



# Workplace Guide 2019

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## Who is Partners in Training Australia?

Partners in Training (PTA) (RTO Code: 21837) is a family owned and operated vocational education and training organisation that has provided high quality education across Australia for a decade.

We have Industry expertise in the Community Services and Health Care industries, which include; Nursing, Aged Care, Early Childhood Education, Dental, and a wide range of Community Services. We offer a variety of funding opportunities through State and Federal funding for eligible students and are located in Melbourne, Gippsland and Goulburn Valley.

PTA offers flexible training options.

### Why choose us?

We focus on working in partnership with our students and clients to provide access to study options where people cannot attend traditional structured TAFE classrooms, have to work full time and have a busy home life. Through our flexible training models, we are able to deliver training and assessment services that support training to fit effectively into the demands of work, family and a social life.

Our experienced and professional trainers have the most relevant and current skills and knowledge with strong industry links to assist you in achieving real job outcomes. Most importantly they care about you and your individual training goals.

### Quality Personalised Learning

**Quality** – We use professional and qualified trainers who have strong communication skills and teach in a way that is relatable and transferrable to the workplace. All our trainers have current industry experience to ensure our courses are relevant to the needs of industry. Across PTA we provide training sites that are fully functional, modern and innovative so that our students have access to the best facilities. We are ahead of the curb in our curriculum, constantly upgrading our courses to meet the needs of industry and expectations of the workplace.

**Personalised** – We understand that no two people are alike, and each individual student and client has different needs when it comes to training. Our staff will get to know you and talk to you individually to find out exactly what outcomes you want. We will guide you into the best course to make sure that you are engaged in your studies and working towards your desired outcome. We are a family owned and operated training organisation and we pride ourselves on embracing everyone as if they're a part of our extended family.

**Learning** – To get a job you need more than a certificate and that's why we teach our students in a way that fully prepares them for work after study. We actively engage in helping our students get a job, keep a job and develop a successful, rewarding and lasting career. We aim to make our students passionate about their industry so that they are eager to continually learn and develop. We foster real pathways for our students into further study and employment.

### How to contact us

Email: [info@pta.edu.au](mailto:info@pta.edu.au)

Website: [www.partnersintraining.edu.au](http://www.partnersintraining.edu.au)

Phone: 1300 664 601

## Workplace experience model

This is a Workplace Guide for all stakeholders involved in Partners in Training's workplace experience model for students undertaking training Partners in Training Australia.

As part of the student's course assessment, PTA seeks evidence to support a judgement of the student's skills and knowledge in the workplace. In the process of gathering this evidence, we collect and utilise the evidence from a Workplace Supervisor and other people who have worked closely with the student during their time in the workplace. We do this through our workplace experience model.

The purpose of the workplace experience is to provide a meaningful experience for the student, including a workplace experience that will:

- Enable a practical work experience that is directly relevant to the course outcomes at the appropriate skills level and to the actual tasks, skills and knowledge competencies required for employment.
- Enable the student to develop and apply the tasks, skills and knowledge competencies required to be demonstrated in the course in a real workplace environment.
- Give the student the best opportunity to be job ready at the completion of their course.

The student must be provided with the opportunity to engage in the tasks, skills and knowledge relevant to the workplace experience in placement/ employment.

The student and workplace experience provider (employer) need to meet additional requirements as listed in Guidelines about Apprenticeship/Traineeship Training Delivery, if the student is a trainee employed by an organisation in the relevant industry under an Australian Apprenticeship and Traineeship Scheme

## Looking for workplace experience

### **PTA will assist you, but you may be required to source your own placement.**

A student may request to undertake their workplace experience in their existing workplace and refer this workplace experience to their training coordinator for approval. Please discuss any workplace experience opportunity with your trainer coordinator.

PTA will do its best to accommodate student availability, preference and location for workplace experience, but this is not always possible. **It is a student's responsibility to accommodate the workplace experience arrangements made by PTA in conjunction with Workplace Providers.** Any travel or accommodation costs students incur to complete workplace experience are at student's own cost.

If a student does not accept the workplace experience facilitated by PTA because the student has own preferences on placement provider/activities and/or location, it is the student's own responsibility to source a workplace experience to meet the competency requirements of the qualification, which must be approved by PTA. If a student fails to do so, they may be deemed not competent in the course.

If a student is unable to attend or complete the facilitated workplace experience or if a student is deemed not satisfactory on workplace experience, it is a student's responsibility to source a further workplace experience to meet the competency requirements of the qualification which must be approved by PTA. If a student fails to do so, they may be deemed not competent in the course.

