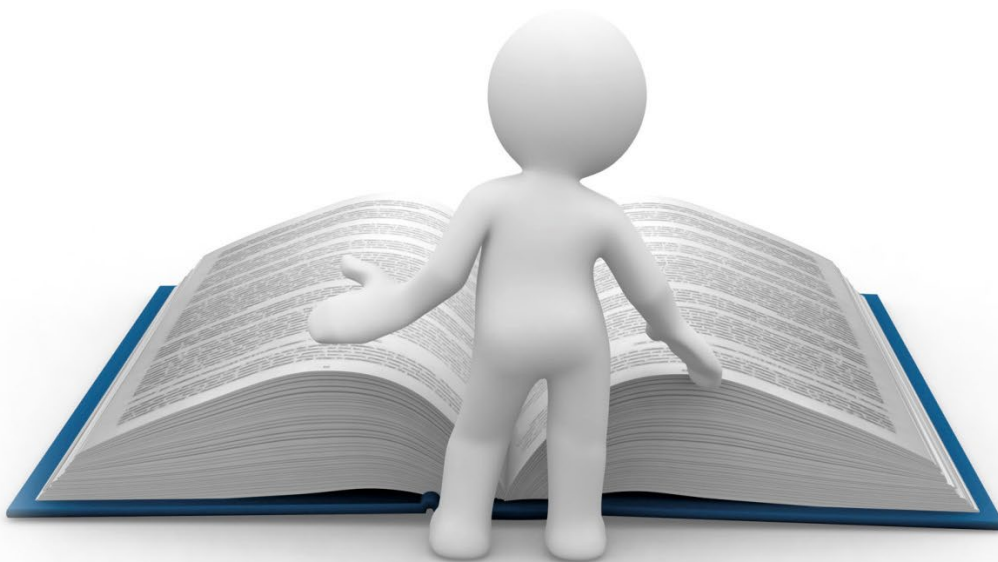


# SIT WORKBASED TRAINING

## MANUAL



**This manual is for the following Hospitality Courses:**

- 1. SIT30821 Certificate III in Commercial Cookery**
- 2. SIT40521 Certificate IV in Kitchen Management**

## **Welcome to PAX Institute of Education.**

The following information is intended to assist you in your study at PAX Institute of Education.

Our Institute trains students to meet the needs of the rewarding and growing hospitality industry. This manual highlights the importance of preparing students, suggests topics to include, provides pointers to ensure quality and emphasises the links between workplace learning and current initiatives in vocational learning. Work readiness, strategies for supporting students and guidelines for ensuring student awareness of WHS are also included.

The various recommendations, requirements and procedures outlined in this manual have been devised to provide guidelines while at the placement and to help develop a professional ethos which will enhance preparation for the work environments of hospitality establishments. Professional conduct and exemplary behaviour are expected of students at all times.

This handbook has been compiled to inform you about the facilities offered and, more specifically, the information you will need for your course of study. The information is intended to assist you during your Work Placement in your student journey at PAX Institute of Education.

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## 1. Hospitality Industry

*“The hospitality industry comprises commercial organisations that specialise in providing accommodation and /or food/or drink through a voluntary human exchange, which is contemporaneously entered into, and undertaken to enhance the mutual wellbeing of the parties concerned. (BrothePaxn & Wood 2000)”*

In simple terms, the hospitality industry comprises organisations whose business it is to offer food, beverages, accommodation and/or entertainment to people seeking these things, voluntarily and for their own pleasure or enjoyment. People who work in the hospitality field could have jobs that range from being a part-time cook in a restaurant to serving as president of an international company! The hospitality industry includes opportunities to work with hotels, restaurants, travel agencies, convention centres – even theme parks – to name a few. And although the training for this kind of work is as multi-faceted as a beautiful quilt, there is one common thread that runs through all of the pieces and holds everything together: customer service.

