



1. Purpose

1.1 This policy and procedure describes how practical placements are to be arranged to ensure that each placement achieves its aims and all stakeholders are protected from liability including gaining a positive experience and outcome.

1.2 Practical placement is used to cover units of competency that require a learner to undertake work in industry. Currently practical, placement covers the requirements of SITHCCC020 - Work effectively as a cook, SITHKOP005 – Coordinate Cooking Operations and SITHCCC043 - Work effectively as a cook.

1.3 SITHCCC020 - Work effectively as a cook requires the learner to safely and hygienically prepare, cook and present menu items for a minimum of 48 complete food service periods that cover a variety of methods, menu styles and service periods.

1.4 SITHKOP005 – Coordinate Cooking Operations requires the learner to supervise food production processes and monitor and report on the quality of kitchen outputs for a minimum of twelve complete service periods (shifts) including the development of various lists, schedules, and coordinate at least two categories of food production processes.

1.5 SITHCCC043 - Work effectively as a cook requires the learner to safely and hygienically prepare, cook and serve menu items for a minimum of 48 complete service periods in a commercial kitchen, that cover a variety of methods, menu styles and service periods.

2. Scope

This policy and procedure applies to all staff and students on placement.

3. Definition

Work-based Training (WBT): WBT is considered to mean training and/or assessment that will occur in a workplace other than in a provider's own simulated workplace environment. It can be voluntary work within industry, designed to allow the learner to understand the workplace and the tasks involved in their chosen area of study. Voluntary meaning that the learner will engage in the same work practices as other employees but without being paid.

4. Responsibility

- The WBT Coordinator will be responsible for the implementation of this policy and procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.
- The WBT Coordinator will be responsible for establishing and maintaining practical placement programs and assessing the level of training and learner support required.
- WBT Coordinator in Veritas Institute Australia will be responsible for assessing the student performance, monitoring attendance and providing student support (mentoring and coaching) if required.

5. Policy

- This policy requires that Veritas Institute Australia has appropriate arrangements for the supervision and assessment of WBT for Veritas Institute Australia's students.
- WBT can only be included where it is required to gain the qualification.
- Veritas Institute Australia will have mechanisms in place to monitor a student's course progress



while the student is completing an element of WBT.

- Where WBT is approved as part of a course, the WBT component will be included in the duration of the course. The duration of the course would be determined on the time required to complete the course on a full-time study basis.
- Part 5.4 Division 2 of the *Education and Training Reform Act 2006* requires that students on WBT training must have a signed practical placement agreement with each host employer they are placed with.
- Practical placement agreements and records must be kept for a minimum of 30 years in case any insurance claims are made.
- WBT trainers and assessors will have a Certificate IV in Training and Assessment and hold the relevant vocational competencies.

6. Requirements

- 6.1** All students wishing to complete the unit SITHCCC020 - Work effectively as a cook and SITHCCC043 - Work effectively as a cook must complete 48 service periods within a working commercial kitchen environment.
- 6.2** All students wishing to complete the unit SITHKOP005 – Coordinate Cooking Operations supervise for a minimum of 12 complete service periods (shifts) within a working commercial kitchen environment
- 6.3** No learner may begin practical placement without first completing a practical placement agreement. The learner, a representative of Veritas Institute Australia and the host employer must sign this agreement.
- 6.4** A service period is defined, as the time a venue is open either to serve a particular meal (breakfast, lunch, dinner) or to complete service for a function or event.
- 6.5** All learners must be made aware that they need to complete a logbook detailing tasks undertaking during each of the service periods.
- 6.6** All learners are to be made aware that they must treat practical placement the same way that they would treat paid employment.
- 6.7** Veritas Institute Australia will attempt to ensure the learner gets a practical placement place in a location and with an employee that is suitable for the learner. All learners need to be aware though that this may not happen at the discretion of the learner.
- 6.8** All learners must be made aware that their practical placement can be terminated at any time should the host employer wish it.
- 6.9** Learners will be able to terminate a practical placement position if they feel that they are being “used”, that is the learner feels that they are not learning anything or that they are just a source of free labour.
- 6.10** All learners need to be aware that if they terminate two practical placements, they will be responsible for finding the third or subsequent practical placements.
- 6.11** It is important that all learners should feel safe and well supported during the placement, and are provided with opportunities to undertake the required tasks. If they feel unsafe, unsupported, harassed, or that they are not provided with opportunities to learn, they must contact their trainer immediately.

