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# Workbased Training and Assessment Policy & Procedure

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HIC Policy Number  
STUD023

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CRICOS Number 02790D  
Provider Number 21838

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# Hays International College

CRICOS Number 02790D

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## 1. Purpose of policy

This policy ensures compliance with the requirements of the Education and Training Reform ACT 2006 (5.1.5.9 – Students in the Workplace), by Hays International College and establishing the standards required for all students while they are enrolled with HIC undertaking Work-based Training and Assessment placement as part of their approved study program. The code is designed to explain to students their obligations and responsibilities, and convey principles that will enhance their learning experience when studying at HIC. Hays International College (HIC) is committed to ensuring that the students engaging in Work-based Training and Assessment obtain the best opportunity to enhance their learning as part of their training package course requirements in suitable workplace environments.

## 2. Responsibility

The PEO is responsible for the implementation of this Policy and procedure and to ensure that all staff are aware of its application and implementation requirements. Students are also informed of this policy and procedure at their pre-enrolment, enrolment and orientation.

## 3. Definitions

**Work-based Training and Assessment** - refers to any structured workplace learning that is part of a written agreement between the training organisation (HIC) and a host employer/organisation. It includes work observation, work experience and other forms of workplace learning.

## 4. Key Features

This policy and its set of procedures have been developed to assist student, staff of Hays International College (HIC) and host employers to assist in ensuring that the learning that takes place at HIC relates more directly to actual competencies required in employment.

HIC will ensure

- Placing student in suitable work-based training and assessment venues, contribute towards the evaluation of a students' progress towards gaining the specified skills as per the 'Student Logbook';

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- establishing sound administrative practices and cooperative planning ;
- explaining the benefits of work-based training and assessments to both host employers and students;
- developing long-term relationships with host employers.
- Having a Work-based Training and Assessment agreement signed by student, host employer and HIC to specify hours of placement and activate insurance cover. This agreement will contain information on the Work-based training and assessment agreement, the hours of work placement, the roles and responsibilities of all parties, and an outline of the training and assessment units. The specific details of the assessment are included in the Student Logbook.
- By signing the agreement, the Department of Education and Training Group Personal Accident Policy insurance cover for students gets activated if students are injured whilst on Practical Placement enrolled with ASQA registered providers. This insurance is for students who are engaged in activities organised by and/or on behalf of HIC. This includes direct uninterrupted travel to and from such practical placement organised by and/or on behalf of HIC. The absence of this agreement may result in a student injured during a work-based training and assessment not being entitled to any accident claims.

## Student Supervision

### HIC Work-based assessor

Each student completing the Work-based Training and Assessment component of the Course in HIC is allocated an HIC Work-based assessor (WBA) . The WBA will need to have access to the student in order to assess student competence. The WBA is responsible for the following:

- Ensuring that the Work-based Agreement has been signed by student, WBA and the Host supervisor and the original is returned to HIC .
- Explaining the Grievance Procedure to the Host supervisor
- Ensuring that all relevant sections of the Work-based Assessment and Training logbook are understood by all parties.
- Negotiating a mutually agreeable date and time for evaluation and assessment meetings with the student and Work-based supervisor.
  - **Note: Meetings with the student will occur during work-based hours agreeable to the host**

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- Ensuring the student has an understanding of the host & the role they are required to undertake during Work-based Training and Assessment
- Ensuring the daily routine of the host work-place and the student's role in this setting has been explained by the Host supervisor
- Ensuring Host expectations relating to dress, hours of work and breaks have been discussed and agreed upon.
- Providing support to the student and the Host supervisor during Work-based Training and Assessment and responding to any concerns.
- Ensuring requirements of all Work-based assessment is understood by the student
- Strategies for meeting requirements have been discussed and agreed upon
- Assessing the student's practice in the Work-place
- Monitoring the completion of student assessment tasks during the Work-based Training and Assessment period.
- Marking all relevant student Assessment items outlined in the student's logbook and entering results in required format.
- Reports on completion of each visit are completed, and returned to HIC administration to be filed according to HIC Policy and Procedure

