



2018 Student Guide to Practical Placement

Practical placement is an important component of many AGB Training qualifications and allows the student to prepare for the workplace by applying the skills and knowledge learned in the classroom to the work environment. It involves more than just observing what is happening in the workplace as students will have specific activities to undertake whilst on the placement.

Students are required to experience placement for a minimum of:

CHC43315 Certificate IV in Mental Health	80 hours
CHC53315 Diploma of Mental Health	160 hours
CHC52015 Diploma of Community Services	100 hours

NB: The hours above are *MINIMUM*; students can do additional hours if they wish to, if requested by the Student Placement Provider, or if the student has been deemed as not yet competent during the initial placement.

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Introduction

Many AGB Training courses include some time working in the related industry area. This is called 'practical placement'.

Practical placement is an opportunity to:

- Learn in a workplace relevant to the qualification;
- Apply skills and knowledge learned in the classroom to a real work situation;
- Engage, learn and network with experienced industry professionals who will assist the student to put theory into practice;
- Have access to real clients, organisational policies and procedures, equipment and technology;
- Have exposure to both normal operating procedures and unplanned contingencies;
- Make informed decisions about further training and study; and
- Become more employable.

During work placement the employer is referred to as the *Student Placement Provider (SPP)*.

Practical placement involves more than just observing what is happening in the workplace as students will have specific activities to undertake whilst undertaking placement.

These activities include:

- Log Book – for signature and verification of work hours;
- Performance Evidence Summaries – listing of performance tasks requiring observation in the work place. These are to be initialled by the designated workplace supervisor to verify observation of satisfactory performance of required tasks;
- Feedback form – for completion by both the student and the workplace supervisor on completion of tasks/units; and/or
- Specific assessment tasks to be completed during and/or on completion of work placement.

The AGB Training trainer/assessor will provide students with necessary assessment documentation and explain the requirements for successful completion of practical placement.

Practical placement information and documents can be found at:

<https://www.agb.edu.au/current-students/work-placement>



***“Your Student
Placement Provider might supply
you with a referenceand
possibly offer you a job!”***

Students who do not complete practical placement will automatically receive a Competency Not Yet Achieved for those course units associated with placement and will not be eligible to receive a completed qualification. In this circumstance AGB Training will issue a Statement of Attainment for completed units.

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Working with Children Check/National Police Check

All AGB Training students undertaking practical placement are required to obtain a Working with Children's Check and National Police Check. It is the responsibility of the student to obtain these checks and AGB Training advise application as early as possible as processing can take several weeks.

Students are required to bring original documents OR certified colour copies to the Pre-Training Review and Enrolment session delivered by AGB Training.

Students cannot commence practical placement until these documents are provided to AGB Training.

Application and Fees

Payment of fees associated with these checks is the responsibility of the student.

Fees are determined by the individual organisation and subject to change.



"Have all of your documents ready before starting placement and take them with you on the first day – always have your WWCC on hand during placement"

Working with Children Check:

www.workingwithchildren.vic.gov.au

Current fees for 2017 – 2018 Financial Year:-

Volunteer: Free (Student use only - cannot be used for employment purposes)

Employee: \$121.40 (renewably every 5 years at reduced fee)

Notes on completing the Volunteer Working With Children Check Application:

- The Type of application is "Volunteer" (no fee)
- For 'Occupational work codes', enter the following numbers: 24,40,44,46 and 56.
- Provide the following information for Organisation Details:
 - Industry Placement Officer
 - AGB Training
 - 31 Barwon Terrace
 - South Geelong VIC 3220
 - Phone: 1300 123 242

Overseas students can only apply on arrival in Australia. Overseas Passport, Australian Visa and a third form of identification will be required.

If the Department of Justice and Regulation determines that you pose an unjustifiable risk to the safety of children, you will fail the Check and be issued with a Negative Notice. Should this occur you will be ineligible to complete practical placement.

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Police Records Check:

Local Students:

http://www.police.vic.gov.au/content.asp?a=internetBridgingPage&Media_ID=72672

Fee: \$46.90

Overseas Students:

<https://www.afp.gov.au/what-we-do/services/criminal-records/national-police-checks#process>

Fee: \$42.00

Additionally, numerous companies offer an online service for obtaining this certificate and can be located by searching 'National Police Check'. Fees and requirements for online application vary.

Victoria Police does not have an expiry date for validity of National Police Certificates. The police certificate is the result of a check of police records only up until the day it is issued. It is up to each organisation (in the absence of any legislation applicable to their industry/profession) to determine how often they require a new certificate to be issued.)

