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# Vocational Placement Information

As the Vocational Placement Coordinator, you serve a vital role acting as a link between the vocational placement provider/supervisor and the candidate and ensuring that the appropriate conditions for skills observation and evidence gathering are achieved.

If required, you may support the candidate in finding their vocational placement by suggesting where they may look and places they may consider. The candidate, vocational placement provider, and vocational placement supervisor may have questions about their responsibilities in relation to vocational placement, and you will need to address these questions.

This booklet will inform you of your responsibilities as a vocational placement coordinator, and it contains a detailed breakdown of the process you should follow in coordinating vocational placements.

**Be sure to read all of this information carefully, as it is crucial to understand your role in Vocational Placement.**

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Description automatically generated**

# Who is Involved in Vocational Placement?

# An Overview of the Process for Organising Vocational Placement

Outlined below is an overview of the process in the organisation of vocational placement through [Insert your RTO’s name here].

1. Before vocational placement, the candidate organises and completes police checks and first aid certification.
2. The candidate contacts a vocational placement provider/supervisor of a service to discuss vocational placement potential.
3. The candidate provides the interested vocational placement provider with the *Vocational Placement Provider/Supervisor Information Pack.*
4. The candidate advises their RTO’s vocational placement coordinator of the contact details of the interested potential vocational placement provider.
5. The vocational placement coordinator contacts the placement provider and checks their willingness to participate and suitability for placement.
6. The suitability of the nominated vocational placement provider is confirmed. If the vocational placement provider is NOT suitable, return to step 2.
7. The vocational placement coordinator sends the *Training Plan* and *Vocational Placement Agreement* to the candidate.

The vocational placement provider and the candidate sign the *Vocational Placement Agreement*, and the candidate returns the signed agreement to the vocational placement coordinator for sign-off.

1. ONLY once the *Vocational Placement Agreement* is signed by all parties can candidates start vocational placement.

The vocational placement coordinator will provide the candidate and the vocational placement provider/supervisor with a copy of the *Vocational Placement Agreement* signed by all parties before placement commencing.

1. The candidate begins vocational placement:
   1. The candidate receives instruction and workplace-based training from the vocational placement supervisor.
   2. The candidate completes the assessment activities in the skills workbook while supervised by their supervisor and observed by their assessor.
   3. The candidate demonstrates the required skills while being observed by their assessor.
   4. The candidate organises and submits their evidence to their assessor for assessment.
2. The assessor reviews and assesses the candidate’s evidence submissions, skills workbook, and supervisor’s observations and feedback.
3. The assessor publishes the candidate's assessment results for the candidate to view.

# Organising Vocational Placement

It is the candidates’ responsibility to establish initial contact with the vocational placement provider.

The candidate must inform the Vocational Placement Coordinator once they have initiated contact with a vocational placement provider that they wish to undertake a vocational placement with and who has expressed interest in hosting the candidate for vocational placement.

A *Letter of Introduction* must be prepared by the Vocational Placement Coordinator, which the candidate must present to their potential vocational placement provider.

At this point, the candidate may have questions about their vocational placement, and you have the opportunity to confirm that they have organised their:

## Contacting the Potential Vocational Placement Provider/Supervisor

After the candidate has informed you that they have found a vocational placement provider where they wish to undertake their vocational placement, you will need to contact the vocational placement provider and discuss the candidate’s vocational placement.

As vocational placement coordinator, you have duty of care to minimise foreseeable risk to the candidate.

As part of your conversations with the candidate’s potential vocational placement provider, you will need to ascertain if:

|  |  |
| --- | --- |
|  | The vocational placement provider is happy to have the candidate for vocational placement. |
|  |  |
|  | The vocational placement provider is **a workplace that organises, provides and monitors support services within the limits established by individualised plans**.  *See* [*Specific Requirements for Vocational Placement*](#Specificbookmarks) *section for details.* |
|  |  |
|  | The vocational placement provider has an appropriately qualified supervisor, specifically **a support worker.**  *See* [*Specific Requirements for Vocational Placement*](#Specificbookmarks) *section for details.* |
|  |  |
|  | The vocational placement provider will provide the range of experience to the candidate required by the Skills Workbook (e.g. providing individualised support, etc.). |
|  |  |
|  | All parties have the same expectations regarding the candidate's vocational placement dates and hours of work. |
|  |  |
|  | The vocational placement provider/supervisor has received their information pack, and they understand what is required of them in the vocational placement process. |

## Specific Requirements for Vocational Placement Provider

Due to the requirements of the unit of competency, the candidate’s nominated vocational placement provider must provide the candidate access to the following to complete the assessments included in the skills workbook.