## Prior to commencing workplace experience

All workplace experience requires a number of actions to be taken before a student can commence workplace experience.

### Requirements

Prior to commencing workplace experience, a PTA student must obtain a current **Victorian Working with Children Check**. The student may also be required to provide other documents, such as

- A current and satisfactory **Police Check (with 6 months' currency)**
- Satisfactory medical checks
- Satisfactory immunisation status

A Police Check can be obtained from here: [http://www.police.vic.gov.au/content.asp?Document\\_ID=274](http://www.police.vic.gov.au/content.asp?Document_ID=274)

Information about obtaining a Working with Children Check can be found here: <http://www.working-withchildren.vic.gov.au/>. It is free of charge to obtain a Working with Children Check for volunteer.

Participation in workplace experience is subject to obtaining and presenting satisfactory clearances.

**Students will not be permitted to commence workplace experience without presenting the required clearances to PTA and approved workplace deed.**

If a clearance discloses a criminal record or if a student is unable to obtain the required clearance/s, a student may not be able to continue the course or successfully complete the course as many Workplace Providers will not accept students with a criminal record. Students should refer to the Student Handbook for further information in relation to this situation.

### Workplace Deed

**The Workplace Deed must be completed in full by all stakeholders (Student, Workplace Provider, PTA (and parent/guardian when a student is under age)) prior to commencing workplace experience. No workplace experience is to be commenced until the deed is approved by PTA.**

Once the Workplace Deed is executed, PTA will provide the:

- Workplace Provider with the Workplace Information Booklet for Supervisors relevant to the course and induction in relation to their obligations and responsibilities during the workplace experience
- Student with the Workplace Information Booklet for Students and induction in relation to their obligations and responsibilities during the workplace experience

Participation in workplace experience is subject to all stakeholders first executing the Workplace Deed and undergoing an induction.

### Restrictions

Prior to commencing workplace experience, a student must meet any pre-requisite requirements set out in the Course Information Sheet. These may include:

- Satisfactory completion of one or more practical observation assessment tools for one or more units of competency, either as a simulated scenario or demonstration of practical skills

**A student may commence placement prior to the completion of training delivery of the course, which is listed on the course timetable. However, the student can only complete NO more than two thirds (2/3) of the placement hours before the end of the training delivery period. PTA will not schedule any workplace visit until the completion of classroom training.**

### **Workplace Booklet for the Student**

This comprises a number of sections that must be completed by the student whilst undertaking workplace experience, including:

- Student details
- Workplace details
- Record of workplace hours
- Key skills demonstrations and a series of tasks the student must complete in the workplace that will be signed off by the Workplace Supervisor and a PTA Assessor
- Workplace projects that must be completed by the student during their workplace experience

The Workplace Supervisor signs off this booklet and provides comments where indicated.

### **Workplace Information Booklet for Supervisors**

This comprises information for the Workplace Supervisor of a student. It directly correlates with the Workplace Booklet for the Student and informs the Workplace Supervisor what they can expect from the student and what the student will be doing on their workplace experience relevant to the specific course.

The Workplace Information Booklet for Supervisors comprises the following:

- Workplace skills and knowledge tasks during placement – these are recommended tasks that a student could undertake during their workplace experience to achieve real work conditions and be assessed in the workplace.
- PTA assessments – this is a table that lists the tasks and activities an assessor will be used as evidence of competence in the workplace.
- Requirements and Resources Checklist – lists the requirements a Workplace Provider has agreed to supply to ensure the workplace experience has the necessary equipment, resources and access to the right work environment for students to complete all the necessary tasks for assessment in the workplace.
- Workplace skills and knowledge evidence – is an overview of the tasks and activities students will need to perform in the workplace. The Workplace Provider's appointed Workplace Supervisor/s of the student would need to complete sections within the Workplace Booklet for the Student as evidence for PTA, of a student's ability to perform tasks and activities in the workplace.
- Workplace Project – sets out the assignments PTA has developed for students to complete whilst they are on workplace experience. The project is designed to be workplace relevant and can be undertaken without direct involvement or supervision of a workplace supervisor.

- Glossary of terms and definitions - the glossary is designed to assist the Workplace Supervisor to understand the terms and definitions that may be encountered throughout the workplace experience.
- Feedback on workplace experience – this is a feedback form for the Workplace Supervisor to complete at the conclusion of the workplace experience.

### **Workplace Observation Checklist for the Trainer and Assessor**

This comprises an observation checklist which sets out the macro skills the PTA Assessor will observe the student performing in the workplace, with the details at the micro level of what competent performance should look like. The Assessor will use the document when assessing the student during their workplace experience.



