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Holmesglen Institute

Work Integrated Learning Guidelines – Higher Education (Learners)

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1. Introduction

Work Integrated Learning activities include internship, clinical placement, field work, practicum, workplace projects, online or virtual workplace projects (ie telehealth with real clients), a simulated work environment with industry and forms part of the course assessment requirements.

Work Integrated Learning is an essential part of your learning and progress towards the course in which you are enrolled. What you learn during Work Integrated Learning arrangements is related directly to the outcomes of the course, the relevant technical skills, professionalism, professional responsibilities, identify and values required to be developed, reinforced and/or assessed as part of that course and is at your appropriate skills level.

1.1 Learner Obligations

Holmesglen organises/approves work integrated learning activities for learners and, as an enrolled learner, it is your obligation to ensure the work integrated learning activities allocated are accepted and completed.

Learners who refuse to undertake an available and organised work integrated learning arrangement or do not complete all pre-work integrated learning requirements within the specified timeframe, including submission of required documents and/or completion of induction/orientation programs, may be required to attend a progress review with the Head of Department and may be withdrawn from the relevant unit/s or subject/s.

1.2 What is Work Integrated Learning

Work Integrated Learning is a structured work undertaken in the industry that prepares you for the workforce by giving you the opportunity to observe, interact, and perform set tasks to demonstrate skills related to your course of study under the supervision of a workplace supervisor.

The work integrated learning arrangement provides an opportunity for you to:

- Develop the professional and technical skills in related tasks specific to your course of study.
- Link knowledge and skills with jobs.
- Better understand the theory you have learnt by putting it into practice, and
- Have hands-on experience in the workplace.

Work Integrated Learning enables you to undertake tasks in a range of circumstances and environments to a standard that may be reasonably expected in the sector. The duration of your work integrated learning is in accordance with the requirements of your qualification.

Within these guidelines, a corporation, employer, company, or firm which agrees to take part in work integrated learning arrangements are referred to as the 'host organisation'.

2. Benefits of Work Integrated Learning

Work Integrated Learning provides you with a better understanding of the work situation, and particularly the demands of the work environment, e.g. times, disciplines, attitudes, and professional responsibilities, identify and values. During the work integrated learning you will be:

- Provided with information about the specific job areas.
- Assisted to develop a realistic job skills and work ethic.
- Developed the ability and confidence to relate to people of different ages and stages in a meaningful way.
- Provided with a stimulus for purposeful studies to enhance your learning experience.
- Provided with other experience consistent with the course of study.

Work Integrated Learning allows you to have the opportunity to showcase your skills for potential employment and can support you to make informed choices about career pathways as well as future training and employment opportunities. The learning obtained during work integrated learning will enable you to:

- Feel comfortable knowing what is expected of you and the specific job areas.
- Feel confident you are developing skills relevant to the work environment.
- Understand the practical application of theoretical terms such as 'workplace culture' and 'teamwork'.
- Successfully manage risk, through knowledge of your expected duties and performance.

3. The Work Integrated Learning Agreement

A Work Integrated Learning Agreement is a mandatory component of any work integrated learning arrangement. It is a legal document which stipulates the rights, obligations and duties of Holmesglen, the host organisation, and yourself.

Prior to commencement of the work integrated learning arrangement, you must discuss the details of the work integrated learning (including times, duration of attendance, work integrated learning location, relevant skills to be developed/assessed, and payment if any) with your Holmesglen's Placement Coordinator and the host organisation and sign the Work Integrated Learning Agreement. You will be provided with a copy of the agreement and a copy is given to the host organisation.

Alternatively, your work integrated learning agreement may form part of your access to the Online Placement System '**InPlace**'. You will be provided with access to the Online Placement System providing the details of your work integrated learning arrangements including host organisation details and locations. You are required to provide your endorsement through the Online Placement System Declaration and evidence for the work integrated learning, as acceptance and agreement to the allocated work integrated learning arrangement.

The evidence requirements will be verified by Holmesglen prior to the arrangement commencement. You are encouraged to check the Online Placement System regularly for any changes.

If you are under 18 years old, the agreement must also be agreed and signed by your parent or guardian.

Agreements not signed or not accepted will mean that you will not be able to attend the work integrated learning arrangements and place you at risk of subjects/course completions. In addition you may not be entitled to relevant insurance arrangements with Holmesglen and/or the Host Organisation in the event that an injury occurs during the Work Integrated Learning Agreement.

If any details of the work integrated learning agreement change, eg you are ill and not able to undertake the arrangement on the scheduled dates, you must contact your Placement Coordinator and Host Organisation to discuss this further.