* **A workplace that organises, provides and monitors support services within the limits established by individualised plans.**
* **A support worker within the workplace specified above.**

Additionally, listed below are the workplace resources and assessment conditions required for the assessment in this unit of competency. The vocational placement provider must also provide the candidate access to these in addition to those listed above.

|  |
| --- |
| **Conditions required for assessment** |
| * A simulated environment where the candidate can provide personal support using aids and equipment, as outlined in the performance evidence.   Simulation to be completed prior to workplace assessment, following requirements in the performance evidence.   * A supervisor who can oversee the candidate, either directly, indirectly or remotely. |

|  |
| --- |
| **Assessment must ensure access to** |
| * facilities, equipment and resources that reflect real working conditions and industry operating conditions and contingencies * organisational policies and procedures * individualised plans * equipment and resources outlined in individualised plans * opportunities for engagement with people receiving support services according to an individualised plan or people who participate in simulations and scenarios that involve provision of support services according to an individualised plan. |

## The Training Plan and Vocational Placement Agreement Form

Once you have ascertained that the vocational placement provider is suitable for vocational placement and all parties have the same expectations, the next step is to provide the candidate with a copy of the *Training Plan* and *Vocational Placement Agreement*.

The candidate will need to forward these documents to their nominated vocational placement provider.

Once the candidate has returned these forms signed and dated by themselves and the vocational placement provider:

1. Complete the forms.
2. Scan and upload a digital copy into records.
3. Submit a copy to the Vocational Placement Provider.
4. Set notes with due dates after three days of vocational placement start and a week before the vocational placement end date as reminders to follow-up at these times to contact the Vocational Placement Provider and candidate about the candidate’s progress.

**IMPORTANT**

**Candidates MUST NOT commence their Vocational Placement until all parties have received a copy of the signed Vocational Placement Agreement.**

**If the Vocational Placement Agreement is not completed, the candidate will not be covered by insurance.**

# Providing Support During Vocational Placement

As the Vocational Placement Coordinator for your course, you serve a vital role acting as a link between the vocational placement provider/supervisor and the candidate and ensuring that the appropriate conditions for skills observation are achieved.

During this time, you will need to:

Both the candidate and the vocational placement provider/supervisor may have many questions. Be sure to read the important information below.

# The Skills Workbook

The assessment for **CHCCCS031 - Provide individualised support (Release 1)** includes a Skills Workbook component.

The candidate takes this Skills Workbook with them to be completed during their vocational placement.

This Skills Workbook contains:

* Assessment activities the candidate needs to complete during their vocational placement.
* Instructions and guidance for completing these activities satisfactorily.
* Assessment forms and templates that need to be completed as part of the assessment.
* List of evidence they need to provide and submit to their assessor.

The candidate must review and discuss the Skills Workbook with their vocational placement supervisor on the first day of vocational placement.

The role of the vocational placement supervisor then is to:

* Organise opportunities within the vocational placement setting where the candidate can complete these assessment activities.
* Facilitate candidate’s access to the resources and conditions required for assessment.
* Provide instruction and guidance and supervise the candidate as they undertake these assessment activities within the vocational placement setting.
* Review and sign-off on the candidate’s evidence submissions and provide further verification and authentication to these submissions.

The Skills Workbook, along with other evidence, are then submitted by the candidate to [Insert your RTO’s name here].

The assessor uses the information within the Skills Workbook and evidence to decide whether the candidate can be deemed satisfactory at the tasks.



# A Candidate on Vocational Placement is Not a Replacement for Paid Work

Candidates are placed with vocational placement providers to get on-the-job experience, learn, and help with the workload. However, they are not intended to replace paid employees. Their vocational placement should not directly result in reduced hours for which other workers would usually be paid to work.

According to the current Fair Work Act regarding Student Placements, candidates in vocational placement are not entitled to be paid remuneration for the vocational placement. However, a vocational placement provider may choose to pay candidates at their own discretion if they wish.

# Duty of Care, Legislation, and Insurance

As a place of employment, the vocational placement provider has certain responsibilities, such as their duty of care to all the people within their workplace. This extends to candidates undertaking vocational placement.

Candidates undertaking vocational placement are also considered as employees in terms of the organisation’s responsibility to them under relevant Work Health and Safety and Equal Opportunity legislation.

[Insert your RTO’s name here] has insurance that covers candidates. To be covered by this insurance, the *Vocational Placement Agreement Form* must be signed by all parties and returned to [Insert your RTO’s name here] before commencing the vocational placement.