## Roles and responsibilities

### **Partners in Training's responsibilities**

Partners in Training:

- Will assist students in finding placement when necessary. However, PTA does not guarantee placements.
- Will ensure the student is prepared to demonstrate and perform the tasks, skills and knowledge required in the workplace experience as set out in the relevant Student Workplace Booklet.
- Will ensure the student meets the clearance and/or pre-requisite requirements for workplace experience set out by the Workplace Provider and liaise with the student and Workplace Provider to resolve any issues.
- Will provide a Workplace Information Booklet for Supervisors to the Workplace Provider and Workplace Booklet for the student which specifies the relevant tasks, skills and knowledge that the Student is required to develop, demonstrate, perform, reinforce and/or be assessed on during the workplace experience.
- Will remain responsible for the overall control, pastoral care and discipline of the student, apart from the reasonable day to day direction to the student whilst on workplace experience which is

to be provided by the Workplace Provider (except where this student is an existing worker or trainee).

- Will monitor the student course progress.
- Will conduct workplace visits and observations.

### Workplace Provider's Responsibilities

The Workplace Provider/ Employer:

- Will discuss with the PTA the type of activities which the student will undertake on practical placement to ensure they are:
  - relevant and directly related to, and at the appropriate skill level, for the training outcomes of the unit of competency or course the student is undertaking, and
  - useful for the vocation and employment outcomes of the unit or course.
- Will plan and carry out the student's program of activities in accordance with the considerations set out in the Workplace Deed and Workplace information booklet for supervisors.
- Has read and understood the Department of Education and Training Updated Practical Placement Guidelines <<https://www.education.vic.gov.au/training/providers/rto/Pages/workplace-learn.aspx>>.
- Will consult with the training coordinator if they consider it necessary to terminate the arrangement before the agreed practical placement end date.
- Will nominate a supervisor (or supervisors) for the student.
- Will comply with relevant occupational health and safety and workplace relations legislation and standards with respect to the student.
- Will permit the PTA's practical placement coordinator or assessors to access the workplace and contact the student at any reasonable time during the practical placement.
- Will ensure that the practical placement arrangement is not used as a substitute for the employment of employees or the engagement of contractors.
- Will maintain the confidentiality of any health information that has been disclosed in relation to the student and will only disclose this information to another party if treatment is required for a known medical condition or in the case of a medical emergency.
- Will notify the training coordinator as soon as practicable if the student is absent, injured or becomes ill in the course of undertaking the practical placement.
- In case of an emergency, the employer will contact the student's emergency contact person and the training coordinator.
- Will provide an induction to the student in relation to the Workplace Provider's policies and procedures, relevant staff, expected standards of behaviour and personal presentation and safe work practices.
- Will provide and make available to the student at all times during the workplace experience the facility, context and equipment set out in the relevant Workplace Information Booklet for Supervisors.



- Will provide the student with direction and the opportunity to demonstrate the tasks, skills and knowledge set out in the relevant Workplace Booklet for Student.
- Will provide the student with feedback during the workplace experience.
- Will complete and sign off the Workplace Booklet for Students where indicated.

### Student's Responsibilities

Prior to commencing workplace experience, the student is must:

- Obtain and provide to PTA and the Workplace Provider (as required) the original or certified copy of any required clearances (e.g. Police Check, Working with Children Check) set out in the relevant Course Information Sheet and/or the Workplace Deed.
- Obtain and provide to PTA and the Workplace Provider (as required) evidence of any required pre-requisites (e.g. competency in lab skills, medical checks, immunisations, simulations) set out in the Course Information Sheet and/or the Workplace Deed.
- Notify PTA and the Workplace Provider of any medical condition that may impact on their ability to undertake or perform workplace experience or any conflicts of interest.

Throughout the workplace experience, the student agrees to:

- Attend workplace experience for the entire duration of the workplace experience as agreed in the Workplace Deed, except in the case of an emergency, and to notify PTA and the Workplace Provider in advance if unable to attend workplace experience.
- Perform during the workplace experience to the best of their ability the tasks, skills and knowledge required.
- Complete the Workplace Booklet for the Student and any other assessment as required.
- Adhere to the Student Code of Behaviour set out in the Student Handbook.
- Comply with all relevant legislation, laws and policies and procedures of PTA and the Workplace Provider.
- Comply with and follow all reasonable directions given by the Workplace Provider or PTA.
- Maintain the confidentiality of all information obtained in connection with the workplace experience.
- Immediately notify PTA and the Workplace Provider if any clearance obtained becomes unsatisfactory or is likely to become unsatisfactory, if any medical condition or personal situation arises that may impact on their ability to undertake or perform workplace experience or if any conflict of interest arises.
- Attend the workplace on agreed days at the agreed time.
- Be responsible for all expenses and costs in connection with work placement.