4. Learner Responsibilities and Acceptable Behaviour

Your role in a quality work integrated learning agreement is to perform appropriate tasks safely and to the best of your ability, behaving in a manner that maximises your learning opportunity. The work integrated learning agreement requires you to meet the following code of behaviour while on work integrated learning arrangement:

- Be medically fit for the work integrated learning.
- Complete the Work Integrated Learning Disclosure Statement Form, prior to commencing the WIL Agreement.
- Attend the workplace (Host Organisation) on each day at the agreed time and model acceptable behaviour. Ensure punctuality and appropriate dress.
- Behave in a professional, ethical, and respectful manner.
- Strictly adhere to Holmesglen and the workplace (Host Organisation) policies and procedures in relation to Occupational Health and Safety, confidentiality, privacy, academic integrity and other obligations associated with the work integrated learning.
- Comply with safe and reasonable directions, advising Holmesglen's Placement Coordinator immediately if designated tasks appear beyond your current capability.
- Ask if you are unsure what to do.
- Accept instructions readily.
- Ask the host organisation for time off if required in special circumstances (eg dental appointment).
- Notify the host organisation and Holmesglen supervisor of absence due to illness, prior to the 'regular' commencement time at the host organisation.
- Notify the host organisation's supervisor and Holmesglen Placement Coordinator immediately of any fault which occurs whilst equipment is being used, and any accident, injury or incident that may occur.
- Maintain confidentiality of information relating to the host organisation, their clients, co-workers and visitors, unless there is an issue of concern, which should then be

raised with the supervisor, or another appropriate person involved with the work integrated learning agreement.

- Take care not to misuse or damage property of the host organisation, employees and volunteers or clients.
- Complete all the required assessment tasks, including work integrated learning diary, written assignment, presentation, report, etc. Assessment requirements may vary for each qualification and will be explained by Holmesglen's Placement Coordinator before the work integrated learning takes place.
- Conduct surveys, research, and behaviour on work integrated learning agreement in an ethical and safe manner:
 - Seek individual's consent before engaging in activity or involving the individual in any study/survey.
 - Fully inform the individual of the outcomes of the project, and how their input/data will be used and/or presented.
 - Maintain individual's right to confidentiality.

Obtain the appropriate regulatory registrations and/or licences to participate in the work integrated learning, for example, Police Check, Working with Children Check and Immunisation Certificates prior to commencement of work integrated learning. Some courses or host organisations may require you to provide additional documentation or satisfy additional requirements.

- As the learner, you:
 - Are responsible for all expenses associated with your participation in the WIL Agreement, including but not limited to travel, medical, accommodation and living expenses and licences and registration costs associated with the WIL Agreement (Higher Education).
 - Indemnify the Host Organisation and Holmesglen from any loss, expense or damage resulting from a negligent or unlawful act or omission of the Learner, except to the extent that the loss, liability or expense is caused or contributed to by the Host Organisation or by Holmesglen.

4.1 Unacceptable Behaviour

The following behaviours are unacceptable – it is not ok to be treated this way, it is not ok to behave this way.

- Bullying (including cyber bullying) – physical, verbal, psychological. Bullying is a pattern of repeated physical, verbal, psychological or social aggression that is directed towards a person by someone more powerful and is intended to cause harm, distress and/or fear.
- Stalking - when a person does something repeatedly that causes another person harm or to fear for their safety.
- Victimisation - subjecting, or threatening to subject, someone to something detrimental.
- Sexual assault - sexual activity that a person has not consented to.

- Sexual harassment - unwanted, unwelcome, or uninvited behaviour of a sexual nature.

If you experience any form of inappropriate conduct, you should contact your Holmesglen's Placement Coordinator and your Workplace Supervisor immediately. However, if for some reason you cannot contact them or do not feel comfortable to do so, you should contact Holmesglen Security on (03) 9544 2000.

5. Withdrawal from Subjects or the Full Course

If you are unable to continue to undertake study in the subject/s or the full course in which you have enrolled, you must discuss this with your Holmesglen's Placement Coordinator and seek to officially withdraw from the relevant subject/s and /or the course.

On withdrawal from the subject/s and/or full course, the work integrated learning activities will cease and the Work Integrated Learning Agreement will be terminated by Holmesglen.

Under a terminated or ceased Work Integrated Learning Agreement, you must not attend the host organisation workplace for work integrated learning activities as you will not be covered by Holmesglen insurance or the host organisation insurance arrangements.

6. Health and Safety Considerations and Evidence Requirements

It is the responsibility of Holmesglen to ensure that the work integrated learning venues provide safe and appropriate work environments. During the work integrated learning agreement, you will be working under the supervision of a suitability qualified worker and/or experienced supervisor, who will be on site for the full duration of the work integrated learning agreement.