# What Happens on the Candidate’s First Day?

The vocational placement provider must treat the first day of a candidate’s vocational placement the same way they would any new employee, including any safety inductions and housekeeping inductions.

Here is a list of topics on which they should provide the relevant information to the candidate.

It is not exhaustive as there may be more specific to the vocational placement provider’s industry and/or work environment.

# What Is Expected of Candidates during Vocational Placement?

Candidates are instructed to treat the vocational placement like they would paid work and behave as much like a new employee as possible. As such, they should:

* complete duties planned by vocational placement providers/supervisors and show a willingness to learn,
* follow any advice and instructions given by vocational placement supervisors and ask questions when they are unsure,
* be well-mannered throughout the vocational placement to all clients, family and staff members,
* dress appropriately to industry standards and the workplace,
* start each day of the vocational placement on time, attend the vocational placement for the normal hours of work for that job and only take allocated breaks (unless they have negotiated otherwise with the vocational placement supervisor and vocational placement coordinator),
* contact the vocational placement supervisor and vocational placement coordinator if they are unable to attend due to illness or other extenuating circumstances,
* make up any lost time from absences due to unforeseen circumstances,
* work in a safe manner to ensure the safety of themselves and others and report any accidents immediately to the vocational placement supervisor and vocational placement coordinator,
* report any hazards they see to their vocational placement supervisor and wear protective clothing and safety equipment where required, and
* maintain the confidentiality of the organisation and clients – the candidate may ask their vocational placement supervisor what information is considered confidential. The vocational placement supervisor may want to ask the candidate to sign a confidentiality agreement.

# Supervision of the Candidate

Supervision in the vocational context includes oversight, direction, guidance, and support either directly or indirectly.

The vocational placement supervisor has a responsibility to the candidate to:

1. provide supervised learning opportunities within a safe environment, which meet the objectives of the training plan,
2. keep all of the candidate’s details confidential and provide them with the same privacy and confidentiality afforded to staff,
3. carry out a thorough and documented orientation and induction of the candidate at the commencement of the vocational placement,
4. familiarise the candidate with worksite, amenities, equipment, relevant staff, reporting structure, and coaching support,
5. select learning experiences for the candidate in accordance with the training plan, and
6. review and sign-off on the candidate’s skills workbook and other evidence and provide feedback to the candidate on their progress.

# What Happens if the Candidate is Involved in an Accident?

If the candidate is involved in an accident while undertaking vocational placement, the vocational placement supervisor should take similar steps as when an employee is hurt, except that in addition to usual procedures, you as the Vocational Placement Coordinator will be contacted.

If the candidate is involved in an accident while undertaking vocational placement, the vocational placement provider/supervisor must:

1. Seek medical attention immediately.
2. Contact the candidate’s emergency contact, which is included in the Vocational Placement Agreement Form.
3. Ask any doctor or medical practitioner attending to the candidate for a medical certificate.
4. Contact the Vocational Placement Coordinator at [Insert your RTO’s name here] as soon as possible and let them know what has occurred.
5. Complete the Accident/Incident Report Form at the back of this information pack and send this to the Vocational Placement Coordinator at [Insert your RTO’s name here].
6. Follow their standard workplace procedures for dealing with any WHS incidents or Workcover issues if required.

The steps listed above are the same steps outlined in the **Vocational Placement Provider/Supervisor Information Pack.**

## Returning to Vocational Placement After an Accident

If a candidate injured during a vocational placement is later able to return, the vocational placement provider must ensure the same or an equivalent position for the remaining portion of the original vocational placement as per the agreement.

Before a candidate returns to their vocational placement, the Vocational Placement Coordinator must be satisfied that the workplace is safe and the candidate will not be at further risk. If the Vocational Placement Coordinator is not satisfied with the safety of the vocational placement, then an alternative vocational placement should be organised.

# A Week Before the End of Vocational Placement

To benefit the ongoing relationships with vocational placement providers, it is important to get feedback regarding the vocational placement process and to thank them for their participation.

1. Follow up on how the vocational placement is proceeding with both the vocational placement supervisor/provider and the candidate (this measure is prompted by a Notes setup during the organisation of vocational placement)

* ask if the placement is still due to finish as per the agreement,
* ask them for feedback, and
* thank them for their participation.

1. Log any suggestions for improvements in the continuous improvement register.
2. Upon receiving the candidate's Skills Workbook, notify the admin regarding completion to send out a certificate and a thank you cover letter to the Vocational Placement Provider.

# Changes to or Cancellation of the Vocational Placement Agreement

The candidate, vocational placement supervisor, or vocational placement provider may approach you with problems regarding vocational placement.

