

Purpose

Work Based Training and Practical Placement (WBT/PP) opportunities are an important component of skills development in VET environments. This procedure clearly defines Pakenham Institute's holistic overarching approach in the delivery and monitoring of Work Based Training and Practical Placement.

Scope

This policy and these procedures apply to all international students enrolled in Tourism, Travel and Hospitality Training Package (SIT) qualifications at Pakenham Institute.

Procedure

All work placements are supervised by a representative of Pakenham Institute along with the Host supervisor. Pakenham Institute representatives visit the workplaces on a regular basis and obtain feedback. Students are required to demonstrate technical skills and knowledge and provide hospitality service to customers while being observed in the workplace by their assessor.

Assessors confirm with the student's supervisor any specific set-up requirements. For example, a specific room may need to be made available, staff, clients, specialised equipment and so on. If any required resources are not available on the day of assessment, assessors reschedule the date of their visit or make arrangements to bring extra resources and equipment, where appropriate.

Where students do not correctly or adequately demonstrate the skills and knowledge required of this task, they are given feedback. Depending on their level of their performance and the types of areas in which they did not show competence, assessors:

- Let the students redo the task during the same workplace visit once they have considered the feedback
- Request that students undertake further learning and redo the task later – in this case provide the student with a new date for observation.

Work Based Training Coordinator

The Work Based Training Coordinator appointed by Pakenham Institute will:

- Will visit the Host Employer's Site and complete Commercial kitchen facilities Checklist and Occupational Health and Safety Checklist attached as Appendix 4 of Work-Based Training Practical Placement Agreement.
- Liaise with the student and the workplace supervisor before and during the commencement of work placement.
- Observe and assess the student for two service periods out of twelve, with prior arrangement with student and the host employer.

- Contact the host supervisor each week to collect and verify student's attendance and participation during the placement.

1. Inform staff and students of requirements

No.	Steps	Responsible	Comments
1	Identify practical placement requirements on marketing materials (Prospectus, Website, etc.) including any industry specific requirements.	Compliance Manager	The Training and Assessment Strategy must include the placement hours as part of the qualification requirements.
2	Inform training and assessing staff of practical placement requirements.	Compliance Manager	

2. Establish terms

No.	Steps	Responsible	Comments
1	Liaise with industry to identify potential host employers.	WBT Coordinator	
2	Determine suitability of potential host employer, including supervision and occupational health and safety requirements.	WBT Coordinator	
3	Conduct risk assessment of placement conditions	WBT Coordinator	
4	Conduct site visit for pre-placement risk assessment if placement conditions are identified as high risk or if this is the first-time students have been placed with this host employer.	WBT Coordinator	

5	Discuss scope for reasonable adjustment for students requiring additional support or students with special needs.	WBT Coordinator	<ul style="list-style-type: none"> Ensure an accurate assessment of the requirements of the placement and the student's ability are made. Determine how the learning outcomes of the placement may be achieved while accommodating the needs of the student. Discuss the information that will be provided to the host employer about the student's disability and who should provide it.
6	Discuss hours of placement, payment and format of agreement with host provider	WBT Coordinator	
7	Provide all parties with a copy of the Practical Placement Agreement form prior to commencement	WBT Coordinator	
8	Establish processes for recording student attendance at work placement	WBT Coordinator	Start and finish times should be verified by work- place supervisor
9	Establish processes to liaise with student and workplace supervisor to monitor student progress	WBT Coordinator	

3. Monitor progress

No.	Steps	Responsible	Comments
1	Monitor student placement according to qualification requirements.	WBT Coordinator	Refer to Pakenham Institute's Course Progress Policy and Procedure.