A workplace induction will be provided at the commencement of your work integrated learning agreement. You should also be prepared prior to work integrated learning agreement via your course, e.g. OHS, safe handling of equipment, etc. During this pre-work integrated learning briefing, you need to familiarise yourself with workplace procedures such as the location of fire exits, emergency procedures, etc.

You may not be permitted to commence your work integrated learning agreement if you have not passed all pre- requisites including academic and assessments relevant to the work integrated learning agreement.

You must also provide the necessary evidence requirements including immunisations records, National Disability Insurance Scheme Workers Screening Check, Working with Children Check, Police Checks, Licenses and Registrations that may be required for the work integrated learning agreement.

6.1 Your Personal Details and Emergency Contact Details

You are required to ensure that personal details including any change to your name, address, email contact details and your emergency contact details are updated.

- For changes to contact details including phone, email, address and next of kin, please go to My Holmesglen Portal at: Holmesglen Self Service Home and make the required changes.
- Contact Holmesglen Assist at assist@holmesglen.edu.au or on 03 9564 1846 for all other changes to your personal details including names changes.

Alternatively, you may complete the Personal Details Form (accessible from Holmesglen Website at Student forms (holmesglen.edu.au) and return the completed form to Holmesglen Assist at assist@holmesglen.edu.au. (Evidence requirements will apply for some changes ie changes to name).

6.2 COVID-19 Immunisation

You may be required to confirm your immunisation status for COVID-19 with the provision of a COVID-19 Digital Certificate prior to undertaking your work integrated learning agreement.

6.3 Immunisation and Health Screening

Some organisations have immunisation requirements and, you will need to provide evidence of meeting the immunisation requirements to undertake the work integrated learning agreement (eg clinical placements in health-care settings). Sometimes work integrated learning agreements outside Australia may require vaccinations and other medical precautions. Approval is required for all work integrated learning.

You are responsible for all costs associated with meeting the immunisation and health screening costs.

6.4 National Disability Insurance Scheme Workers Screening Check

The National Disability Insurance Scheme (NDIS) Workers Screening Check is a requirement within the disability and support industries. This will apply to you if you are undertaking work integrated learning activities in such industries, relevant to the course of study in which you are enrolled.

You will be required to provide evidence of your NDIS Workers Screening Check prior to the commencement of the work integrated learning agreement. You should discuss these requirements with your Holmesglen's Placement Coordinator.

You are responsible for all costs associated with obtaining the NDIS Workers Screening Check and will be required to present this prior to commencing work integrated learning with the host organisation.

6.5 Working with Children Check

Some organisations may require you to complete a Working with Children Check (WWCC) to undertake work integrated learning activities.

This check focuses on specific types of offences that relate to children and assesses a person's suitability to work with children. It is a legal requirement for those undertaking paid or voluntary child-related work in all Australian states and territories.

- You must obtain a WWCC prior to the commencing work integrated learning, as required and, you are responsible for all costs in obtaining a WWCC.
- You are required by law to list Holmesglen Institute as the organisation through which you will be undertaking child-related study and work.
- If you already have a WWCC for employment purposes, you must add Holmesglen Institute as a volunteer organisation.
- If you pass the WWCC you will receive a current WWCC card that is valid for a specific period unless suspended or revoked.
- You should take your WWCC Card to the first day of work integrated learning in case you are required to present it prior to commencing work integrated learning with the host organisation.
- You may not be able to undertake work integrated learning if you are unable to obtain a Work with Children Check.

6.6 National Police Checks

Some organisations may require you to complete a National Police Check before you commence the work integrated learning activities. This may be because you will be in a position of trust such as having access to prescription medication or working with children, the elderly and those with disabilities or handling large amounts of money.

You may not be able to undertake work integrated learning if the National Police Check provides a negative outcome.

If you are required to complete a National Police Check:

- You must organise your own National Police Check and pay the associated costs.
- You should take your certificate to the first day of work integrated learning in case you are required to present it prior to commencing with the organisation.
- As an overseas learner (studying in Australia with a Student Visa) you must apply for a National Police Record Check in Australia through the Australian Federal Police.

6.7 International Police Check

In some instances, an International Police Check may be required. You are responsible for all associated costs and must be completed prior to commencing work integrated learning.

This may be relevant to the industry in which you undertake work integrated learning activities and will support you in accessing the National Disability Insurance Scheme (NDIS) Workers Screening Check.

You may not be able to undertake work integrated learning if the International Police Check provides a negative outcome.