Hopefully, if there are any misunderstandings between these parties, they can be resolved before a change to the agreement is requested. If you can help to settle these misunderstandings before the situation escalates, that is preferable. However, if a problem cannot be resolved, the candidate should be withdrawn from the vocational placement.

Any party that wishes to change the vocational placement agreement will contact you as the vocational placement coordinator to change or cancel the vocational placement agreement. You should ask for a copy of this correspondence in writing.

# Documentation

Record keeping is an important part of the Vocational Placement Process. These records are vital to meet our obligations as an RTO and provide informed and reliable service to our candidates.

All correspondence needs to be carefully recorded. Since there will be numerous conversations with the same intent, notes, checklists, and file note templates are to be used and then expanded on to contain the responses from the other party during the conversation.

As well as keeping file notes of all phone calls and correspondence, you will need to keep other records and documentation.

## Vocational Placement Provider Database

The following information will need to be recorded in the Vocational Placement Provider Database:

* Name of Vocational Placement Provider (Service)
* Vocational Placement Contact Name
* Vocational Placement Postal Address
* Vocational Placement Contact Phone Number
* Vocational Placement Contact Email
* Vocational Placement Start Date and End Date
* Whether the candidate is a volunteer or an employee at the service

## Vocational Placement Agreement

You will need to ensure that you have this form signed and completed by all parties and upload a copy against the candidate’s record. Once this is completed, you need to upload a copy that is public against the candidate’s record and email a copy to the Vocational Placement Provider/Supervisor.

## Accident/Incident Report Form

If the candidate is involved in an incident, you will need to keep a copy of the Accident/Incident Report form and upload a copy of this document against the candidate’s record. You will also need to forward a copy to the [Insert your RTO’s name here] WHS officer for further investigation. Once this has occurred, you will need to ensure that Part D is signed by yourself and the WHS officer and upload the signed document to the candidate's file.

## Continuous Improvement Register

If any party makes a relevant suggestion for improving the vocational placement process, this needs to be logged in [Insert your RTO’s name here]’s Continuous Improvement Register.

# Incident/Injury Report Form

**What should be reported?**

* Incident/accident
* Injury, work caused illness and significant first aid treatment
* Dangerous event or near miss (an incident which could have caused serious injury or extensive property damage but did not)
* Property damage or hazardous activity observed.

**What do you do with this form?**

1. Either complete this form digitally or print the form and complete it manually
2. Send the completed form to the Vocational Placement Coordinator

**If incident only: sections A and D are compulsory.**

**If an injury has occurred: the entire form must be completed.**

## Section A: Details of Incident

|  |  |  |
| --- | --- | --- |
| Injury | Vocational placement related illness | Non-vocational placement-related illness |
| Property damage | Dangerous event | Electrical incident |
| Environmental incident | Near miss | Other |

Name of person completing report:

|  |  |  |  |
| --- | --- | --- | --- |
| Name |  | Phone number |  |
| Date incident occurred |  | Time incident occurred |  |
| Signature |  | | |

Incident occurred while:

|  |  |  |
| --- | --- | --- |
| Location | | Details |
|  | On Vocational Placement |  |
|  | Travelling to or from Vocational Placement or on a meal break |  |
|  | Others |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Date reported |  | Reported to |  |

*(Continuation of Section A: Details of Incident)*

Site of Incident:

|  |
| --- |
|  |

Exact location details: (external area / building & room etc.)

|  |
| --- |
|  |

What happened? (What occurred at the time of the incident? Briefly, describe how it happened.)

|  |
| --- |
|  |

*(Continuation of Section A: Details of Incident)*

Were any government agencies called to the incident? E.g. Police, Fire Services, etc.

|  |
| --- |
| NO  YES  If yes, provide details: |

List any witnesses: (names, telephone contact details, ID number if applicable)

|  |  |
| --- | --- |
| **Witness name** | **Witness contact number** |
|  |  |
|  |  |
|  |  |
|  |  |

## Section B: Details of Injured Person and Injury

|  |  |  |  |
| --- | --- | --- | --- |
| **Family name** |  | **Given name/s** |  |
| **Middle name** |  | **Gender** |  |
| **Date of birth** |  | **Phone number** |  |

|  |  |
| --- | --- |
| **Name of injured person’s supervisor** |  |

Nature of injury:

|  |  |  |
| --- | --- | --- |
| Allergy or sensitivity | Exposure effects heat/cold | Occupational overuse injury |
| Amputation | Fainting | Poisoning/toxic effects |
| Asphyxiation | Foreign body | Post-traumatic shock |
| Bruising | Fracture/dislocation | Psychological disorder/stress effects |
| Burn/scalds | Hearing loss | Puncture |
| Communicable disease | Hernia | Respiratory |
| Concussion or another neuro injury | Internal injuries | Skin condition, e.g. dermatitis/ eczema |
| Contusion/crush | Laceration/deep cut | Superficial wound or abrasion |
| Damage to artificial aids | Multiple injuries | Sprain/strain |
| Electric shock or effects | Nausea/vomiting | Vision impairment |