7. Procedure

7.1 Workplace Venues

1. Veritas Institute Australia will sign practical placement agreements with workplaces for WBT for each student which meet the *Education and Training Reform Act 2006* requirements for



practical placement and work cover. These agreements will be retained for a period of 30 years after the student has completed the training.

2. The WBT Coordinator will conduct an orientation program with each workplace prior to acceptance of students. The orientation program will include the following:
 - Veritas Institute Australia has a responsibility to train students to acceptable standards, introduce students to the work-based trainers, support students in the workplace and monitor attendance and progress.
 - The Workplace has the responsibility to provide students with work keeping with the requirements of the log book, complete the log book properly, monitor and supervise student work, record attendance and allow workplace visits and contact between the WBT Assessor, the Workplace Supervisor and the students.
 - Workplace venues will be monitored by Veritas Institute Australia to ensure that they comply with the agreement. Compliance breaches will result in cancellation of the agreement.

7.2 Criteria for Selection, Approval and Ongoing Risk Assessment of Work-based Sites

1. The criteria for selection and approval for work-based sites requires an assessment of the capacity to offer the required work shifts, the worksite being able to offer a structured program to students in a safe working environment and an inventory of essential equipment. These requirements are outlined in the document titled 'Facilities Checklist'. WBT sites must meet these requirements.
2. Initial risk assessment of the site is implemented via a site visit, inspection of the site, discussing with the Venue Manager and establishing that all the requirements are met.
3. Ongoing risk assessment of the site is implemented via a site visit, inspection of the site, discussing with the Venue Manager and establishing that all the requirements are met and conducted every six months.
4. A formal agreement will be signed by both parties once the selection criteria are met.
5. During site suitability assessment if WBT Coordinator identifies any gaps e.g. missing equipment or service type or any other requirements identified by the units of competency, the gap will be recorded on suitability checklist and strategy to address the gap accordingly e.g. arranging an alternate site or conducting gap training at Veritas Institute Australia's practical environment such as simulated industry training kitchen or practical lab etc.

7.3 Student Orientation Program

1. Orientation to the WBT program will be as follows:
 - a. Information will be provided about the program in the student prospectus, student orientation and WBT information sessions.
 - b. Students will not be placed on the program until they are assessed by Veritas Institute Australia as "work ready". In the normal course of events this will not occur until the end of the 1st or 2nd term at the earliest.
 - c. An orientation session will be conducted with students in the term prior to commencement of the program.
 - d. A student guide to WBT and a log book have been prepared for the students and these documents will be distributed during the orientation session.

7.4 Work Placement Officer

1. The Institute's Work Placement Officer will introduce each student to their workplace and



- their Workplace Supervisor in person before students commence their work placements.
2. The Work Placement Officer will establish and maintain a schedule of student placements for each week of the program.
 3. Once the program has commenced, the Work Placement Officer will contact or visit each worksite at least once to verify student attendance and performance and to inspect (and monitor) the employer worksite.
 4. If necessary, student's worksites can also be contacted by telephone to verify the student's attendance and participation.
 5. The WBT Coordinator will liaise with the WBT Assessor to ensure students are meeting skills and knowledge development requirements, performing satisfactorily and meeting attendance requirements.
 6. Where the WBT Coordinator identifies that a student is not receiving the required mix and level of experience, or is not meeting attendance requirements, the Work Placement Officer (in coordination with all parties) will intervene and implement corrective action to address the situation. This corrective action (or intervention) could include additional mentoring and coaching, arranging additional training or service events, changing the mix of workplaces or conducting a work place visit frequently.
 7. In line with the conditions imposed by the Regulator, Work Placement Officer must maintain the quarterly register of workplaces used to deliver training and assessment in relevant courses on scope, and must provide the register on request, including the details such as name of workplace; - address and contact details of workplace; - course code(s) and title(s) delivered at the workplace; - trainer(s) and assessor(s) assigned to deliver at the workplace; - details of students undertaking training at the workplace including a) student name b) date of birth c) student USI d) period of training at the workplace; and - a sample of photo and video evidence of the facilities while in use.

7.5 Work-based Training Assessor

1. Veritas Institute Australia will nominate a WBT Assessor who will visit each worksite for assessment for a minimum of two occasions over the WBT period to monitor student performance and to conduct assessment.
2. The WBT assessor will review the student's attendance, monitor course progression and get feedback from the supervisor to ensure the required mix and level of experience is being undertaken. The assessor will also check that the logbook is being completed and is done so correctly.
3. The Workplace Assessor will use the assessment mapping guide, observation checklist and interview tools to assess student's performance.
4. The Workplace Assessor will also identify if any additional support is required by the student to perform their required tasks, including language assistance. If necessary, the Assessor will implement Language Literacy and Numeracy (LLN) support as part of the intervention strategy.
5. Student performance and assessment summary must be recorded and any concerns or issues reported to the Work Placement Officer. The Work Placement Officer will take appropriate actions by contacting the employer and/or the student.