6.8 Other Licensing Requirements

You may also be required to hold other licenses prior to undertaking work integrated learning activities as relevant to the industry. You are responsible for all associated costs for all licences. Some examples of such licenses may include but are not limited to:

- Construction Induction Card.
- First Aid Certificate.
- Forklift Licence.

7. Learner Duty of Disclosure

If you have a personal circumstance or religious or cultural considerations or other health conditions that you believe may impact your work integrated learning and for which you may require support, it is recommended that you notify your Holmesglen's Placement Coordinator during your initial discussion and seek advice from Student Wellbeing.

You will need to complete the Work Integration Learning Disclosure Statement Form, prior to commencing the WIL Agreement, including details of any known personal circumstances or health condition which may affect them and any medication or treatment which may be necessary.

As a learner you have the right not to disclose information. However, if you have a pre-existing health condition and you have not made a disclosure, you may not be entitled to compensation in the event of an incident. This may further impact the completion of work integrated learning agreement and the course.

7.1 Personal Circumstances

- Tell Holmesglen as quickly as possible if you are pregnant or have a temporary injury that may impact your work integrated learning. You should speak directly to your Course Leader and Holmesglen Placement Coordinator. Because pregnancy is a personal matter, you can also speak to your teacher/academic or another member of staff that you trust and are comfortable to tell.
- It is important to tell Holmesglen if you are pregnant so that we can work with you to provide a safe and supported study environment. Early notification also allows Holmesglen to make sure that you are not placed in a workspace that can pose a health risk to you and the unborn child. Potential risks include being exposed to chemicals or being required to undertake strenuous activity.
- Your Course Leader and Holmesglen Placement Coordinator will refer you Student Wellbeing to work with you to identify how Holmesglen can support studies. Student Wellbeing will ask you to provide a letter from a medical practitioner confirming your pregnancy, the expected due date and your ability to participate in all activities during placement without restrictions. It is important that you attend planned meetings and respond to emails to assist us to take effective measures.

- It is important to speak with your Holmesglen's Placement Coordinator if you feel that consideration of cultural or religious background / needs may be required during your work integrated learning agreement. Considerations may be made in relation to prayer times and locations, required clothing and so on.

7.2 Disability, Long Term Illness and / Or Mental Health Conditions

Student Wellbeing at Holmesglen is a confidential service that provides support for learners living with disability, long term illness or mental health condition.

Holmesglen's Work Integrated Learning Guidelines (Learners) provides you with the contact details of Student Wellbeing who will be able to assist you further on the information that may support you to undertake your work integrated learning activities.

Your Holmesglen's Placement Coordinator will refer you to Student Wellbeing if you disclose any health conditions with them.

An Access Support Plan may be developed by Student Wellbeing in consultation with you and your Course Leader and teacher to assist you while undertaking work integrated learning with the host organisation.

You may be required to provide a medical clearance certificate from your treating medical practitioner for the duration of the work integrated learning, depending on the health condition disclosed.

- It is suggested that you seek further assistance from Student Wellbeing at Holmesglen about your health conditions.

The sharing of health-related information is a personal decision. Student Wellbeing at Holmesglen can provide you with information about the pros and cons of sharing personal and health related information. This information remains confidential, and you are under no legal obligation to share the nature of your condition with any other employee within Holmesglen.

- If you believe your condition could create a risk to yourself or to others during the work integrated learning, it is recommended that you discuss the potential impact with Student Wellbeing at Holmesglen and understand how the sharing of this information may support you during your work integrated learning agreement.
- You should provide a set of instructions for someone to follow in the event of an emergency or deterioration in your health. This should include your doctor's contact details and any medications (including dosage) to be administered in an emergency.

7.3 Fitness for Practice

You may be requested to receive a 'Fitness for Practice' assessment where a health concern is identified during the course of your study.

The Fitness for Practice assessment report must be obtained from your treating 'Medical Professional' to state that you are well enough to undertake the required work integrated

learning agreement that will inform the assessment requirements for the subject/s that are part of the course in which you are enrolled for study.

Holmesglen and other registered health practitioners have an obligation to notify the Australian Health Practitioner Regulation Agency (Ahpra) if there is reasonable belief that you have an impairment when undertaking workplace integrated learning, and where the impairment may place the public at substantial risk of harm. Refer to Section 7.5.2 (below).

7.4 Duty of Care

As a learner you will have access to Student Wellbeing and Student Engagement and Equity to assist with wellbeing support during the course of your study, where you have identified with support needs.