## The host supervisor

The host supervisor refers to the employee or owner of host organisation identified as contact person for student and HIC. The Host supervisor will observe and provide written and oral feedback about the student under his or her supervision. The Host supervisor is required :

- To participate in an initial meeting and set up the on the Work-based attendance with the student
- To sign the Work-based agreement with the student
- To ensure the student partakes in orientation to the workplace before the commencement.
- To explain the expectations of their host regarding performance of tasks, hours of work, Workplace Health and Safety requirements and any other relevant details, prior to commencement.
- To ensure that the student is adequately briefed on Host standards and procedures.
- To inform Host employer staff as to the role of the student while on site
- To support the student's work on a day-to-day basis.

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- To take responsibility for the general supervision of the student while in the workplace
- To notify the WBA if it is felt that the student is not complying with the general rules of the Host employer, or not making satisfactory progress.
- To participate in evaluation meetings with the student and the Work-based Assessor
- To provide feedback to the WBA on student's professional behaviour, attitude and overall performance
- To sign the “**Timesheet Record of Work-based Training Hours**” for each day of attendance
- To complete the Host Evaluation in the student's Work-based Training and Assessment logbook

## The Student Logbook

The Student Logbook (Logbook) refers to the Workplace Assessment book that is held by the student for the duration of their Work-based training and assessment. The skills and competencies are to be observed, demonstrated, improved, learned and/or assessed within the workplace will be specified in writing in the logbook to enable the student, the host employer and the WBA to gain maximum benefit from the Work-based training and assessment placement. It also includes the mandatory workplace behaviours that are also assessable. The Host supervisor, the WBA and the student will be required to complete sections of the Logbook for the purpose of monitoring, and recording student's progress and assessment.

## 4. Procedure

1. All HIC staff involved in the delivery of the course shall also be informed about the work –based placement requirements and their roles and responsibilities involved with work-based training and assessments. This information shall be covered through the staff department induction process and staff meetings, and available to be read in the work placement folder on the HIC shared drive.
2. HIC will identify work-based training and assessment requirement on course marketing materials. The information will include the required hours of work placement and any industry specific requirements, for example police checks. The following generic statements shall be included in all HIC program-related publications:

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- “A successful Police Check may be required by students to participate in the work-based training and assessment or work experience component of various HIC courses and programs”
  - “HIC is required to notify some professional registration bodies of students who attract a ‘positive’ response to their completed Police Check.”
3. The Work-based training and assessment will occur for the training and/or assessment of units where the most appropriate method of training and/or assessment is through work placement in a suitable industry work place.
- Where a course from a training package has been identified as requiring a work-based training and assessment component, HIC will identify the specific units and the reasons that work based training is most appropriate form of delivery and assessment.
  - The specific number of work placement hours and the specific work place requirements will be determined and included in the course structure. This is outlined and communicated to staff through the Training and Assessment Strategy and to the students through the Course Guide and the Timetable.
4. The process for sourcing a work placement position for students shall be undertaken as indicated below:
- Student responds to a confidential student placement questionnaire and as a result of the information supplied
- Student is placed with a (screened & compliant) willing host employer; OR
  - Existing employer or nominated employer of the student is screened for compliance following a request by the student to be placed; OR
  - Recommended host employer by Industry, including CMM, recommendations
5. To generate placements HIC will liaise with industry to identify potential host employers.
- HIC will determine suitability of potential host employer, including supervision and workplace health and safety requirements.
  - A site visit will be conducted by the HIC assessor to all host employer workplaces. The site visit shall ensure the workplace is appropriate for the student’s placement and there is access to appropriate equipment while maintaining OH&S standards.
  - The HIC assessor will complete the risk management document, Student Checklist for Workplace for WHS, regarding workplace safety is completed and filed in the work placement folder, along with the OH&S policy of the workplace if available
  - The HIC assessor will continue to monitor OH&S during ensuing site visits. Any areas identified as potential risk will be assessed by the HIC assessor using the

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relevant risk management matrix. In conjunction with the risk assessment, the area of concern will be raised with the facility. If unresolved, and the risk is identified at level 1 or 2, (see the matrix below) the student's workplacement agreement will be cancelled by giving the facility 24 hours written notice. During the notice period the student will be withdrawn to the college awaiting a suitable replacement.