If you are considering employment in the food service industry, the best way to understand customer service is to think about your own experiences as a customer in the places where you choose to dine away from home. What makes you return over and over; and what makes you decide never to go back? Think about what you notice when you walk into a restaurant. Most people will make a decision about the quality of an eating establishment within the first few minutes. Are the trash cans overflowing, or is the area tidy and wiped clean? Are the supplies fully stocked, and are the employees helpful when you tell them that you need something? In what condition do you find the rest rooms? Do you feel welcome and appreciated? Or do you feel like you have bothered the people who work there? Customer service is not simply the “Thank you” that you should hear from a staff member when you pay for your meal; it is, rather, the way you are treated from the time you enter the building until the time you leave.

When you are an employee in a restaurant, you contribute to the ambience of that environment if you have any contact at all with the public. Whether you are clearing tables, sweeping the floor, seating people, taking orders and serving the meals, or working the cash register, your attitude has an effect on the customers. It is a privilege to be selected as someone’s dining choice, and people need to know that you appreciate their patronage. There are many ways to demonstrate that appreciation, most of which require very little effort on your part. Here are some very basic ingredients for good customer service.

**S – SMILE!** Smiling is a universal language that conveys a feeling of acceptance, welcome, and good will.

**E – EYE CONTACT:** When you look someone in the eye, you create a feeling of connection that lets the customer know he or she has your full attention at that moment. Even during very busy times, this small gesture will show that you care and you are listening.

**R – RESPECT:** Respecting your customers includes demonstrating respect for your managers, your co-workers, and your work environment. Unresolved issues need to be addressed privately – no one wants to hear you grumbling or complaining.

**V – VOICE:** Speak to your customers the way you would like to be spoken to. Does your voice have a sarcastic tone? Do you mumble and then become frustrated when people don't understand you? Speak in a voice that is clear, friendly and delivered with appropriate volume for the setting.

**I – INITIATIVE:** Anticipate what needs to be done and then do it without being asked. Whether its prepping food in the kitchen before it runs out or restocking paper products before the customers report empty containers or offering a carrying tray for take-out orders, customers appreciate having their needs met in an efficient and timely manner.

**C – CONVERSATION:** Learn to engage in small talk if a customer wants to chat a little. Don't carry on personal conversations with your co-workers as if the customers are invisible; engage them, include them, and do your best to remember their names!

**E – ENTHUSIASM:** When you are enthusiastic, you lift the spirits of the people around you!

It's time to **PUT THEORY IN PRACTICE....**

## 2. Qualifications

### **SIT30821 Cert III in Commercial Cookery - CRICOS Code: 109822A**

This qualification reflects the role of cooks who use a wide range of well-developed cookery skills and sound knowledge of kitchen operations to prepare food and menu items. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities. Completion of this qualification contributes to recognition as a trade cook.

This qualification provides a pathway to work as a cook in organisations such as restaurants, hotels, clubs, pubs, cafes, and coffee shops. The course comprises of 52 weeks, including holidays and term breaks.

To attain the SIT30821 Certificate III in Commercial Cookery, 25 units must be completed:

- 20 core units
- 5 elective units

	Unit Code	Unit Title
<b>Core Units</b>		
1	SITHCCC023*	Use food preparation equipment
2	SITHCCC027*	Prepare dishes using basic methods of cookery
3	SITHCCC028*	Prepare appetisers and salads
4	SITHCCC029*	Prepare stocks, sauces and soups
5	SITHCCC030*	Prepare vegetable, fruit, eggs and farinaceous dishes
6	SITHCCC031*	Prepare vegetarian and vegan dishes
7	SITHCCC035*	Prepare poultry dishes
8	SITHCCC036*	Prepare meat dishes
9	SITHCCC037*	Prepare seafood dishes
10	SITHCCC041*	Produce cakes, pastries and breads
11	SITHCCC042*	Prepare food to meet special dietary requirements
12	SITHCCC043*	Work effectively as a cook
13	SITHKOP009*	Clean kitchen premises and equipment
14	SITHKOP010	Plan and cost recipes
15	SITHPAT016*	Produce desserts
16	SITXFSA005	Use hygienic practices for food safety
17	SITXFSA006	Participate in safe food handling practices
18	SITXHRM007	Coach others in job skills
19	SITXINV006*	Receive, store and maintain stock
20	SITXWHS005	Participate in safe work practices
<b>Elective Units</b>		
21	SITHCCC040*	Prepare and serve cheese
22	SITHCCC038*	Produce and serve food for buffets
23	SITHCCC025*	Prepare and present sandwiches
24	BSBSUS211	Participate in sustainable work practices
25	SITXCCS014	Provide service to customers (SITXCCS006)
* Prerequisite units may apply:		
<ul style="list-style-type: none"> <li>• SITXFSA005 Use hygienic practices for food safety</li> <li>• SITHCCC027 Prepare dishes using basic methods of cookery</li> </ul>		

