

Toora Women Inc. Policy and Procedures

Section B: Human Resources

Area: Service delivery

Subject: Student Placement Policy

1. Scope

1.1 This policy applies to Toora Women Inc. (TWI) supervisors and students on placement.

2. Purpose

2.1 This policy provides guidance on legal and regulatory responsibilities, recruitment and selection of student placements. It also contains information regarding the supervision and management of students to ensure student placements are guided by fair and consistent principles and sound administration. In this way, there is a positive experience and outcome for both the student and Toora.

3. Definitions

3.1 A supervisor: is a person in management or a person with a social work degree who monitors and regulates employees in their performance of assigned or delegated tasks.

3.2 A student: is an unpaid person who is required to partake in workplace experience as part of an approved course of academic or practical study, or is a participant in a recognised student internship program. A student is not considered to be a volunteer.

3.3 A placement means assigning a student to undertake supervised learning at a workplace that is controlled by a placement provider, for the purpose of the student's practical education. A placement is a vocational placement as provided in the Fair Work Act 2009.

4. Policy Statement

4.1 TWI is committed to supporting student placements for the development of an appropriately trained and educated social and community sector workforce.

4.2 TWI is committed to providing an equitable, safe and encouraging workplace environment for students that is conducive to learning and is in line with current TWI's strategic objectives and organisational priorities.

4.3 TWI recognises the benefits student placements bring to the organisation.

4.4 Students on placement are not substitutes for paid staff members and will be adequately supported and supervised.

4.5 Toora is able to decide at its complete discretion whether to accept a student for a placement and to decide what placement the student will undertake.

5. Procedures

5.1 Identification of Placement Opportunities and Selection of Students

- 5.1.1 All applications for student placements are considered on an individual basis, based on personal competencies and relevant experience which demonstrate a capacity to achieve agreed outcomes.
- 5.1.2 Toora has a preference to generally, but not exclusively, offer policy placements to students enrolled in social policy, social science and diplomas relating to community work
- 5.1.3 Service directors are to identify possible placement opportunities in consultation with the ED.
- 5.1.4 All potential student placement candidates are required to participate in an interview with the relevant service director to determine tasks and learning opportunities consistent with the objectives of both the student's course and Toora.
- 5.1.5 The student will draft a Placement Proposal prior to commencement based on the discussion with Toora service directors and outlines:
 - 5.1.5.1 Proposed tasks and activities which are aligned with learning opportunities at Toora
 - 5.1.5.2 A realistic commitment regarding the length of the placement
- 5.1.6 The TWI supervisor must liaise with the student's academic liaison supervisor to confirm the course of academic or practical study and/or to assess the students' suitability and capacity.
- 5.1.7 Relevant screening checks, such as Criminal record and Working with Vulnerable People registration for the ACT will be carried out prior to commencement of the student placement.

5.2 Placement agreements and required documents prior to commencement

- 5.2.1 Before commencement of a placement, the student, the educational institution and Toora must agree on the expectations and responsibilities of all parties in a Learning Agreement. In general this Learning Agreement will be set out by the educational institution.
- 5.2.2 In the event that the academic institution does not have a Learning Agreement template, Toora's Student Placement Agreement can be used as a guideline to set out expectations between TWI and the student (**Appendix 2**).
- 5.2.3 The agreement is signed by the educational supervisor, student and the Toora supervisor and a copy needs to be sent to TWI Admin upon commencement of placement.
- 5.2.4 The student must sign and return a copy of Code of Conduct, Confidentiality Agreement, Working with Vulnerable People Registration and Police Check to TWI Admin before commencing the placement.

5.3 Support on commencement of Placement

- 5.3.1 Upon commencement, the TWI supervisor will refer to the Student Orientation Checklist to ensure all the relevant tasks are undertaken (**Appendix 1**).

- 5.3.2 TWI's student induction will provide an orientation of TWI's policies and procedures (See Orientation and Induction Plan - copy with service directors and Policy and Quality Assurance Officer).

5.4 Support during the Placement

- 5.4.1 The organisation provides the resources to adequately support the student for the duration of the placement.
- 5.4.2 TWI assigns a supervisor for the student throughout their placement to provide guidance and support to the student.
- 5.4.3 The student engages in continuous supervision while on placement with Toora.

5.5 Case management during Placement

- 5.5.1 Students will learn about case management procedures while on placement.
- 5.5.2 Students will only have client contact while with their assigned case coordinator.
- 5.5.3 Toora sets clear boundaries with students regarding access to client's files. Therefore, students only have access to the client file of the assigned client.
- 5.5.4 Students do not have access to the SHIP or SRS database that allows access to all clients at the services.

5.6 Remuneration

- 5.6.1 There is no remuneration or reimbursement of personal expenses for students on placement.
- 5.6.2 Travel expenses to and from the TWI sites and home are not reimbursable.