7.6 Undertaking and Monitoring Work-Based Training

1. Students will be required to complete the work placement as specified in the 'Work Placement Agreement'. Any variations to the hours worked and conditions of the work placement must



be approved by Work Placement Officer and the employer.

2. Student attendance throughout the work placement shall be recorded by the host employer and the student via standard workplace timesheets. This will record all times and dates the student completes work placement hours for the host employer. The timesheets will be returned to Veritas Institute Australia on a weekly basis for attendance monitoring.
3. The students shall be provided support and guidance from the host employer in the completion of required workplace tasks. These tasks will ensure the students further develop their skills and knowledge in the required areas as specified in the Work Placement Agreement. Where a Workplace Assessor/Trainer feels the student is not meeting skills and knowledge development requirements, additional mentoring and coaching will be given.
4. Veritas Institute Australia will monitor the work placement through the Work Placement Officer and Assessor completing:
 - a. Regular contact with the student where feedback on the work placement will be sought.
 - b. Site visits to conduct assessments in the workplace where Work Placement Officer (and assessors) will ensure the workplace is providing adequate support and guidance to the student. The Work Placement Officer (and Assessor) will also ensure the workplace is compliant with occupational health and safety requirements.
 - c. The host employer and student will be required to sign a timesheet indicating the hours completed which will be monitored by Trainers/Assessors and used as the record of the student's attendance requirement.
 - d. Assessment of required practical skills will be undertaken by qualified Trainers and Assessors where appropriate. On some occasions, the Trainer may require the host employer to participate in the assessment process by observing students in the workplace. All assessments shall be signed off by a qualified Veritas Institute Australia's Assessor.

7.7 Monitoring WBT Course Progression

1. Students will be informed of their Course Progression requirement prior to the commencement of the WBT program.
2. Course progression of students in WBT will be conducted by the WBT Assessor.
3. The WBT Assessor will visit on regular basis over the WBT period to monitor student performance and to conduct assessment.
4. The WBT Assessor will use the assessment mapping guide, observation checklist and interview tools to assess student's performance.
5. Where an Assessor feels the student is not meeting skills and knowledge development requirements, or the student's performance is found unsatisfactory, the Assessor, in consultation with the WBT Coordinator will intervene and implement corrective action to address the situation. This corrective action (or intervention) could include additional mentoring and coaching, arranging additional training or service events, changing the mix of workplaces or conducting a workplace visit more frequently.
6. The Assessor will also identify if any additional support is required by the student to perform their required tasks, including language assistance. If necessary, the Assessor will implement LLN support as part of the intervention strategy.
7. If unsatisfactory performance persists, Student Administration is notified and normal course progression policy will apply.

7.8 Recording of Work-based Training



1. Each student undertaking a practical placement shall have a copy of their 'Work Placement Agreement' kept on their file.
2. All hours completed within the workplace shall be recorded in the timesheet and kept in the student's file.
3. The student logbook shall be signed by the student and the employer and reviewed by the Veritas Institute Australia's Work Placement Officer/Assessor.
4. The 'Work Placement Logbook' will be kept on the student's file as evidence for the specified unit(s) and be included as an assessment requirement for the specified unit(s).

7.9 Work Cover

The ETRA provides for work cover insurance of all students undertaking work-based training where there is a practical placement agreement in place. A separate tripartite Work Placement Agreement must be signed by the Training organisation, the Host Employer and the Student, order to activate the Work Cover insurance policy should a student sustain an injury whilst on placement. It is the responsibility of the training organisation to ensure that the practical placement agreement has been correctly completed to activate this insurance. The absence of this agreement may result in a student injured during a placement not receiving compensation and legal proceedings.

8. Complaints and Appeals

- If the student is not satisfied with their practical placement, they must contact Veritas Institute Australia immediately.
- Veritas Institute Australia will do everything possible to solve whatever problem is causing dissatisfaction.
- Should there be no resolution the learner can make use of Veritas Institute Australia's Complaints and Appeals Policy
- Complaints and Appeals Policy and Procedure can be viewed and downloaded from the Veritas Institute Australia's website www.veritas.edu.au

Associated Documents

- **Work Placement Agreement**
- **Memorandum of Understanding for Practical Placement**
- **Occupational Health and Safety Checklist**
- **Facilities Checklist**
- **Complaints and Appeals Policy**