**1 = High risk**  
**2 = Medium risk**  
**3 = Low risk**

Severity Level	Likely hood of occurring		
	Very Unlikely	Likely	Very Likely
Death or Critical Element	2	1	1
Serious or serious Element	2	1	1
Not serious, trivial	3	3	2

6. The 'Work-based Training and Assessment Agreement' shall be signed by the WBA, the host employer, and the student. The agreement will specify dates and hours the work placement will take place and the total hours required to complete the outcomes of the specified units of competency requiring the work placement.
- The 'Work-based Training and Assessment Agreement' shall include the roles and responsibilities of each of the parties in relation to the work-based placement.
  - The 'Work-based Training and Assessment Agreement' shall include the requirement for the Host Employer to provide an induction session with all students prior to any work-based placement hours being completed.
  - Information regarding Competency based training and the responsibility of the Host work place/employer and the areas of responsibility of the WBA to monitor, record and assess the student involved in work based training is agreed.
  - The logbook

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- The original signed agreement shall be retained by HIC in the Work Placement file and a copy shall be provided to the student and the Host workplace.
7. All host employers shall be given information relating to the work-based placement requirements and course information, and a provided with the log book and templates of letters between HIC and the host employer.
- Within the logbook are the check lists associated that outline the competencies that the students need to acquire during their work-based training and assessment
  - The competencies are discussed with the host employer that needs to be addressed during the placement, with an emphasis on "performing" rather than just "knowing"
  - Any areas of concern in regards to the competency being assessed as required are discussed, including requirements of monitoring, recording and assessment of course progress. The **Timesheet Record of Work-based Training Hours** will be completed by the Host employer and as well as the student on a daily basis. The student will need to make daily entries into the logbook.
  - The host employer will be given a contact number of the WBA and HIC administration and asked to contact HIC with any issues or concerns.
  - As students will work the same shifts or service periods as staff, night shifts are not appropriate.
  - HIC's requirements are that the student be buddied or paired with one of the Host's experienced workers for each shift or service period, at first to observe, then to assist under supervision, until they are competent in the full range of duties and skills that comprise the role the student will perform on completion of the course they are enrolled in. The purpose of this is to give the student an opportunity to observe how different workers operate and begin the development of a practice form that is best for them.
8. The processes for the students prior to Work-based training and assessments shall be undertaken as indicated below:
- Further to the information provided by marketing materials, information shall be distributed to enrolled students during orientation to the courses about their work-based training and assessment. The information is located within the course handbook.
  - Information shall include administrative, academic and assessment requirements, insurance coverage; required immunisations, health screenings,

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police checks and rights and responsibilities of students engaged in work-based training and assessment or work experience activities.

- Students will undertake training during within the HIC classrooms and simulated work environments in all pre-requisite units and the theory components of units to be assessed in the work placement and shall occur prior to any work placements undertaken. This includes any Workplace Health and Safety training that is to be included within the course.
- Once the arrangement has been confirmed by the HIC assessor, and the student is informed, the students contact the host employer by telephone, to introduce themselves and confirm their interview time with the facility. This is done with the support of the HIC assessor. At the interview, accompanied by the WBA, the student will:
  - Meet the head of the facility or the Host workplace representative
  - Take the Logbook which contains the checklists referred to in the Agreement
  - Ensure there is an understanding of the times and dates of the Work-based training and assessment
  - Negotiate shifts / service periods as required
  - Ensure they understand the required dress code for the Work-based training and assessment
  - Take the Workplace agreement to be read and signed - a copy the Workplacement agreement is to be held with the Host, and a copy will be placed by the WBA in the student's file.
- Students will undertake timetabled simulated briefing and training days. They will revisit/ revise the information about Work-based training and assessments that they were provided with during course induction as well as what they have learnt.
  - It should include an orientation to the Australian employment context and relevant workplace legislation.
  - Students will be provided a contact name and number of the WBA.
  - Students must contact the WBA if they are exposed to any unsafe, inappropriate, illegal or unexpected situations (eg. harassments, discrimination, initiation activities, drugs and alcohol, unethical practices, critical incidents, dangerous work practices).
  - The WBA checklist for briefing the student is completed and filed in the students file
- Students will undertake a Work-based training and assessment induction which will allow for the student to become familiar with the workplace and meet host employers and colleagues. The induction will be conducted by the host employer as indicated within the 'Work-based Training and Assessment Agreement

