate paid work that clashes with your placement** – discuss this in advance with your host employer and ASH to ensure your shifts do not clash and you are able to meet the requirements of your practical placement.

What do I do when I have finished my placement?

You are responsible for ensuring your workbook is filled out accurately and signed by your host supervisor.

Student Support

The RTO will be responsible for supporting you during your shift, between business hours of 8.30am to 5.00pm, Monday to Friday.

Debrief Session

Your trainer will arrange a debrief session with you and the host employer to discuss the practical placement and evaluate the process for continuous improvement. Your attendance to this session is mandatory.

Frequently Asked Questions

Can I do my work placement after hours?

No. Work placement cannot be done during night shift on weekends or public holidays, nor can the placement facility request you to do so.

How many hours am I required to do?

Work placement hours vary from 120 hours to 240 hours. Your placement agreement will state the total number of hours.

Can I do my placement at more than one host employer?

Work placement can be conducted at more than one host employer although not recommended due to the complexity in coordinating a number of employers. There must be separate Placement Paperwork for every host.

What kind of work will I be expected to do?

Students on placement are expected to undertake a wide range of tasks relevant to their qualification. Do not expect to immediately be involved in complex tasks. The student must always remain under supervision and be identified as a non-employee (additional to rostered staff).

How will I be assessed on my placement?

You will be assessed by your trainer, who will visit you during your placement and observe you completing tasks. In deciding whether you are competent in a particular unit, the trainer will use these observations and your performance in the other assessment tasks including evidence from your practical placement workbook.

Your workplace supervisor's evaluation of your performance will assist the trainer to decide whether you are competent. Your supervisor will report on whether you:

- work the required number of hours
- always follow instructions and work safely
- perform consistently
- work effectively with a variety of colleagues and clients (especially difficult ones)

If you read the SME (Subject Matter Expert) Reports in this logbook, you will see other things your supervisor reports on.

Will I be paid?

No. Your hours will be unpaid in all programs. You are strongly advised to plan well in advance for both your financial and leave arrangements for this period in your program.

What insurance do I have or need?

As a student you are covered by specific insurances whilst on placement. Information about these policies is available on request from ASH and has been provided to the host employer.

Can I negotiate changes in the agreement?

Nothing is set in concrete. Should you need to discuss changes in terms of hours, locations etc. You must communicate this to both your host supervisor and ASH immediately. Should the changes be agreed, a new agreement must be signed by all parties.

What happens if I lose my practical placement workbook?

Your workbook is a form of evidence demonstrating that you have completed the necessary hours and conducted tasks to develop your skills and knowledge. It is your responsibility to ensure that your workbook is kept safe to prevent you having to do the hours again.

What if I want to cancel my placement before commencement?

Any cancellations or variations to your placement will affect your progression onto the next stage of your course and may also have an effect on you graduating with your fellow students. ASH may not be able to change the placement dates without incurring a fee or significant time delay. There is a possibility it may take up to 9 months to secure another placement for you. Please be aware of these consequences when choosing to cancel or vary your placement.

Who can I talk to?

Vocational Placement Coordinator

P: 07 3277 8777

E: studentplacement@ash.edu.au