



1. Purpose

1.1 This policy and procedure describes how work based training 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 Work Based Training is used to cover units of competency that require a learner to undertake work in industry. Currently work based training is used to cover the requirements of SITHCCC043 Work effectively as a cook, SITHCCC020 Work effectively as a cook and SITHKOP005 Coordinate Cooking Operations.

1.3 SITHCCC043 Work effectively as a cook and SITHCCC020 Work effectively as a cook require the learner to safely and hygienically prepare, cook and serve menu items for a minimum of 48 complete food service periods in a commercial kitchen, 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.

2. Scope

This policy and procedure applies to all staff and students on work based training.

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 Assessor 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 Assessor will be responsible for establishing and maintaining practical placement programs and assessing the level of training and learner support required.
- WBT Assessor 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.
- Work Based Training 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 minimum of TAE40116 Certificate IV in Training and Assessment or equivalent and hold the relevant vocational competencies and industry currency.

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 food 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 work based training without first completing a work based training agreement. 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 undertaken during each of the service periods.
- 6.6** All learners are to be made aware that they must treat work based training the same way that they would treat paid employment.
- 6.7** Veritas Institute Australia will attempt to ensure the learner gets work based training 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 work based training can be terminated at any time should the host employer wish it.
- 6.9** Learners will be able to terminate a work based training 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 work based training agreements, they will be responsible for finding the third or subsequent work based training providers.
- 6.11** It is important that all learners should feel safe and well supported during the work based training, 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 WBT Assessor immediately.

7. Procedure

7.1 Workplace Venues

1. Veritas Institute Australia will sign work based training agreements with workplaces for WBT for each student which meet the Education and Training Reform Act 2006 requirements for work based training and work cover. These agreements will be retained for a period of 30 years after the student has completed the training.
2. The WBT Assessor 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, and 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 work based training agreement. Compliance breaches will result in cancellation of the agreement.

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

1. The criteria for selection and approval for work-based training 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/Workplace Supervisor 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/ Workplace Supervisor and establishing that all the requirements are met and conducted every six months.
4. A work based training agreement will be signed by both parties once the selection criteria are met.
5. During site suitability assessment, if the WBT Assessor 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 Facilities Checklist and alternative arrangements will be made to address the gap accordingly e.g. arranging an alternate site or conducting gap training at Veritas Institute Australia's simulated industry training kitchen 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 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 log book has been prepared for the students and this documents will be distributed during the orientation session.

7.4 WBT Assessor

1. The Institute's WBT Assessor will introduce each student to their workplace and their Workplace Supervisor in person before students commence their work placements.



2. The WBT Assessor will establish and maintain a schedule of student placements for each week of the program.
3. Once the program has commenced, the WBT Assessor will contact or visit each worksite at least twice 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 Assessor will liaise with the Workplace Supervisor to ensure students are meeting skills and knowledge development requirements, performing satisfactorily and meeting attendance requirements.
6. Where the WBT Assessor identifies that a student is not receiving the required mix and level of experience, or is not meeting attendance requirements, the WBT Assessor (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 work place visits frequently.

7.5 WBT 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 WBT Assessor will use the assessment mapping guide, observation checklist and interview tools to assess student's performance.
4. The WBT 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 CEO. The WBT Assessor can also 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 'Assessment Instructions and Logbook for the WBT unit'. Any variations to the hours worked and conditions of the work placement must be approved by WBT Assessor 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.
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 WBT Assessor 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 based training through the WBT



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 WBT Assessor will ensure the workplace is providing adequate support and guidance to the student. The WBT Assessor will also ensure the workplace is compliant with occupational health and safety requirements.
- c. Assessment of required practical skills will be undertaken by qualified Trainers and Assessors where appropriate. On some occasions, the Assessor 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 WBT Assessor.

7.7 Monitoring WBT Course Progression

1. Students will be informed of their Course Progress requirement prior to the commencement of the WBT program.
2. Course progress 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 CEO 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 Support Team 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 logbook kept on 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 WBT Assessor.
4. The '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).

8. Complaints and Appeals

- If the student is not satisfied with their WBT experience, 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 and Procedures.
- Complaints and Appeals Policy and Procedures can be viewed and downloaded from the Veritas Institute Australia's website www.veritas.edu.au

Associated Documents

- Work Placement Agreement
- Facilities Checklist
- Memorandum of Understanding for Practical Placement
- Assessment Tool and Logbook
- Complaints and Appeals Policy and Procedures