*(Continuation of Section B: Details of Injured Person and Injury)*

|  |  |  |
| --- | --- | --- |
| **Part of body affected** |  | |
| Head | Neck | Ear |
| Forearm | Chest | Upper arm |
| Buttock | Shin/Calf | Internal |
| Face | Shoulder | Hand |
| Wrist | Back | Stomach/trunk |
| Thigh | Ankle | Knee |
| Foot/toe | Eye | Elbow |
| Fingers/thumb | Groin/hip |  |
| **Others (provide details)** |  | |

Further description of injury/illness (if required):

|  |
| --- |
|  |

Details of treatment required:

|  |  |  |
| --- | --- | --- |
| None | Self-first aid\*\* | Medical centre/seen by medical doctor hospital |
| **\*\*Describe first aid treatment given** |  | |

*(Continuation of Section B: Details of Injured Person and Injury)*

Agency of injury (what?)

|  |  |  |
| --- | --- | --- |
| Animal/Insect | Mobile plant/equipment | Radiation |
| Biological agent (e.g. pathogens) | Needle/sharp | Repetitive work |
| Chemical | Noise | Situation – violence, assault |
| Electrical | Non-power tool | Surface (slippery/rough) |
| Explosion/implosion | Objects | Thermal (heat/cold) |
| Lifting/ Carrying | Power tools | Vehicle/transport |
| Machinery/fixed plant | Psychological/social | Workstation design |
| **Other (please specify)** |  | |

Action/ mechanism which caused the injury (how?)

|  |  |  |
| --- | --- | --- |
| Exposure to biological material | Hit by/trapped in moving object | Needlestick: non-contaminated |
| Exposure to chemicals | Hitting object | Needlestick: potentially contaminated |
| Exposure to electricity | Insect/animal bite | Noise |
| Exposure to heat/cold | Mental stress factors | Pressure |
| Exposure to radiation | Muscle stress- loads | Slip/trip (requires further investigation) |
| Fall from height | **Other (please specify)** |  |

## Section C: Incident Investigation

|  |
| --- |
| **OFFICE USE ONLY**  **This section is to be completed by the [Insert your RTO’s name here] WHS officer for any incident involving personal injury and for a serious incident or near misses where required.** |

Identify any factors contributing to the incident.

|  |  |
| --- | --- |
| **Number in order from most direct cause (1) to other underlying causes (2, 3, … etc.)** | |
| Design issues |  |
| Inadequate supervision |  |
| Environment (e.g. floor/ground surface) |  |
| Inadequate/lack of training |  |
| Failure to follow work procedures |  |
| Lack of appropriate Personal Protective Equipment |  |
| Improper use/storage of materials |  |
| Lack of experience |  |
| Inadequate equipment functioning |  |
| Personal factors-stress, fatigue |  |
| Inadequate equipment maintenance |  |
| Poor housekeeping |  |
| Inadequate safety procedures |  |
| Poor/lack of suitable equipment |  |
| Inadequate space |  |
| Unforeseeable event |  |
| Other environmental conditions (e.g. weather, lighting, ventilation, temperature) |  |

*(Continuation of Section C: Incident Investigation)*

**Preventative/Corrective Actions:**

Describe the follow-up actions planned or taken to prevent a similar incident.

Attach extra pages, if required, for investigation and actions.

|  |  |  |
| --- | --- | --- |
| **Action/s (Short Term and Longer-Term)** | **Who** | **Completion date** |

|  |  |  |
| --- | --- | --- |
|  |  |  |
|  |  |  |
|  |  |  |

## Section D: Acknowledgements

|  |
| --- |
| **Office Use Only**  **(This signature confirms that notification of the above incident has been received)** |

**Vocational Placement Coordinator**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** |  | | |
| **Comments** |  | | |
| **Date** |  | **Telephone** |  |
| **Signature** |  | | |

**WHS Officer**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** |  | | |
| **Comments** |  | | |
| **Date** |  | **Telephone** |  |
| **Signature** |  | | |

End of Vocational Placement Information Pack