A Learning Access Plan will be established with you that may include recommendations for reasonable adjustments, to support you in the classroom or other campus activities. In some instances, your medical professional may recommend adjustments that would not be deemed reasonable in the educational or work integrated learning context.

The work integrated learning agreement is an integral assessment component for the completion of your course of study. Where it is determined that you are unable to undertake the work integrated learning activities, Holmesglen may be able to assist you with a more suitable course of study, depending on your health or personal circumstances.

All personal information provided by you is managed in accordance with Holmesglen's Privacy Policy accessible at <https://holmesglen.edu.au/Privacy-Policy/>. Holmesglen also abides by the mandatory reporting requirements and will undertake certain activities where this is deemed necessary.

7.5 For Nursing Courses only

If you are undertaking a course in Nursing, you will be registered with the Australian Health Practitioner Regulation Agency (Ahpra) and National Boards.

Ahpra is the national agency that works with National Boards to ensure the safety and quality of health care in Australia.

7.5.1 Your Obligation

You must refer to the fact sheet for students and understand the learner registration requirements.

Under the National Law, as an enrolled learner in an approved program of study for Nursing and/or undertaking clinical training, you must notify Ahpra within **seven days** if:

- you have been charged with an offence punishable by 12 months imprisonment or more or

- you have been convicted of, or are the subject of, a finding of guilt for an offence punishable by imprisonment or
- your registration under the law of another country that provides for the registration of learners has been suspended or cancelled.

You may refer to the Frequently Asked Questions for Students (FAQ for students) for more information on your obligations.

7.5.2 Mandatory Notification

- i) Under the law, Holmesglen will undertake mandatory notification to Ahpra in relation to the above.
You may refer to the Refer to the Fact sheet for education providers for mandatory notification requirements.
- ii) Holmesglen and other registered health practitioners have an obligation to notify Ahpra if there is reasonable belief that you have an impairment when undertaking workplace integrated learning, and where the impairment may place the public at substantial risk of harm.

For more information refer to the Guidelines: Mandatory notifications about registered students.

7.5.3 Voluntary Notification

- i) Other persons or organisations, may undertake voluntary notifications to Ahpra in relation to Section 7.5.1 (above).

Refer to the Fact sheet for education providers for mandatory and voluntary notification requirements.

8. Work Integrated Learning Preparation

Before commencement of work integrated learning, your teacher and Holmesglen's Placement Coordinator will provide you with sufficient information regarding your roles and responsibilities and what to expect in the workplace, including:

- The advantages of work integrated learning, the usefulness of on-the- job experience and contacts with the host organisation to secure jobs later.
- Your professional responsibilities in the workplace.
- Expected attitudes and behaviours.
- Communication and interpersonal skills.
- To whom you are responsible.
- What you are expected to learn or demonstrate.
- What will be assessed, how and by whom.
- What to do in the event of an accident, including providing correct information to a medical practitioner.
- Who to contact if there is a problem.

- Occupational Health and Safety rights and obligations e.g. induction, training, hazard identification, risk assessment and control.
- Anti-discrimination, equal opportunity obligations and sex assault and sexual harassment.
- Emergency contact details for Holmesglen and host organisation.

You will also be provided a good knowledge about challenging behaviours you may encounter and understand your obligations under 'duty of care' and 'mandatory reporting' of client abuse.

The host organisation will ensure that all relevant by-laws, policies, manuals, guidelines, protocols, procedures, and any other relevant information is made readily available to you, including details of any emergency procedures to be followed. You must comply with these at all times.

9. Orientation and Workplace Induction

9.1 Orientation

This is provided by the host organisation, is about familiarising yourself with the worksite, amenities, equipment and reporting structure, and the people with whom you will interact during the work integrated learning agreement.

This process is about ensuring you are comfortable with the support available and clarifying your expectations regarding what is expected, and what you can expect in return. Orientation will help you to understand the workplace and introduce the culture and values of the host organisation.

9.2 Induction

Induction provides you with clarity about your role, security about what you will be doing and how you should be doing it. The induction process therefore should, as a minimum, cover policies and procedures relating to:

- Workplace code of conduct.
- Occupational Health and Safety Standards.
- Bullying and harassment policies including sexual assault and sexual harassment.
- Use of information technology.
- Use of illicit drugs and alcohol.
- Privacy and confidentiality.
- Clients' rights.
- Duty of care.
- Mandatory reporting.
- Child Safe and Wellbeing Policy and Procedure will also be made available to you if you are under 18 years of age at the time of the work integrated learning commencement.