6 Legal responsibilities

- 6.1 TWI requires all students on placement to contribute to a safe, accountable and professional work environment in accordance with the Work, Health and Safety Act 2011
- 6.2 Upon commencement, students must sign and adhere to TWI's Code of Conduct, Placement Agreement as well as TWI's policies.

7 Insurance

- 7.1 While on TWI premises, students will be covered by the Public Liability Insurance held by TWI.

8 Orientation and Induction

- 8.1 Upon commencement, TWI has an obligation to make certain terms and conditions clear to students.
- 8.2 The student induction will include a discussion of supervision arrangements including who they can contact to ask for help, orientation to the office and equipment and security procedures.

8.3 Students will complete TWI's Student Induction Training to familiarise themselves with TWI's policies and procedures.

9 Resolving Difficulties on Placement

- 9.1 If there are problems arising from a student's performance or behaviour on placement, these should be discussed with the student and academic liaison supervisor from the educational institution as soon as possible. The same processes apply if the student experiences difficulties affecting their learning and/or performance.
- 9.2 If the issue is not resolved, then the TWI supervisor will discuss the issues with the academic liaison supervisor and possible consequences with the student. The situation will be resolved in accordance with the educational institution's policy and procedure.

10 Variation or Cancellation of Placement

- 10.1 The placement may be altered or cancelled at any time by the student or TWI.
- 10.2 The academic liaison supervisor and/or student will be notified of the reasons for cancellation/alternation in writing.
- 10.3 The student should inform the academic liaison supervisor and/or TWI as soon as possible if they wish to cancel their placement.

11 Completion of Placement

- 11.1 Students will be offered an end of placement interview with their TWI supervisor. For this final interview, students will be requested to bring along a completed Student Placement Evaluation Form (Appendix 3).
- 11.2 Students will be given an appropriate reference following their placement detailing their contribution to TWI, such as length of hours, range of activities and achievements.

Approved by	Board of Management: 16/03/2017
Consultation	With Leadership: 06/12/2016 With Advisory: 11/01/2017
Next Review Date	2020
Attachments	Appendix 1 - Student Orientation Checklist Appendix 2 – Student Contact Form Appendix 3 - Student Placement Agreement Appendix 4 - Student Placement Evaluation Form
Strategic Plan Alignment	<i>Goal 4: To ensure organisational ability to meet the needs of the expanding service.</i>
Quality Improvement Alignment	<u>Standard 1.3</u> Human resources are managed to create an effective and competent service
Risk Management Plan Alignment	Risk No. 2.8 Staff aggression Risk No. 3.7 Incidental Accident
Legislation	Fair Work Act 2009 Work Health Safety Act 2011 Work Health Safety Act and Regulations
Related Policies	<ul style="list-style-type: none"> • Code of Conduct • Privacy and Confidentiality • Criminal record Check • Conflict resolution and grievance process • Supervision
Version Control	Version 1



STUDENT ORIENTATION CHECKLIST

The following checklist has been designed for use with new students on work placement at Toora Women Inc. (TWI).

It is the responsibility of the assigned TWI supervisor to ensure the induction takes place including arranging the necessary resources and organising meetings.

It is the responsibility of the new student to complete the checklist and return it to the TWI supervisor no later than 2 weeks after the start of placement. The TWI supervisor will be available to support the student to complete the checklist and answer any questions.

Student's name: _____ Start date: _____

1. Prior to start date – to be completed by TWI supervisor

- Learning Proposal is developed by the student
- Desk phone allocated and set up (with number allocated if available)
- Desktop computer allocated and set up
- Login and email account set up (Name added to all user email list)
- Designated work area established and basic stationery supplies provided
- Student Induction Pack prepared (see below)
- Meetings arranged with relevant staff for first week

Student also receives an Induction Pack that includes:

- Code of Conduct (2 copies – 1 copy for student/director, 1 copy to Admin)
- Confidentiality Agreement
- Police Check Application Form
- Student Placement Agreement
- Confidentiality Agreement (2 copies 1 copy for student/director, 1 copy to Admin)
- Student Contact Details Form
- Student Orientation Plan for Induction Training
- Latest Annual Report
- Strategic Plan and other associated plans
- Toora Constitution
- The Alcohol and other Drugs Council of Australia (ADCA) Tips and Tricks for New Players (if new to the drug and alcohol sector)

2. First day

- Greeted by supervisor
- Student returns all signed copies of administrative forms as part of the Induction Pack (see above) and provides copy of the Working with Vulnerable People Registration
- Tour of premises and keys provided (key register signed)
- Instruction on entry and exit procedures (alarm details not provided)
- Use of equipment (photocopier/scanner, etc)
- Use of communications (phone, email, fax, Outlook calendar and computer file system)
- Location of policies and procedures and explanation of organisational structure
- Emergency contact numbers supplied
- Occupational Health and Safety (WH&S) Induction (including location of first aid box/Fire meeting point)
- Work plan developed in collaboration with supervisor
- Regular meetings with supervisor established

3. First few days:

- Clarify position role and responsibilities
- Legal obligations discussed (WH&S, discrimination, sexual harassment, privacy, code of conduct)
- Procedure for booking meeting rooms and shared equipment
- Process for claiming petty cash and other expenses

4. First two weeks:

- First Induction round completed by student and signed off by supervisor

Student comments:

This is to certify that the above items have taken place or discussed between the student and TWI supervisor.