The student consents to

- Partners in Training disclosing personal information of the student, including their academic record, medical information or clearance information to the workplace provider as required or deemed necessary by Partners in Training

- Partners in Training using any photograph, footage or testimonial of the Student in relation to the Work Placement and waives all rights to the intellectual property in any photograph, footage or testimonial and all rights to inspect or approve such use, subject to any opt out elected by the Student on their enrolment form.

## Workplace induction

To ensure the student understands the expectations of the Workplace Provider, it is important for the Workplace Provider to conduct an orientation of their workplace.

A good induction is crucial in providing a basis on which the student can build effective workplace relationships, it also gives the student a clear understanding of what is expected of them.

The workplace induction and ongoing support of the student is normally the job of the Workplace Supervisor.

An induction should include at least:

- An overview of the business
- The role of the student in the organisation
- An introduction to key personnel and who to go to if there is a problem
- Relevant organisational policies and procedures, including administrative procedures and forms, and where to locate these
- Expectations of all the parties, including expected standards of behaviour, personal presentation and safe work practices
- Occupational health and safety relevant to the worksite
- Basic work rules, work conditions and provisions under any award or industrial instrument

## Dress code

Students are expected to dress appropriately as advised by the Workplace Provider and PTA. Some Workplace Providers may require a specific dress code which students must comply with. Students should:

- Wear clean, neat and neutral clothing (if no specific uniform is required)
- Wear comfortable and closed shoes
- Maintain personal grooming and hygiene
- Remove or cover any piercings

## Effective supervision

We understand that workplaces are busy and that supervising a student in the workplace is time consuming. However, it is an invaluable experience for the student, and we do appreciate all stakeholder's involvement and contribution to the workplace experience.

A supervisor can make the workplace experience meaningful and enjoyable for both the supervisor and the student.

Workplace Supervisors are in a key position to maximise the success of training and therefore ensure the supply of skilled staff for the future.

The Workplace Supervisor is the person who is responsible for training the student at the workplace in the day-to-day working environment.

The role of the Workplace Supervisor is to:

- Act as mentor, coach and role model to the student
- Be familiar with the tasks that need to be performed by the student in the workplace as set out in the Workplace Booklet for the Supervisor and Workplace Booklet for the Student
- Give clear and consistent instructions on workplace tasks
- Guide and support
- Monitor and keep records of progress using the Workplace Booklet for the Student
- Provide feedback and encouragement
- Liaise with PTA and other relevant parties

Coaching is a big part of workplace supervision. Coaching includes all the things done to motivate students, teach them about their work, develop their skills, provide them with feedback and recognise their achievements. Take time to show the student how to do things the correct way. It helps to break the task down into manageable pieces. People learn a lot by watching - observation is a quick and effective way to learn and it allows the student to be shown correct procedures and sequences.

Workplace Supervisors can follow a simple process in effectively coaching the student including:

- Explain the task to the student and its purpose, why it's done
- Explain to the student all the steps in completing the task
- Demonstrate the task and explain how it will be performed
- Provide the student with sufficient opportunity to practice
- Provide encouragement and feedback
- Document any feedback in the Workplace Booklet for the Student and feedback form to PTA

## Termination, variation and amendment

This work practical placement may be terminated by PTA or the Workplace Provider at any time in their absolute discretion by giving written notice to the other parties listed on Workplace Deed.

PTA or the Workplace Provider may amend the terms of this deed by mutual agreement in writing.

PTA may remove the Student from Work Placement if the Student fails to comply with the Work Placement Code of Conduct set out in the Student Handbook or a reasonable direction of PTA or the Workplace Provider in relation to the Work Placement.

The Student acknowledges and agrees that PTA may at any time modify or vary the Work Placement for any reason (with no cost being incurred by PTA for any reason as a result of any modification or variation).

The Workplace Provider acknowledges and agrees that PTA may modify or vary the Work Placement in circumstances beyond the control of PTA.

## Feedback

PTA are committed to quality personalised learning. We welcome feedback from all stakeholders to assist us to continually improve our services.

All stakeholders can provide feedback to PTA by emailing [quality@pta.edu.au](mailto:quality@pta.edu.au)

Workplace Providers can also provide feedback using the detachable feedback form at the back of the Workplace Information Booklet for Supervisors.