9.3 Occupational Health and Safety

This is an important part of each step in the Orientation-Induction-Settling sequence:

- During Orientation, you see the policies and procedures operating 'in the real world'.
- During Induction, you are assessed on OHS competence and compliance.
appropriate to the level of responsibility and relevance to the course and work
integrated learning objectives; and
- During Settling, you are monitored and guided to ensure the policies and procedures
convert to practices.

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9.4 Emergency Contact Details

You will be provided with emergency contact details prior to you commencing the work integrated learning agreement with the host organisation. You should use these contact details at any time you have any concerns or if an incident has occurred during work integrated learning. Remember to inform your workplace supervisor of any incidents as well. These details will include:

- Contact persons names from Holmesglen.
- Contact person names from the host organisation.
- Phone / mobile contact numbers for both entities.
- Email contact details for both entities.

9.5 Safe Access to the Host Organisation at Remote Locations or Working Shift Hours

9.5.1 Remote Locations

Learners undertaking work integrated learning activities may be approved at remote locations. Holmesglen's Placement Coordinator will assess the suitability to undertake work integrated learning at such locations.

9.5.2 Shift Hours of Work (9.00 pm onwards)

Work Integrated Learning for Learners Undertaking Study in Health Courses Only

Learners undertaking work integrated learning activities in health courses may be approved for shift hours of work. Holmesglen's Placement Coordinator will assess the suitability for undertaking work integrated learning when shift hours of work includes night duty.

10. During Work Integrated Learning

Both Holmesglen and the host organisation expect high standards from learners in relation to honesty, integrity, and general behaviour at all times. It is expected that you act in a manner consistent with the mission and values of the host organisation and according to reasonable and appropriate standards for a professional environment.

You must, at all times:

- Comply with all elements of this Handbook and any reasonable instructions given by Holmesglen or by the host organisation, its employees, and representatives.
- Only participate in the work at levels commensurate with your stage of preparation and progress in your course while under supervision and as approved by the host organisation.
- Perform tasks allocated to you under the work integrated learning agreement with due care, skill, and attention and in a proper and time efficient manner; and

- Comply with all applicable laws, protocols, procedures, policies, and guidelines including, without limitation, all matters pertaining to Occupational Health and Safety, privacy and confidentiality, personal information and records and any reasonable requirements as directed by the host organisation from time to time.

You must not, at any time:

- Act in a manner which could disrupt or adversely affect the host organisation's reputation, interests, or goodwill; or
- Improperly remove any property belonging to the host organisation (including, but not limited to, equipment and records); or
- Not put other employees or members of the public at risk of injury or illness; or
- Not work under the influence of drugs or alcohol.

10.1 Following Instructions

If you are given instructions on a number of tasks, make notes on what you are required to do and the processes to be followed. If you make a mistake, inform your supervisor immediately and ask for assistance in correcting the mistake. Ensure that any task you are given is completed. Check all work for accuracy and to ensure it is completed.

ASK FOR HELP

Do not be afraid to ask for help or advice; listen courteously, and do not criticise a procedure, particularly if it reflects on the present competency of those involved.

10.2 Appearance, Punctuality and Behaviour

Your personal appearance may be taken as a reflection of your attitude to the position, and consequently to the host organisation. If you hope to gain the cooperation of all those you come in contact with, be tidy in appearance and always punctual in your attendance.

Always be seen as cooperative, interested, and enthusiastic with the organisation's interests at heart. Show that you are willing to learn and that you are enjoying your work integrated learning. To make this easier, keep a diary for writing down the things you have done and are expected to do.

As the work integrated learning venue is an extension of your classroom, you are expected to honour the same standards of behaviour. Mobile phones should be turned off/on silent and kept in your bag, not carried on the person. If there is a need for you to remain in contact, for example with a caregiver of a sick child, the situation should be discussed with your supervisor. Smoking is not permitted on work integrated learning premises.

The success of your work integrated learning will depend on your achievement of undertaking the allocated tasks, professional mannerism and collaboration with employees at the host organisation.

10.3 Attendance

You must attend your work integrated learning for the hours agreed with your host organisation and Holmesglen.

Observe the agreed working hours as identified on the Work Integrated Learning Agreement at all times. If you are unsure, find out what these are. Check when lunch and tea breaks are taken and the length of these breaks.

- If you are unable to attend on any day, telephone the host organisation before your normal start time. Explain the reason for your absence and let them know when you expect to be back at work.
- Ring your Placement Coordinator at Holmesglen to let them know of your absence from work integrated learning including the duration.

10.4 Safe Use of Equipment

You must follow all safe operating procedures.

Do not attempt to use equipment of any sort unless you fully understand how to do so. If necessary, ask to be supervised by an observer on the first few occasions you use the equipment. Write down the steps involved and check them off as you progress.