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- A confirmation of placement letter is given/sent to the host employer
9. Police checks shall be obtained by the students themselves by the due date and pay the associated costs.
- Students who do not obtain a police clearance by the due date shall not be able to undertake a work-based training and assessment or work experience activity that requires a Police Check.
  - HIC shall not be obligated to organise a placement for a student who does not wish to complete the prescribed form for a Police Check at the appropriate time.
  - Where required by the workplace, students shall provide a copy of their police check on request.
  - If a student is rejected by a workplace on the basis of a Police Check, the following actions shall occur, as appropriate:
    - advise the student of the outcome; and
    - discuss placement options with the student; and/or
    - provide program advice
    - refer to career / educational counselling provided by external services
10. The processes for undertaking Work-based training and assessments shall be as indicated below:
- Students will be required to complete the work placement as specified in the 'Work-based Training and Assessment Agreement'. Any variations to the hours worked and conditions of the work placement must be amended in the agreement by HIC and re-issued to all parties for authorisation.
  - Student's attendance through the work placement shall be recorded by the host employer and the student via the Timesheet Record of Work-based Training Hours in the Logbook. This will be used for the purpose recording all the times and dates of the student completion of work placement hours for the host employer.
  - The student shall be provided support and guidance from the host employer in the completion of required workplace tasks. These tasks will ensure the student further develops their skills and knowledge in the required areas as specified in the Logbook as part of the Work Based Training and Assessment Agreement.
11. HIC will keep records of the work-based training and assessment

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- Each student undertaking a Work-based training and assessment shall have a copy of their 'Work-based Training and Assessment Agreement kept on in their HIC student file.
- All hours completed within the workplace shall be recorded on the Timesheet Record of Work-based Training Hours located in the student's Logbook.
- This timesheet shall be signed by the student and the employer and be monitored on a weekly basis by the HIC trainer / assessor.
- 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).

## 12. THE WBA will monitor student course progress during the work placement through:

- Visiting the workplace with the student on their first contact, and ensuring the workplace is able to provide adequate support and guidance to the student. This will include the provision of Orientation to the student, the provision of a Host supervisor or buddy, and the WBA confirming the host supervisor buddy will understand how the student will use their logbook. The WBA will also ensure the workplace is OH&S compliant;
- Regular site visits to the workplace with the student and the Host supervisor, where feedback on the work-based placement will be sought;
- Assessments of the students utilising the check list in the student logbook by the WBA during site visits or in the case of Third Party Evidence, by the host supervisor.
- The WBA will complete a feedback placement report, located in the logbook, for the student for each visit, recording the student's course progress and any intervention deemed necessary to enable the student to progress; In the event Third Party Evidence is used, the host supervisor will provide the WBA with the evidence of the student's course progress and inform or alert the WBA if intervention is deemed necessary.
- Assessment of required practical skills will be undertaken by qualified trainers and assessors where appropriate. All assessments shall be signed off by the WBA (a qualified assessor from HIC).
- Once students have successfully achieved competency in the classroom tasks, and in the workplace, this will be entered onto the HIC students roll as C, ie. Competent, and then entered into the Student Management System as C.