**Note:**

There is workplace component included in this qualification and students are expected to complete **192 hrs** of work placement. *Please refer to the work placement section for further information.*

**SIT40521 Certificate IV in Kitchen Management - CRICOS Code: 109700M**

This qualification reflects the role of chefs and cooks who have a supervisory or team leading role in the kitchen. They operate independently or with limited guidance from others and use discretion to solve non-routine problems. This qualification provides a pathway to work in organisations such as restaurants, hotels, clubs, pubs, cafes and coffee shops, or to run a small business in these sectors. The course comprises of 72 weeks, including holidays and term breaks. To attain the SIT40521 Certificate IV in Kitchen Management, 33 units must be completed:

- 27 core units
- 6 elective units

Unit Code		Unit Title
<b>Core Units</b>		
1	SITHCCC023*	Use food preparation equipment
2	SITHCCC027*	Prepare dishes using basic methods of cookery
3	SITHCCC028*	Prepare appetisers and salads
4	SITHCCC029*	Prepare stocks, sauces and soups
5	SITHCCC030*	Prepare vegetable, fruit, eggs and farinaceous dishes
6	SITHCCC031*	Prepare vegetarian and vegan dishes
7	SITHCCC035*	Prepare poultry dishes
8	SITHCCC036*	Prepare meat dishes
9	SITHCCC037*	Prepare seafood dishes
10	SITHCCC041*	Produce cakes, pastries and breads
11	SITHCCC042*	Prepare food to meet special dietary requirements
12	SITHCCC043*	Work effectively as a cook
13	SITHKOP010	Plan and cost recipes
14	SITXFSA005	Use hygienic practices for food safety
15	SITXFSA006	Participate in safe food handling practices
16	SITHPAT016*	Produce desserts
17	SITXINV006*	Receive, store and maintain stock
18	SITXFSA008	Develop and implement a food safety program
19	SITXCOM010	Manage conflict
20	SITXFIN009	Manage finances within a budget
21	SITHKOP012	Develop recipes for special dietary requirements
22	SITHKOP013	Plan cooking operations
23	SITHKOP015	Design and Cost Menus
24	SITXHRM009	Lead and manage people
25	SITXMGT004	Monitor work operations
26	SITXWHS007	Implement and monitor work health and safety practices
27	SITXHRM008	Roster staff
<b>Elective Units</b>		
28	SITHCCC040*	Prepare and serve cheese
29	SITHCCC038*	Produce and serve food for buffets

30	SITXCCS014	Provide service to customers
31	BSBTWK501	Lead Diversity and Inclusion
32	SITHIND006	Source and use information on the hospitality industry
33	SITHCCC025*	Prepare and present sandwiches
<p>* Prerequisite units may apply:</p> <ul style="list-style-type: none"> <li>• SITXFSA005 Use hygienic practices for food safety</li> <li>• SITHCCC027 Prepare dishes using basic methods of cookery</li> </ul>		

**Note:**

There is workplace component included in this qualification and students are expected to complete **240 hrs** of work placement. *Please refer to the work placement section for further information.*

## 3. Work based Training (WBT)

### 3.1 What is work based Training?

An assessable component of a qualification, designed to provide students with the opportunity, and the means, to apply skills and knowledge obtained through the study of their qualification in a supervised and authentic environment.

It is a structured workplace-based learning component of the course that prepares students for the workforce. It is designed to assist students to better understand their underpinning knowledge by putting into practice what they have learnt within the workplace. Students are given the opportunity to perform tasks relating to their course in an appropriate industry setting.