The *Department of Health and Human Services – Victoria* stipulate the following conditions to police checks:

- All students obtain a national police records check annually. These are considered valid for student placements for 12 months from the date of issue.
- In addition to a national police records check, students who have resided overseas for more than 12 months in the past 10 years should have a police check from their country of residence (including an English translation) and/or complete a statutory declaration stating that they have never, in another country, been convicted of any crime.
- AGB Training has an agreed protocol in place to resolve the issue of any disclosable outcomes that may arise during the police check process, with due consideration to student confidentiality

Students holding current documents are required to inform AGB Training if:

- Found guilty of a criminal offence (other than a minor traffic offence); or
- Charged or investigated for a criminal offence (other than a minor traffic offence).
- Currently subject to charges or under investigation for a criminal offence (other than a minor traffic offence).

Criminal history does not necessarily constitute a barrier to practical placement. Mitigating factors might include the length of time since the convictions, the nature of the convictions and penalties imposed, action taken since by the student and any references provided. If you have any questions about how your criminal history may affect your ability to participate in practical placements, please speak with AGB Training - Industry Placement Officer in confidence.

Student Placement

Who is responsible?

AGB Training maintains industry partnerships with Student Placement Providers (SPP) across Victoria in order to facilitate placement for students, including registration with PlaceRight.

At commencement of the course (approximately week 4) students will be required to complete a Student Practical Placement Preference Form. In determining the SPP, AGB Training will consider:

- Student ability to travel to placement e.g. distance from home, public transport requirements;
- Student days / hours of availability;
- Student choice of workplace – this may include a specific workplace or community services sector;
- Specific requirements of SPP/s; and
- Practical Placement requirements of qualification – hours, industry sector, learning outcomes (on occasion this might require more than one SPP over the duration of course).

Whilst AGB Training will do our utmost to provide students with a practical placement that meets individual needs, this cannot be guaranteed. AGB Training will provide students with one placement. This is not negotiable other than under extenuating circumstances.



“Be punctual – if you are running late call the workplace – and don’t make a habit of it”

Where extenuating circumstances exist it is the student’s responsibility to negotiate with AGB Training prior to commencement of placement. AGB Training reserves the right to determine the outcome of such discussions.

Where issues affecting the student occur during practical placement it is the student’s responsibility to notify AGB Training. Outcomes will be determined by AGB Training on an individual basis.

Should, during the practical placement, the SPP determines the student to be unsuitable and wish to cancel the student’s practical placement AGB Training will determine the outcome on an individual basis.

Should the student choose not to accept the allocated placement, or do not attend/complete with the SPP allocated it will become the student responsibility to obtain alternative placement.

AGB Training will deal with serious breaches of the Student Practical Placement Undertaking on an individual basis. This may include disciplinary action.



“If you are sick and cannot attend placement call (don’t text) and provide a medical certificate if possible”

Using Current Employer for Practical Placement

Students employed with a suitable organisation may choose to use this time to contribute to work placement.

All documentation required by AGB Training will need to be completed and the organisation, together with the duties performed by the student, must meet the requirements of the qualification.

If the organisation does not meet qualification requirements, students will need to do some (or all) practical placement elsewhere. AGB Training can advise students regarding this.

Students wishing to source SPP

On occasion, students might require a specific organisation for practical placement. Although AGB Training will assist if requested, in this instance it is the student's responsibility to source this placement. Should the organisation agree to become an SPP, the student must provide all details in writing to AGB Training Industry Placement Officer.

Details required are:

- Student name, phone number and email address;
- Qualification, venue and AGB trainer name;
- Organisation name & address;
- Organisation contact name, position, phone & email addresses;
- Proposed dates/days/times for practical placement.

All documentation required by AGB Training will need to be completed and the organisation, together with the duties performed by the student, must meet the requirements of the qualification.

The above information is to be provided to AGB Training via placement@agb.edu.au. All information and requirements applicable to practical placement will apply and the student must not commence placement until approval from AGB Training is received.

Payment whilst participating in practical placement

Students are not paid for participating in practical placement. *FairWork Australia* has a factsheet available referring to 'Vocational Placement' which makes it clear that under the FairWork Act there are conditions which must be met for a person to be recognised as on a vocational (work) placement. These conditions can be summarised as:

- must be a placement, arranged by the training provider or student as a course requirement
- must be no entitlement to pay
- placement must be done as a requirement of an education or training course
- placement must be approved (AGB Training meets this requirement as we are 'approved' by the *Australian Skills Quality Authority* - ASQA to deliver these program)

www.fairwork.gov.au/about-us/policies-and-guides/fact-sheets/unpaid-work/studentplacements

This does not apply to students using an existing employer for practical placement.

Student Placement Providers

The type of SPP will vary depending on the qualification and the particular units identified as requiring assessment in the workplace. Some students may need to participate in more than one placement in order to fulfil the needs of their qualification.

Student Placement Providers must offer experience which is relevant to the qualification, have all the resources and equipment in place that will allow the student the full range of opportunities to learn and develop their skills and knowledge, provide a safe environment and appropriate supervision, provide a workplace induction and have evidence of holding public liability insurance.