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- If a student is deemed Not Yet Competent (NYC), either in the classroom or in the workplace, this will be entered onto the students roll as NYC, ie. and then entered into the Student Management System.
  - All assessments utilised in the student logbook are competency-based to reflect the skills required in the sector. Competency based training focuses on the ability of an employee or student trainee to apply the relevant skills, knowledge and attitudes to the standard determined by the industry covering all aspects of work performance. Students are graded as Competent or Not Yet Competent. Any area on Not Yet Competent must be raised with the HIC assessor and/or readdressed for action to be taken to assist the student to acquire the skills and knowledge required to gain competence. This could be through additional class training or work-based training and assessment – appropriate to the task – until demonstration of competence is achieved.
13. The Student Logbook outlines the workplace assessment requirements for the students to gain competency. If a student does not meet the skills required in the competency, they should , or, if a student has received a NYC determination due to work-based behaviours, the student will be required to attend a meeting with the WBA and establish an intervention program to
- enable them to address the areas needed and how to achieve competency
  - assist them to pass the second placement
  - engage in an intervention strategy which may include re-training
14. Possible reasons that will result in an NYC determination due to a non-demonstration of work ready behaviours, including
- failure to turn up to a previously organised Work-based training and assessment
  - turning up irregularly or late to Work-based training and assessment
  - not being available for the minimum two Work-based training and assessment assessments by HIC assessor or observations by the host supervisor
  - not meeting the required hours
  - being asked to leave the Work-based training and assessment by the employer
15. If a student has received a NYC determination due to work-based behaviours, the student will be required to attend a meeting with the WBA and establish an intervention program.

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16. In the event of an accident, injury or damage whilst undertaking a Work-based training and assessment or work experience activity:
- Students shall advise the
    - Host Employer
    - WBA or department Coordinator, as soon as practicable following the incident.
  - The student shall complete the Host Employer's incident/ accident report form, and lodge a copy with the HIC department Coordinator, and OH&S personnel
  - If the Host Employer does not have an incident/accident report form, then a HIC Accident and Incident form shall be completed by the student, and a copy lodged with the HIC department Coordinator, and OH&S personnel.
  - If a student is injured while undertaking a work-based training and assessment and wishes to claim compensation:
    - The student completes and signs a Worker's Injury Claim form, with the assistance of the host employer and/or HIC, if necessary.
    - HIC will complete and sign the Employer section of the Worker's Injury Claim form and an Employer Injury Claim Report form, in consultation with the host employer if necessary.
    - HIC will clearly mark on both forms 'work-based training and assessment claim'. Schedule Number: A07968 of Master Policy Number PAG2015V1 should be entered on both forms.
    - HIC will then forward the original copy of both claim forms, any medical certificates and accounts and a certified copy of the work-based training and assessment agreement to:

Department of Education & Training  
Higher Education and Skills Group  
GPO Box 4367 Melbourne 3001  
Phone: (03) 9637 2000  
Email: [edline@edumail.vic.gov.au](mailto:edline@edumail.vic.gov.au)
    - HIC will forward these forms to the Department of Education and Training within 10 days of receiving the forms from the student. Copies of all forms and records will be filed in case legal or insurance proceedings arise.

17. If a Critical Incident occurs during workplacement – HIC will follow step by step process as per the Critical Incident Policy and procedure.

## RELATED DOCUMENTS

Student STUD023 Version 9.2	Work based Training and Assessment Policy and Procedure13 Oct 2021 Responsibility: PEO Hays International College Pty Ltd T/A Hays International College
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<b>Standards for Registered Training Organisations 2015</b>	Standard 1.8-2, 3.6, 6		
<b>POLICIES</b>	Complaints and Appeals; Course completion within expected duration ; Course Progress Policy and Procedure ; DHA Notification Policy and procedure; Deferral, suspension and cancellation policy and procedure; Plagiarism policy and procedure; Code of Conduct (student) policy and procedure; Critical incident policy and procedure; Insurance coverage		
<b>Last Updated</b>	Oct 2021	<b>Updated by</b>	EL