### 3.2 What are the advantages in completing placement?

As a student, participation in Work based Training will give you the opportunity to:

- Apply knowledge and skills learned from your course in the workplace;
- Gain skills that are recognised by industry;
- Get to know employers’ expectations;
- Provides you with a set number of hours for Practical experience, increasing your employment options and employability skills;
- Network with employers;
- Demonstrate competence in your qualification;
- Complete your qualification.

### 3.3 How does Work based Training work?

- Placement Kit will be distributed by Work Placement Coordinator at the first class visit
- Student completes the necessary WWC and Police checks as applicable
- Attend an induction at the Host Employer and ensure placement agreement is completed and returned to PAX prior to commencement of placement
- With assistance from the Work Placement Coordinator secure a placement
- Complete tasks as set out in your logbook
- Workplace Supervisor, your Trainer/Assessor and Work Placement Coordinator will monitor your progress



- Workplace assessments/observations are complete when the specific hours and requirements have been met, and an observation by your assessor has been successfully completed.

### 3.4 Are there any employer costs?

Whilst students are not required to be paid, payment is optional and can still be made. Discussions about payment should occur between the Host Employer, Student and PAX as part of the development of the required Work based Training.

### 3.5 Related Units

The units that are related to workplace are as follows:

- SITHCCC043 - Work effectively as a cook
- SITHKOP013 - Plan cooking operations

## 4. Student Information

This information contains important details on your rights and responsibilities while you are on Work based Training. It will help you get the most out of your placement.

### 4.1 Pre-placement Checklist

- Have you attended the placement introduction at PAX?
- Have you booked an appointment with your Work Placement Coordinator?
- Have you received all required documentation i.e. Placement pack; containing Student logbook, Placement agreement and required forms if any?
- Have you identified a Host Employer for Work based Training?
- Have you informed the Work Placement Coordinator of your placement or that you need assistance in finding a placement?
- Have you obtained and completed a police check, working with children check?
- Have you got a passport sized photo for your ID badge/name tag?
- Have you completed the pre-requisite competencies (as per your timetable and Trainer/Assessors instructions)?

### 4.2 What responsibilities are involved?

During the placement, you will be expected to follow company guidelines of a new staff member, following the rules of the workplace and the directions of the Workplace Supervisor and other employees. You will need to comply with all safety and OH&S policies and procedures, as well as other protocols that are practiced by the Host Employer.

### 4.3 Attitude

To benefit from the Work based Training, a positive commitment is very important. You will need to:

- be willing to learn;
- complete the tasks assigned to you by the Workplace Supervisor;

- listen to instructions and ask questions;
- be polite, courteous and well-mannered with all staff members;
- dress appropriately; and
- follow all workplace policies and procedures.

## 4.4 Attendance and punctuality

Workplace Supervisors at the Host Employer expect you to be punctual.

You will be required to:

- start your placement on time each day;
- adhere to the allocated time for lunch and tea breaks, returning promptly to your work; and
- contact your Workplace Supervisor and Work based Training Coordinator immediately in the case of an emergency, if you are sick or could not attend to work placement.

## 4.5 Safety

Your personal safety in the workplace is of utmost importance.

- You must comply with any occupational health and safety requirements of the Host Employer, including:
  - wearing protective clothing and safety equipment;
  - working in a safe manner;
  - reporting any hazards or unsafe practices that you observe; and
  - reporting any accidents to your Workplace Supervisor and inform Work Placement Coordinator immediately.
- You are required to observe & pay attention for safety regulations, e.g. by wearing protective clothing and enclosed sturdy leather footwear in practical areas.
- You are urged to familiarise with safety requirements and comply with the provisions that exist in each area.
- Safety concerns can be addressed to your trainer while doing the practical task in kitchen and workplace supervisor.
- Kitchen work is usually considered a relatively safe occupation, at least in compared with many industrial jobs. Nevertheless, the kitchen has many hazards. Minor injuries from cuts and burns are very common and more serious injuries are all too possible. The presence of very hot equipment and powerful machinery combined with the busy, sometimes frantic pace makes it important for everyone to work carefully and with constant attention to rules of safety.
- It is everybody's responsibility to report any potentially unsafe situations and/or equipment to your trainer.