10.5 Personal Safety, Using Personal Protective Equipment (PPE)

The wearing of personal protective equipment (PPE) such as safety helmets, glasses, gloves, appropriate footwear including boots, high visibility vests, life jackets and even sunscreen is designed to protect you and must be used, as required.

Always use personal protective equipment (PPE) where required and, ensure these are used correctly or fit properly. If problems do occur, stop using the equipment and inform your supervisor immediately.

11. Dealing with Issues

You are encouraged to contact your teacher and Placement Coordinator at Holmesglen if you are experiencing any problems or issues whilst on work integrated learning. For example, you may feel that you are not being given enough training opportunities or are being asked to perform tasks you feel are outside your level of competency or relevance to the course requirements.

Involving your teacher and Placement Coordinator early will not only enhance your learning outcomes in the current work integrated learning and assist in obtaining an early resolution, but also facilitate Holmesglen continuous improvement for future learner work integrated learning arrangements.

If you experience any issues in relation to child safe matters or those that may impact on your fitness to work in an environment with vulnerable people, you must notify Holmesglen's Placement Coordinator and the host organisation immediately.

You may be withdrawn from the work integrated learning agreement if it is not possible to resolve the problem and other arrangements will need to be organised.

12. Complaints and Unsatisfactory Performance

If a complaint is received by the host organisation in relation to any learner or learner work integrated learning, they are required to notify Holmesglen.

If the host organisation reasonably believes that you are not competent to perform allotted tasks, fail to conduct yourself in a safe and professional manner, or fail to comply with any law, protocol, policy, procedure, guideline or reasonable instruction of the host organisation, they must notify the Holmesglen's Placement Coordinator who may, in discussion with the host organisation, terminate or restrict/limit the work integrated learning in which you are participating.

13. Hazard, Incident and Accident in the Workplace

During the worksite induction prior to your work integrated learning, you must clearly understand the host organisation's procedures for handling and reporting of serious incidents such as bullying, harassment (including sexual assault and sexual harassment) or client abuse (of employees or clients), as well as hazards, accidents, injuries or near misses.

- If you are involved in or witness a serious incident, you must report this promptly inform the Host Organisation and your work integrated learning supervisor or other appropriate senior person to allow prompt action from the host organisation.
- In the event of an accident/incident, the host organisation will ensure that you obtain immediate medical treatment (if necessary), and your emergency contact is alerted.
- If you witness or experience bullying or harassment (including sexual assault and sexual harassment) while on work integrated learning or have a different concern that you wish to raise, you should contact your Placement Coordinator at Holmesglen immediately.
- You must notify Holmesglen Placement Coordinator as soon as possible if there is an accident (or an incident) and provide Holmesglen and host organisation with a copy of any documentation eg. the hazard and incident report and medical certificates preferably within 24 hours. Holmesglen employee will discuss the incident with you and assist you in accessing appropriate support services.

14. Legal Liability and Insurance Cover

Holmesglen has insurance in place to protect its legal liability.

To safeguard any host organisation whose business premises are made available for learners to undertake work integrated learning, it is essential that the host organisation be covered by its own public liability insurance.

No organisation should agree to take part in work integrated learning without public liability insurance cover.

14.1 Changing Work Times – Legal Liabilities

You must ensure you do not work any additional hours other than what is stipulated for your Work Integrated Learning Agreement. It is illegal and you will not be covered under the insurance arrangements. If you are required to change your work hours schedule, you must check with your Holmesglen's Placement Coordinator prior to making any changes.

All changes to the agreement times and locations for work integrated learning must be approved by Holmesglen's Placement Co-ordinator prior to agreeing to these with the host organisation.

14.2 Injuries and Insurance Cover

Learners undertaking study in Higher Education courses are eligible to make a claim under relevant insurance arrangements as advised by Holmesglen's Placement Co-ordinator

- In the event of claim, you are required to complete and sign a Worker's Injury Claim form, with the assistance of the host organisation and/or Holmesglen if necessary.
- Forward the completed and signed form to Holmesglen's Placement Coordinator who will complete the claim process in consultation with the host organisation (if necessary) and Manager Internal Audit and Human Resources Operations Department at Holmesglen.

15. Payment to Higher Education Learners on Work Integrated Learning

If you undertake work integrated learning as part of your Higher Education course, you are not required to be paid for the work undertaken under the Work Integrated Learning Agreement. However, the host organisation may choose to pay you, and this should be discussed between the host organisation, yourself, and Holmesglen as part of the development of the Work Integrated Learning Agreement.