2	Undertake assessments, as required.	WBT Coordinator	<ul style="list-style-type: none"> ● Assessment is the responsibility of the Pakenham Institute. ● Ensure that any assessment undertaken during WBT/PP is assessed by a Pakenham Institute’s assessor. ● Placement supervisors must not assess students on behalf of the Pakenham Institute unless otherwise authorised to do so.
3	Provide students and host employer with an opportunity to provide feedback at conclusion of placement.	WBT Coordinator	
4	Reporting of injuries whilst on placement	WBT Coordinator	<p>The host provider is required to notify Pakenham Institute of any incident resulting in injury of the student whilst on placement.</p> <p>Upon notification of an incident Pakenham Institute must complete an Injury Report Form</p>
5	Any Complaints and Appeal	WBT Coordinator	Please refer to the Pakenham Institute’s Complaints and Appeal Policy and Procedure attached with the WBT Agreement.

Assessing students at workplace

- Assessor will visit workplace to sign off on Workplace Agreement and induct host employee so as to ensure they are able to meet all of their responsibilities and has the facilities and equipment required.
- Trainers/assessors will visit workplaces regularly for students participating in workplace-based programs, or programs that include a workplace-based component to observe student in the workplace during 8 service periods (for full 240 hours of work placement (related units: SITHCCC020 and SITHKOP005)) with prior arrangement.
- 2 out of 8 visits will be scheduled in the first 25% period of the work placement period (shift period), next 2 will be in the next 25% of their placement period (shift period) and remaining 4 in the last 40% of the work placement period (shift period).
- For students doing work placement related to only SITHKOP005 Coordinate cooking operations, only 3 visits will be scheduled, one in the first 25% period of the work placement period (shift period) and remaining 2 in the last 40% of the work placement period (shift period).
- Visits may include training, support and/or assessment.
- The trainer/ assessor will liaise with the student and the nominated supervisor about their visit prior to attending but it is the student's responsibility to ensure relevant people in the workplace know the trainer/assessor visit is due.
- Discussions to be held with the student and with host employer during the visit and is required to be documented.
- Observe and assess the student with prior arrangement with student and the host employer.
- Contact the host supervisor each week to collect and verify student's attendance and participation during the placement.
- Visits will include a component of workplace observations requiring the completion of set tasks and/or observation of routine work duties.
- The trainer/assessor will ensure, prior to attending the visit that appropriate arrangements are in place for observing the relevant tasks to be demonstrated.
- The assessor will monitor student placement according to qualification requirements.
- The workplace supervisor will also be required to sign-off completed Third Party /Supervisor Reports to verify the student's workplace skills.
- The trainer/assessor will liaise with the relevant person to ensure they have been completed and can be collected on the day.
- Assessment outcomes will be recorded.
- Providing students and host employer with an opportunity to provide feedback at conclusion of placement.
- Trainers/assessors should ensure that they contact relevant personnel during the workplace visit to ensure the workplace is engaged and involved in the student's training program. This may be to:
 - Provide support and guidance on the workplace's involvement in the Course.

- Answer any students' queries that they have;
- Address issues relating to the student's performance; and/or
- Check on the completion of third party/supervisor reports.

Unsatisfactory work-based training/practical placement performance

When it is agreed by both Pakenham Institute and Host Employer that the student's performance in the workplace is seriously inappropriate and/or jeopardises the welfare or safety of clients, staff or student.

- The student's placement will be immediately discontinued.
- A Not Satisfactory (NS) will be assigned for the placement component.
- After consideration of the circumstances and obtaining documentation from both the Host Employer and the student, Pakenham Institute will determine whether the student may be permitted with, extra supervision and support, to undertake work placement again.

Unsatisfactory WBT/PP Performance

A student who has not demonstrated competency connected to the placement will need to repeat the placement in a different organisation following consultation with Pakenham Institute staff.

Pakenham Institute will determine whether the student will be required to undertake supplementary work in theory units related to the placement to assist with successful completion. Pakenham Institute will work with the student to identify supervision arrangements and supplementary work to support the student in the second placement attempt.

Students must achieve a Satisfactory S in the repeat placement to demonstrate Competency in the relevant units attached to the placement.

Maximum Repeat WBT/PP Opportunities

A student will not be assigned more than one repeat workplace experience during the enrolment period. Should a student not complete the required tasks on placement, after undertaking a repeat placement, they will be graded Not Competent (NC) for the relevant units of competency.