## 4.6 Attire

You are required to have the following items on the first day of attendance. These requirements are essential to enable you to complete each subject successfully. Students without the complete uniform and equipment requirements will be excluded from the class until they meet set standard.

### The Uniform:

- Must be clean and neatly pressed at all times;
- Chef/Kitchen shoes must be clean and in good condition.

All students must arrive and depart from PAX Institute in civilian clothing (not in their chef's uniform or parts of it). *Students must be in full & correct uniform to be admitted to practical sessions.*

## **Uniform Requirements:**

- Trousers or skirts, black and white check (traditional);
- White cook's jacket;
- Black or white buttons;
- Neck tie – white;
- Apron – white;
- Cook's hat, material or paper, white traditional starched or white skull cap;
- Strong hairnet;
- Name tag (This will be organised at first attendance);
- Chef/Kitchen shoes or clogs only (no joggers).

**Please note: Ensure that you should have ALL equipment engraved or marked with your name. The Institute cannot be held liable for the loss or damage of personal equipment or uniform.**

## **Uniform Quality Standards:**

- Hair must be contained within a hairnet and a chef's hat.
- Hands must be cleaned before class, and after leaving public conveniences, after coughing, sneezing etc.
- Hands must have short manicured nails without nail polish.
- Faces must be cleanly shaven. (Moustaches and beards must be neatly trimmed).
- Wedding rings are the only jewellery allowed. Hoop earrings including sleepers, dress rings, bracelets or bangles, watches, nose rings, lip rings, eyebrow rings etc. are not permitted.
- Students not meeting uniform standards will not be admitted to the practical session.

## **4.7 General rules for personal health & cleanliness**

- Keep hands and fingernails clean and nails neatly trimmed. Hands can become contaminated in a number of ways and the development of good hand washing habits is of the greatest importance. When washing hands, include the forearms and scrub the fingernails. Always use a sanitising hand wash or soap and hot water, then rinse and dry thoroughly, using individual paper towel, hot air dryer or dispenser towel. Do not use the tea towel, which you may use to touch food because this can lead to cross contamination.
- Always wash hands before touching food, clean utensils and after any contact with soiled articles or surfaces. In particular, observe this rule:
  - on arrival, before commencing duty;
  - before resuming after any break;
  - immediately after any visit to the toilet;
  - immediately after handling garbage or garbage containers;
  - immediately after using a handkerchief/tissue;
  - after sneezing or touching face/hair.
- In addition, after each contact with uncooked food, hands should be washed before touching cooked or ready-to-eat food.
- If tasting foods, use a clean tasting spoon at all times and don't double dip. This can contribute to the possible spread of food poisoning microbes such as staphylococcus aureus.
- Learn to control involuntary movement of the hands which lead to their contamination. These are called hand habits. They include patting the hair, scratching or picking at the ears or nose, rubbing the eyes or mouth and so on.

- If it is necessary for a person engaged in the preparation or service of food to wear a brightly coloured bandage or dressing, which may come in contact with food, the bandage or dressing must be waterproof or covered with a waterproof shield. Ensure the bandage (or dressing) and shield are securely attached to prevent them accidentally falling into the food. Hands should be covered with gloves to cover dressings when working as a food preparer.
- Do not sit on work benches.

### 4.8 Medical condition

Let your Work Placement Coordinator and Workplace Supervisor know if you suffer from any medical condition or disability that may affect your work performance, prior to commencing placement.

### 4.9 Assessments

On the job assessment tasks are an important part of your Work based Training. Assessment of the skills you have learned in the workplace counts toward your final results. You are required to maintain a Work based Training Logbook; your Work Placement Coordinator will discuss this with you.

Your Work Placement Coordinator will also give you information on the way your assessments will be conducted and recorded. The qualified assessor will visit the workplace to observe you and ensure that all required tasks as outlined in the assessment tools and/or student logbook have been completed to a satisfactory level. When this is completed, you will be deemed competent for the observed unit/units. Please refer to the course timetable for the units to be completed prior to placement, units that require placement for completion and the placement hours.