AGB Training will provide a comprehensive evaluation of each organisation prior to approval for student placement.

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Commencement of Practical Placement

To ensure that both the student and the SPP get the best value from practical placement, timing is crucial. At a minimum, students should be confident in their ability to:

- Interact positively with others, both colleagues and clients
- Work safely
- Show an understanding of the sector of work
- Behave in a professional manner.



“Maintain a positive attitude and show you are motivated to learn – pay attention, ask questions, take notes, keep a personal daily journal”

Students should expect to commence practical placement only after specific points in the course of study.

Qualification	Hours	Practical Placement to commence:
Certificate IV in Mental Health:	80	After completion of <i>Provide Mental Health Services</i> cluster. <i>CHCMHS002 Establish self-directed recovery relationships</i> <i>CHCMHS003 Provide recovery oriented mental health services</i> <i>CHCMHS004 Work collaboratively with the care network and other services</i>
Diploma of Mental Health:	160	After completion of <i>Provide Mental Health Services</i> cluster. <i>CHCMHS002 Establish self-directed recovery relationships</i> <i>CHCMHS003 Provide recovery oriented mental health services</i> <i>CHCMHS004 Work collaboratively with the care network and other services</i>
Diploma of Community Services:	100	After completion of <i>Manage Work Health and Safety</i> , AND <i>Analyse Impact Factors</i> clusters. <i>HLTWHS004 Manage work health and safety</i> <i>CHCDEV002 Analyse impacts of sociological factors on clients in community work and services</i>

Please note that placement might commence at ANY point after completion of the above clusters of study, not necessarily immediately. AGB Training will ensure that students have ample time to complete placement.

All practical placement hours must be completed prior to final class.

Preparing for Practical Placement

Many organisations will require students to participate in an informal phone interview, or to attend a more formal interview prior to acceptance for placement.

Remember first impressions count!



“Dress appropriately and keep great hygiene”

Informal Phone Interview:

- Identify yourself, the qualification you are studying with AGB Training, the days/times of the placement offered and why the particular organisation appeals;
- Speak slowly and clearly using professional language – don’t swear or call the person you are speaking to ‘love’, ‘darl’ or ‘mate’;
- Thank the person for their time on conclusion of the call;
- Students feeling nervous should prepare a written script before calling.



“Don’t share your entire personal life – this is work/study – not therapy”

Formal Interview:

- Dress appropriately – no runners, track suit pants, excessive makeup, etc.;
- Be prepared. Researching the organisation will give you greater confidence and make you appear more professional. If the organisation has a website read it;
- Think about questions the SPP might ask and mentally prepare answers which will help with this process;
- Don’t feel the need to rush to answer questions or be afraid to ask if unsure as to the meaning of a question;
- Students may find it useful to be prepared with one or two relevant questions. For example, asking if the organisation employs students based on their practical placement performance;
- Students might find it helpful to rehearse interviews with a friend or colleague;
- Thank the SPP representative for their time.

Where a student is unsuccessful at ‘interview’ AGB Training will seek to determine reason/s, to discuss with the student on an individual basis and to determine the appropriate action/s.

During Practical Placement

On commencement of practical placement the SPP is required to provide a workplace induction, including work health and safety information. It is important that this is taken seriously as students are required to sign a document stating that all information is understood and the student will adhere to all organisational policies and procedures.

During placement AGB Training will periodically contact the SPP to check on students' progress. Should any issues occur during placement, both students and the SPP are encouraged to contact the Industry Placement Officer who will attempt to reach a resolution in a timely manner.



"Familiarise yourself with policies and procedures, especially OHS"

All students also have access to AGB Training - Student Support Services for course and academic enquiries, support and general welfare matters. Further information regarding student support is available at <https://www.agb.edu.au/current-students/student-support-services>.

Industry Placement Officer

Karen Strawbridge
1300 123 242 / 0400 770 521
placement@agb.edu.au

Student Support

1300 123 242 / 0447 867 758
studentsupport@agb.edu.au

All documentation, including log book, signed third party documents and assessments must be returned to the AGB Training Trainer/Assessor on completion of practical placement.

It is the student's responsibility to ensure that the required minimum hours have been completed. Failure to complete hours will require the student to source additional placement.



"Keep social life (including social media (e.g. Facebook, Snapchat) out of the workplace.

ALWAYS maintain professionalism and confidentiality – watch who and what you talk about outside of placement"

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Completion of Practical Placement

On completion of placement, both you and the SPP will be required to complete an evaluation form provided by AGB Training. Some SPP's will have an organisation evaluation form for you to complete.



“Don't leave workplace based assignments until the last minute”

Although AGB Training will provide a letter of thanks to the SPP, it is good practice for you to provide either a letter or card thanking the organisation for their support.

Good Luck!