16. Work Integrated Learning Feedback and Debrief

Holmesglen is committed to providing the best possible learning experience for your learners. To integrate work integrated learning experiences, Holmesglen and the host organisation may organise a debriefing session for you to finalise assessment and to give and receive feedback about your performance in the workplace. The key purpose of the debrief is to identify:

- What worked especially well during the work integrated learning?
- Was there anything that did not work as expected?
- What lessons were learned from situations that did not go so well?
- Were there any opportunities missed?
- What can be done to ensure these opportunities are realised in the future?

- Were any risks identified during the work integrated learning agreement that should be captured in future planning processes?

Your feedback will provide valuable insights and ascertain where improvements to the work integrated learning arrangement are possible.

17. **Appendix 1 – Student Wellbeing and Student Engagement and Equity Contact Details**

Contact Student Wellbeing or Student Engagement and Equity Departments at Holmesglen to help you achieve your educational, career and personal goals and other support services.

Additional information on support services for learners is also accessible from the Holmesglen Website at:

Learner Support Services
Refer to Holmesglen Website for more information on the type of support and contact information at Student support (holmesglen.edu.au)
Important Contacts
Other important contact details are also accessible from Holmesglen website at Important contacts (holmesglen.edu.au)
Complaints and Appeals Process
Make a complaint through Holmesglen's complaints and appeals process at Complaints and appeals (holmesglen.edu.au)

18. Appendix 2 – Definitions

Terms	Meaning
Ahpra	Australia Health Practitioner Regulation Agency, regulating Australia's health practitioners in partnership with the National Boards.
Evidence Requirements	Includes learners' licences and registrations including WWCC, Police Checks, NDIS Clearance and immunisations records, relevant to the course and industry.
Impairment	As prescribed by The National Law, Extract, a learner with a physical or mental impairment, disability, condition or disorder (including substance abuse or dependence) that detrimentally affects or is likely to detrimentally affect the learner's capacity to undertake clinical training: - as part of the approved course in which the learner is enrolled; or - arranged by an education provider.
International Police Check	The process by which an applicant's identity is checked against police records at an overseas location. An international police check is required for learners who are required to undertake WIL in courses that require a NDIS Worker Screening Check and NDIS Clearance. Learners who have lived overseas for 12 months or longer during the past ten years must obtain an Internal Police Check. Applicants should contact the relevant foreign police agency to obtain an international police check, details are accessible from the Department of Home Affairs website at www.homeaffairs.gov.au.
National Police Check	The process by which an applicant's identity is checked against police records in all Australian jurisdictions.
NDIS Worker Screening Check	The National Disability Insurance Scheme (NDIS) Worker Screen Check is an assessment of whether a learner seeking to work with persons with disability do not pose a risk to such persons. NDIS check has an associated cost and is required for persons involved in providing support under the NDIS where contact is either physical, face-to-face, oral communication, written or electronic communication. A NDIS Clearance status is issued to a learner in accordance with the NDIS worker screening legislation of a jurisdiction. Note, a NDIS clearance must be obtained before the expiration of a WWC Check

	The NDIS Clearance Status will be recorded on the National Worker Screening Database (NWSD). For more information, refer to NDIS Worker Screening Check vic.gov.au (www.vic.gov.au)
Online Placement System	Refers to InPlace as the online placement system used to manage the processes associated with Work Integrated Learning arrangements.
Work Integrated Learning (WIL)	In accordance with Schedule 1 of the Higher Education Support Act 2003, work integrated learning is when such activities are undertaken in industry and is work: (a) that is done as a part of, or in connection with a course; and (b) in respect of which student learning and performance is not directed by the provider; and (c) the purpose of which is to obtain work experience relevant to the course; and (d) that meets any other requirements specified in the Administration Guidelines. In the context of procedure WIL encompasses any arrangement where learners undertake learning in a workplace outside of Holmesglen as part of their course, including: ▪ professional workplace placements ie internships, clinical placements, fieldwork, practicums, workplace projects. ▪ online or virtual workplace projects eg telehealth with real clients ▪ workplace projects that involve the workplace, community or professional partners ▪ a simulated work environment with industry input, consultation or assessment , or activities in other contexts involving industry of community partners.
Working with Children Check (WWCC)	▪ The Working with Children Check is a screening process for assessing or re-assessing individuals who must work with or care for children under 18 years of age in Victoria. ▪ The working arrangements usually involve direct contact including written, oral and electronic communications as well as physical and face-to-face contact. ▪ An equivalent check will apply in accordance with other State Legislation requirements, relevant to the location of WIL arrangements. ▪ The WWCC status must be checked at Working with Children Check Victoria https://online.justice.vic.gov.au/wwccu/checkstatus.doj