### 4.10 Assessment/ Observation Responsibilities

You will be inducted about the assessments at the commencement of the unit. Your assessor will visit you at least twice at your workplace during your placement. Please do not lose the logbook and documentations involving the assessment and placement. Your work-based Coordinator will liaise with you for the time and schedules of the visit.

If your work placement and assessment observations are not completed a certificate cannot be issued.

## 5. Public Liability Insurance

- You, the PAX and the Host Employer, must sign the Work based Training Form to activate the Public Liability Insurance.
- To be checked by PAX
  - PAX must take out and maintain for the Term a public liability insurance policy for personal injury and damage to property for an amount in respect of a single accident of not less than \$10 million. This cover must include their students as well as staff not only on their locations, but on other locations as well.

International Students will be covered by the PAX's Work Cover insurance for the time they spend on work-based assessment. PAX has specific accident insurance that covers students in all locations of PAX including those students undertaking work placement.

Note: Work based Training outside the State of Victoria are not covered under these arrangements.

International Students will be covered by the PAX's Work Cover insurance for the time they spend on work-based assessment.

## 6. Logbook

### 6.1 What is a Work placement Logbook?

A logbook is a permanent record of a student's training, skills and achievements during a work placement. The logbook provides a record of the student's hours at placement and diary of learning activities and tasks in the workplace.

### 6.2 Why use the logbook?

- It provides all users with a record of Work based Training hours;
- It will help coordinate on-the-job training and it demonstrates to the assessor how the student's skills are being developed in the workplace;
- It is a record signed by the Workplace Supervisor of their observations of your acquired skills in the workplace.

***The student must ensure that:***

- The logbook is kept safe;
- Your logbook, if lost must be reported to PAX's Work Placement Coordinator as quickly as possible;
- The Assessor and Workplace Supervisor are required to confirm the tasks undertaken during the hours at placement in the logbook;
- All Work based Training hours are recorded accurately, daily and monitored;
- Your Work Placement Supervisor is to sign total hours worked after each shift;
- The logbook is readily available to Workplace Supervisors and Trainers/Assessors;
- Your Trainer/Assessor and Workplace Supervisor are asked to record your attainment of competency in your logbook.

***WBT Coordinator must check the following:***

- Logbook is kept up-to-date;
- Information is filled in correctly and in accordance with the training requirements;
- Complete and sign off the logbook at the end of the completion of the assessment observation;
- Record information and submit to compliance for processing.

***Host Employer Supervisor***

- The student has been inducted on the WHS Policy & Procedure required of the workplace and given a copy of the WHS handbook, completed the induction checklist;
- Logbook is signed daily and updated with shift details.

### 6.3 What does a Logbook Record?

A logbook provides a record of a student's learning while on work placement.

Specifically, it provides a record of:

- daily and total hours spent in the workplace;
- Skill enhancements achieved in the workplace.

## 6.4 What if you have a problem with your placement?

Problems with your placement should be resolved as early as possible. Contact your Work Placement Coordinator if you experience any difficulties or problems while on your Work based Training. (Please refer to the PAX Complaints policy and procedures.)

Most importantly, you should enjoy your Work based Training. It is a great opportunity for you to gain valuable skills and experience to help you gain employment in the future.

## 7. Roles and Responsibilities

### 7.1 Workplace Supervisors Roles and Responsibilities

- To complete an induction with the student;
- To observe the student in various tasks associated with the units of competencies and complete the daily sign in each day. This is not to deem the student competent but to support the determination by the assessor and as a record of hours completed;
- To treat student information in confidence;
- Ensure the student has the opportunity to participate in a range of learning experiences and activities;
- To explain the expectations of the Host Employer in regards to performance of tasks, standards, hours of work, Occupational Health and Safety requirements and any other relevant details, prior to commencement of work placement;
- To ensure that the student is adequately briefed in the Policies and Procedures of the Host Employer;
- To support the student whilst on placement;
- To treat the student fairly and equitably;
- To support the student's work on a day-to-day basis;
- To notify PAX if the student is absent or late;
- To notify PAX of any issues or concerns;
- To update the logbook daily;
- To provide facilities and equipment for the hospitality students to work at a level commensurate with the requirements of the Certificate III in Hospitality (Commercial Cookery) see Schedule 1;
- To negotiate work shifts directly with the student;
- To negotiate appropriate pay directly with the student;
- To provide a safe workplace for the student;
- To provide a variety of meal type experiences to students;
- To provide a supervisor who is qualified at least to Certificate III in Commercial Cookery for each student throughout the placement;
- To give the student meaningful and diverse work;
- To allow students to take photographs of dishes they have prepared;
- To verify students, work by signing Food Service Period entries in the students logbook;
- To develop in the student an appreciation of continuous improvement;

- To enter into a Work based Training agreement with PAX and the student;
- To allow planned visits to the student from PAX while on placement;
- To contact PAX in the case of emergency or if the student does not attend the facility with or without notice to the facility;
- To allow PAX Institute of Education to place up to ..... Per day for ..... Days per week with the facility.

## Before the Placement

- In consultation with the PAX contact person, participate in an appropriate process for selecting students for placement;
- Plan for the student's time in the workplace, including discussing the learning needs of the student with the PAX contact person;
- Notify the PAX contact person of any significant risks, restrictions or legislative requirements imposed in the work place so that the Institute is able to determine the appropriateness of the workplace for Work Placement purposes;
- Complete and return to PAX a signed Work Placement Agreement for each student that will be conducting Work Placement within the host organisation's workplace;
- Certify on the agreement that the workplace holds its own relevant public liability insurance cover. Please also list the company with which cover is maintained.

## During the Placement

- Ensure that the student receives an appropriate induction into the workplace, including tour of premises, introduction to work colleagues, identification and explanation of all WH&S requirements, confirmation of hours, duties, and reporting procedures;
- Provide supervised training and relevant learning experiences as discussed with the PAX Assessor and as contained in the student's learning plan, the Tasks;
- Provide a safe working environment where the student is:
  - Adequately supervised by the host organisation and their staff;
  - Fully informed of the risks associated with the work environment;
  - Provided with protective clothing and safety equipment as needed;
  - Safeguarded from injury or risks to health as employees are under relevant Occupational Health and Safety legislation.
- Participate in the training and assessment processes as required and directed by the PAX Assessor's. This will involve providing support and guidance in the development of specific skills and knowledge and providing support in the assessment process;
- Contacting the work placement Coordinator if the work placement student does not attend on any scheduled day;
- Ensure that students have necessary information to contact their parent/guardian or PAX representative if Work Placement Agreement if necessary;
- Provide the student with ongoing feedback and complete any assessments of the student where these have been negotiated with PAX staff;
- Understand that if the student is paid while on placement the student may be deemed to be an employee of the host organisation and may be covered by the host organisation's workers compensation scheme;

- Ensure that students participating in work placements are not subjected to any form of sexual harassment, victimization or discrimination, in accordance with equal opportunity and anti-discrimination acts and other similar legislation, and at common law;
- Report all incidents/accidents immediately to the PAX's contact person. Complete an incident report for each incident/accident on the form provided by the PAX;
- Ensuring that your work placement student is supervised at all times;
- Verify all hours the student completes as part of the Work Placement via a student's Work Placement Log.

## After the Placement

- Provide the completed, signed and dated Workplace Supervisor's Third-Party Report to PAX;
- Providing accurate feedback on the work placement student's progress by completion of this logbook (at the end of each day/session we ask that you discuss the students' progress with them);
- Complete an evaluation of the work placement program to provide PAX with feedback on the Work Placement program and the student's outcomes.

## 7.2 Student roles and responsibilities

- Attend placement introduction and presentation with PAX;
- To book an appointment with the Work Placement Coordinator to discuss placement and documentation;
- To arrange for a Police Check and Working with Children Check, if required, present the originals to the Employer and PAX for verification;
- To complete and sign Work based Training agreement;
- To work within the Host Employer's standards, policies and procedures;
- To work within the hours identified on the Work based Training form;
- To be aware of and adhere to ethical standards of PAX and the Host Employer at all times;
- To inform the Host Employer and Work Placement Coordinator of any absences;
- To adhere to privacy and confidentiality policies of the Host Employer;
- To notify PAX if there are difficulties or grievances with the placement;
- To have Supervisors complete the placement logbook daily;
- To be punctual with time management and attendance throughout the duration of Work based Training;
- To actively participate in the professional learning process;
- To attend the Host Employer's premises to undertake Work Based Training for the placement hours as agreed between the parties;
- To regularly attend the workplace location and undertake all tasks assigned to them by the Host Employer;
- To undertake on and off the job assessment activities arranged by the Trainer and Assessor;
- To maintain a daily log of activities and assessments whilst undertaking Work Based Training;
- To notify the Host Employer and PAX Institute in advance if unable to attend the Host Employer for any part of their placement;
- During the period of the Work based Training Students will also be completing a minimum of 20 hours per week scheduled training with the Provider during term;



- During term the permission to work allows them to work for a maximum of 48 hours per fortnight. During term breaks the permission to work allows students to work full-time.

## 8. PAX Work based Training Information

### 8.1 Work Placement Coordinator roles and responsibilities

The Work Placement Coordinator is fundamental to the efficient management of Work based Training. The Work Placement Coordinator is responsible for establishing and maintaining Work based Training programs and assessing the level of training and learner support required.

- Provide assistance in securing Work based Training;
- Ensure Work based Training forms are completed correctly;
- Ensure that the student and the Workplace Supervisor are aware of WH&S responsibilities;
- Inform students of learning outcomes to be assessed on the placement and assessment method;
- Provide guidance to the student and to the Host Employer during the placement and respond to any Workplace Supervisor and/or student if any concerns or grievance arise;
- Monitor completion of assessment tasks and the student placement logbook;
- Respond to any student or Host Employer issues;
- Provide consideration to students with special needs;
- Support preferences expressed by the student or Host Employer;
- Workplace Coordinator will be in touch with the students during the time of work placement;
- Ensure that the student undergoes an appropriate induction at the workplace;
- Make regular contact with the host organisation and student during the placement to monitor progress and provide support as required. This may include developing the host organisation's capacity to coach and train the student;
- Making sure that the trainer visits the workplace to monitor the student's progression (at least once every two weeks) and working conditions. Conduct and report Placement Observation on the Placement Observation Checklist and provide support to the Workplace Supervisor, if required to complete placement documentation;
- If Workplace Coordinator is made aware of any accident or incident they are required to ensure that the student and host organisation complete an incident form for the accident or incident that occurs within the workplace during the Work Placement;
- Terminate the program immediately if there is any concern that the student's physical or emotional health and safety is placed at risk;
- Provide the Workplace Supervisor with a Feedback Form to enable them to provide Feedback on the Work placement;
- Provide the host organisation with an evaluation form or other method of giving feedback on the work placement program and send a letter or call the host organisation to thank them for hosting the student;
- Keep an accurate record of the work placements and make sure that this is kept in student file as evidence.

## 8.2 Recruiting/selecting Host Employers

The initial contact with Host Employers is normally made by the Work Placement Coordinator. The Coordinator will give the Host Employer a placement pack which explains the Host Employers' responsibilities and the requirements of participating in the program.

In assessing the suitability of Host Employers, the Work Placement Coordinator will consider:

- Occupational health and safety (OHS) issues;
- equal opportunity issues;
- other policies related to the workplace;
- training experience of the Host Employer and Workplace Supervisor;
- availability of a suitable induction/orientation time for students.

## 8.3 Matching students with Host Employers

Matching students with the appropriate Host Employers is important to provide a rewarding experience for both the student and also the Host Employer. The Work Placement Coordinator needs to take into account:

- The level of skill attained, including WHS and safety training;
- Competence needed to successfully complete the qualification;
- Competence offered by the Host Employer;
- Student's special needs;
- Preferences expressed by the student or Host Employer.

It is important that any Work based Training hours that are completed with a student's current employer is clearly identified and recorded to avoid confusion in relation to Work Cover.

A student will need to provide letter from the employer stating the student's employment status and hours of work if student is using their employment as their work placement.

All placement tasks and observations are still required to be completed.