Student's name: _____

Signature: _____ Date: _____

Supervisor name: _____

Signature: _____ Date: _____



CONTACT INFORMATION

Student's Details

Surname _____ First Name: _____

Address:

Home Phone: _____ Mobile: _____

Academic/Training Institute Details

Institute Name _____

Educational Supervisor _____

Phone numbers _____

Email _____

EMERGENCY CONTACT

Emergency Contact: _____

Phone : _____



STUDENT PLACEMENT AGREEMENT

The Student Placement Agreement allows Toora Women Inc. and the student on placement to mutually agree to expectations and obligations for the duration of the placement.

Placement Details	
Student Name	
Toora Supervisor	
Course Name	
Placement Length	
Start Date	
End Date	
Hours of Work	
Environmental/other requirements	

Academic/Training Institute Details	
Institute Name	
Educational Supervisor	
Phone numbers	Work: Mobile:
Email	

1. STUDENT AGREES TO:

- Attend the organisation on the days/hours outlined on page one of this agreement
- Notify the TWI supervisor when unable to attend these agreed days/times, via phone or email.
- Meal breaks will be taken at appropriate times, for no less than 30 minutes for an 8-hour day. Shorter breaks can be taken when required, within reason.
- Advise of any known medical factors including medication or treatment that may affect the student's ability to carry out their work placement [attach relevant details]
- Comply with an appropriate dress code (smart casual) at all times.
- Sign and comply with TWI's Code of Conduct.
- Be aware of and adhere to TWI's Student Placement Policy and all other relevant organisational policies and procedures (as covered in Induction Training and outlined in Student Induction Plan).

- Additional obligations to be added in consultation with TWI supervisor and the student if /when necessary.
- Participate in supervision sessions with TWI supervisor as mutually agreed

2. TOORA WOMEN INC. SUPERVISOR AGREES TO:

- To ensure WH&S conditions are met in workplace
- Provide the resources to adequately support the student for the duration of the placement
- Supervise the student for the purposes of the placement, including appropriate information about policy and practice
- Act in accordance with TWI workplace responsibilities
- Cover student by the Public Liability Insurance held by TWI
- Respect the student and provide honest and constructive feedback when necessary

3. VARIATION/CANCELLATION

- This agreement may be varied or amended by further agreement between the student on placement and the TWI supervisor and noted on the Student Placement Agreement.
- The student should inform and discuss the changes as soon as possible with the academic liaison supervisor
- The placement may be terminated by the student at any time by giving notice in writing
- TWI may alter or cancel the placement. The academic liaison supervisor and/or student will be notified of the reasons for cancellation/alternation in writing

Student Signature:

Date:

TWI Supervisor:

Date:



STUDENT PLACEMENT EVALUATION FORM

To help Toora Women Inc. improve and develop our student placement program we would like you to complete the following evaluation. This is a valuable tool for us and will assist in the planning and preparation for future programs.

Student Name: _____

Academic/Training Institute: _____

Academic/Training Course: _____

Dates & hours of placement: _____

How would you rate your student placement experience: <i>(Please tick the appropriate box)</i>	Excellent	Good	Fair	Poor
Overall experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Orientation & Induction: Formal induction & orientation process was clear and helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activities: Appropriate to your level of skill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provided hands on experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Variety of tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appropriate time allocation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervision: Availability of supervisor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervisor was approachable and supportive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Regular supervision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Supervision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support from staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performance Evaluation: Professional & appropriate feedback provided by supervisor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Feedback provided at appropriate time & place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opportunity to discuss feedback	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learning Experiences				
1. My goals and objectives were/were not met 2. What was the most enjoyable part of the placement? 3. The two most useful things out of the placement were? 4. What was the least enjoyable aspect of the placement?				

What [insert the name of the TWI service] could improve on:

1. Have you any suggestions about how your placement experience could have been improved?
2. Are there any additional resources, information needs or activities you think would improve future placement experiences for students at [name of the TWI service]?

Additional Comments

Please note any additional comments which may be of value in reviewing the [insert organisation name] Student Placement Program.

THANK YOU FOR YOUR FEEDBACK

For Office Use Only:

[insert organisation name] Follow Up Required

Yes No

Action: