



WORK PLACEMENT HANDBOOK

APC WORK PLACEMENT HANDBOOK



AUSTRALIAN
PACIFIC COLLEGE

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Introduction

Work placement is a mandatory component of some Australian Pacific College (“College”) courses and qualifications. Specific subject requirements are outlined in the individual course documents.

Prior to a student’s enrolment, the College will inform all students, at an interview (if conducted) and at student orientation, of the work placement requirement. Information regarding mandatory work placement is also in the qualifications documents and set out in the course brochure and other information made available publicly on the APC websites.

Students will be required to complete coursework alongside their work placement. Information regarding work placement is available in this Handbook which should be read in conjunction with the individual course and subject documents.

APC has resources available to assist students in finding a suitable Host Organisation and work placement. However, It is ultimately the student’s responsibility to secure a work placement that meets the requirements of their course. Failure to secure a work placement can result in the student not completing the course.

There are two processes for arranging a work placement. A student can:

- a. Apply to have their current employment recognised for work placement; or
- b. Secure a work placement Host Organisation that is acceptable to the College.

This Handbook aims to establish an understanding between the student, the College and the Work Placement Host Organisation. Students may be required to attend an interview with the work placement Host Organisation. The flowchart in Appendix 1 describes the Student-arranged processes for Work Placement.

The student, the Host Organisation and the College must complete and sign the various forms and agreements. The original documents will be held by APC, with copies provided to the student and the Work Placement Host Organisation.

The Work Placement Handbook (the Handbook), read in conjunction with the individual course and subject documents, outlines the specific course supervision, observation guidelines and logbooks as required by the work placement component of the course.

Student Individual Learning Plans (ILP)

APC supports student-centred and experiential learning and, where possible, focuses the learning experience around the student’s interests, such as a new business start-up or the improvement of an existing initiative. These objectives can be catered for in the Work Placement process in the context of a student’s Independent Learning Plan (ILP). Each student’s ILP will be assessed on a case-by-case basis to ensure the appropriateness of projects to the qualification and required outcomes.

Management of The Work Placement

The course documents describe the work placement details such as timing, Host Organisation requirements, and supervision. Work placement integrates the student's learning with the workplace, as it provides a context to develop a final project or concluding coursework.

In order to ensure adequate supervision of the student during their work placement, the Host Organisation must assign a supervisor to oversee the student's work. APC Trainers and/or Assistant Academic Manager and/or Work Integrated Learning Coordinator will also guide and assess the student from an academic perspective.

Work Placement arrangements begin in the study term before the physical work placement. In most courses, the student prepares the various documents and activities, such as:

- A current resume
- Portfolio (only if required)
- Appropriate qualifications documentation
- Appropriate Visa documentation
- APC insurance and Agreement documents
- A Host Organisation integrated study plan.

Students are required to complete coursework and assessments alongside their work placement. Coursework is specified in the course and subject documents and may include project work and reflective journals for the duration of the work placement experience. Project work and reflective journal(s) are assessable components of some courses and ensure that APC can provide ongoing support and guidance throughout the work placement.

Students should return the Host Organisation Agreement (Appendix 3) document to APC for approval before starting the work placement.

What is the required number of Work Placement hours for my qualification?

The number of hours of Work Placement will depend on the specific requirements of each qualification.

For Advanced Diploma qualifications (Design) and Graduate Diploma of Management (Learning), Work Placement takes place in the final term of study, for a minimum of 120 hours to 135 hours of Work Placement in addition to class attendance and assessment work.

For Diploma of User Experience Design (DUXD), Work Placement takes place in the final term of study for a minimum of **60 to 80 hours of Work Placement** in addition to class attendance and assessment work.

For Hospitality qualifications (Cert III and Diploma) Students must complete 36 Service Periods, each service period is 4 hours as per industry standards, giving a total of 144 hours.

Relationship with The Work Placement Host Organisation

To ensure the success of the work placement and deliver tangible benefits for the work placement Host Organisation, APC, the Host Organisation, and the Student agree on the work placement objectives through a collaborative process.

The objectives agreed for work placement are included in the Work Placement Agreement. The objectives should be reviewed regularly, at least mid-way through and at the end of the work placement. All review discussions must capture adequate feedback to enable future improvements.

At the end of the work placement, it may be useful to ask::

- Were the agreed objectives met?
- What worked well?
- What could be improved?
- Is the Host Organisation prepared to accept students for future work placements?

The work placement Host Organisation supervisor(s) must complete the Work Placement Host Organisation Feedback Form following the agreed guidelines to evaluate the work placement and student performance. The guidelines incorporate a set of objectives and observations and the skills, knowledge, competencies and learning outcomes required within the qualification's performance criteria and assessment tasks.

These objectives should be:

- Written
- Agreed to by all parties
- Agreed with specific timelines
- Challenging but 'achievable' in the time allotted
- Measurable
- Used as the basis for discussions at the end of the work placement period.

The work placement meets the definition of a vocational placement under the Fair Work Act 2009. It is not an employment relationship and is intended to be unpaid. In the event the Host Organisation seeks to remunerate the student at its own discretion, it should do so with the student independently and in accordance with all relevant laws. In the event the student and the Host Organisation have an existing employer/employee relationship and that is recognised by APC as a work placement, the Host organization and student may agree to continue the usual remuneration arrangements during the work placement. Any decision by the Host Organisation to remunerate the student must not affect the work placement and the intended outcomes of the work placement agreement entered into between the Host Organisation, APC and the student.

Supervision of Students

The Host Organisation is required to allocate the student a work placement supervisor and adhere to the supervision timelines. The supervision process can be time-consuming and requires preparation time by both parties. It is essential that the student is not left alone during the work placement process and that ongoing reports are documented and followed up. The weekly reporting by students to their Trainer and/or Assistant Academic Manager and/or Work Integrated Learning Coordinator through attendance of tutorial/studio will assist in maintaining connection and support.

Progressive reporting on workplace learning and activities will assist students in performing optimally in the work placement and meet the objective to write well-constructed assessments. When considering the overall workload of the APC Trainers and/or Assistant Academic Managers and/or Work Integrated Learning Coordinator and the work placement Host Organisation Supervisor, this should include adequate time for supervision and reflection.

The Host Organisation Supervisor-to-Student relationship is key in the management of a successful work placement. Should any issues arise during the work placement that could adversely impact that relationship, the student should immediately notify the Trainer and/or Assistant Academic Manager and/or Work Integrated Learning Coordinator. The APC Trainers and/or Assistant Academic Manager and/or Work Integrated Learning Coordinator will then initiate an appropriate intervention to guide the relationship towards an amicable status while supporting the student's learning and aligning with the work placement Host Organisation objectives as set out in the Agreement.

Nature of Supervision

From the College perspective, effective supervision is facilitated by the following steps:

- APC, the work placement Host Organisation, the supervisor, and the student collaborate to develop expectations for supervision
- Make objectives, timelines and milestones clear before the commencement of the work placement
- Expectations must be clear to all parties, including the work placement Host Organisation
- Supervisors should keep a supervision log for each student, including correspondence and draft assessments
- The supervision log (Timesheet) records the nature of the supervision. The Trainer and/ or Assistant Academic Manager and/or Work Integrated Learning Coordinator can refer to the supervision log for information on the nature/quality of the supervision provided
- The core areas noted below must be covered during the supervision process
- An explanation of the project or process being undertaken and a clear link with the aspects of the discipline. Where appropriate these areas should be explained:
 - structure of reports
 - skills, knowledge, competencies and learning outcomes
 - methods of assessment
 - possible learning/project topics/references.

It is common and appropriate for the work placement Host Organisation supervisor to comment on the student's project drafts, on student engagement in the workplace, and the workplace process. However, it is essential to distinguish clearly between offering supporting advice and doing the actual work for the student.

The Host Organisation supervisors should:

- Make useful comments and provide guidance
- NOT mark the draft reports or submissions
- NOT write for the student.

NOTE: the project, process and assessment submissions must be the student's work and will be marked as such.

In cases where a student is undertaking the work placement in the context of their own business project, the Work Integrated Learning Coordinator will act as a mentor to the student and the student will be required to nominate an external mentor with experience in the area of business.

Child Protection

- The Host Organisation must comply with the Child Safe Standards in the State it operates together with the Child Protection Legislation with respect to any student placed with it who is under 18 years of age, without limitation by:
- Ensuring that all personnel who are or will be assigned to work on this placement comply with the relevant Child Protection Legislation;
- Carrying out employment screening of each worker who is or will be assigned on the work placement and any worker who declines to screen does not work on the placement;
- Notifying APC of any relevant disciplinary proceedings under Child Protection Legislation found against any worker who is or will be assigned to the placement; • Notifying APC of any prohibited person under Child Protection Legislation who may contact the student during the placement.

Insurances

It is the responsibility of the work placement Host Organisation to have appropriate and current workplace (workers compensation insurance) and Public Liability insurance policies that cover the student during their work placement. This insurance should cover, at a minimum, injury or death of the student, loss or damage occasioned by the student, indemnity for the Host Organisation and public liability insurance. The Host organisation needs to include the work placement student in their work cover declaration including any wages that are paid.

Accident and Emergency Procedures

It is the responsibility of the work placement Host Organisation to provide a safe work environment for the student. If a student is sick or injured, medical help should be sought immediately and emergency services contacted where required. As the student is not an employee of the Host Organisation, their injury or medical episode should be managed as a workers' compensation claim.

If the incident occurs during normal business hours, contact the College contact listed in the Work Placement Agreement. If the incident occurs outside normal business hours, contact the emergency contact number.

The College should be informed of the incident and the action taken by the Host Organisation. A written report should be completed and forwarded to the College as soon as possible. The report must contain a complete statement from the student, the host supervisor and any witnesses.

Students - Range of Expectations

Work placement and the related assessment tasks are critical elements of the overall coursework. Students are encouraged to maximise the benefits of the work placement and obtain the required skills, knowledge, and competencies. By addressing the following issues in the early stages of their planning, students can optimise their work placement experience:

- In addition to the objectives set by the work placement Host Organisation and APC, students should establish personal goals.
- The student should establish goals to develop their skills, knowledge and competency development, and career objectives.
- Take responsibility for meeting the expectations established by the work placement Host Organisation, the supervisor and the APC Trainers and/or Assistant Academic Manager and/or Work Integrated Learning Coordinator and meet or communicate with the supervisor at regular times.
- Students should not wait until the work placement concludes before commencing the assessment tasks.

In the workplace, there are many different tasks and responsibilities that students will need to undertake, some of which may not be the most exciting or interesting. However, it is important to students to maintain a positive attitude and demonstrate a strong work ethic at all times.

Having a negative mindset can lead to negative feedback and potentially harm your chances of learning and accessing good data. Also, it could even prevent the possibility of being offered a job at the end of the work placement period.

To make the most of your work placement, you should try to learn as much as possible about the Host Organisation you are working with. Look for additional learning opportunities within the business and participate in as many activities as possible. If you have any questions or ideas, take the initiative to ask or suggest them (as long as they are appropriate within the context of your work placement).

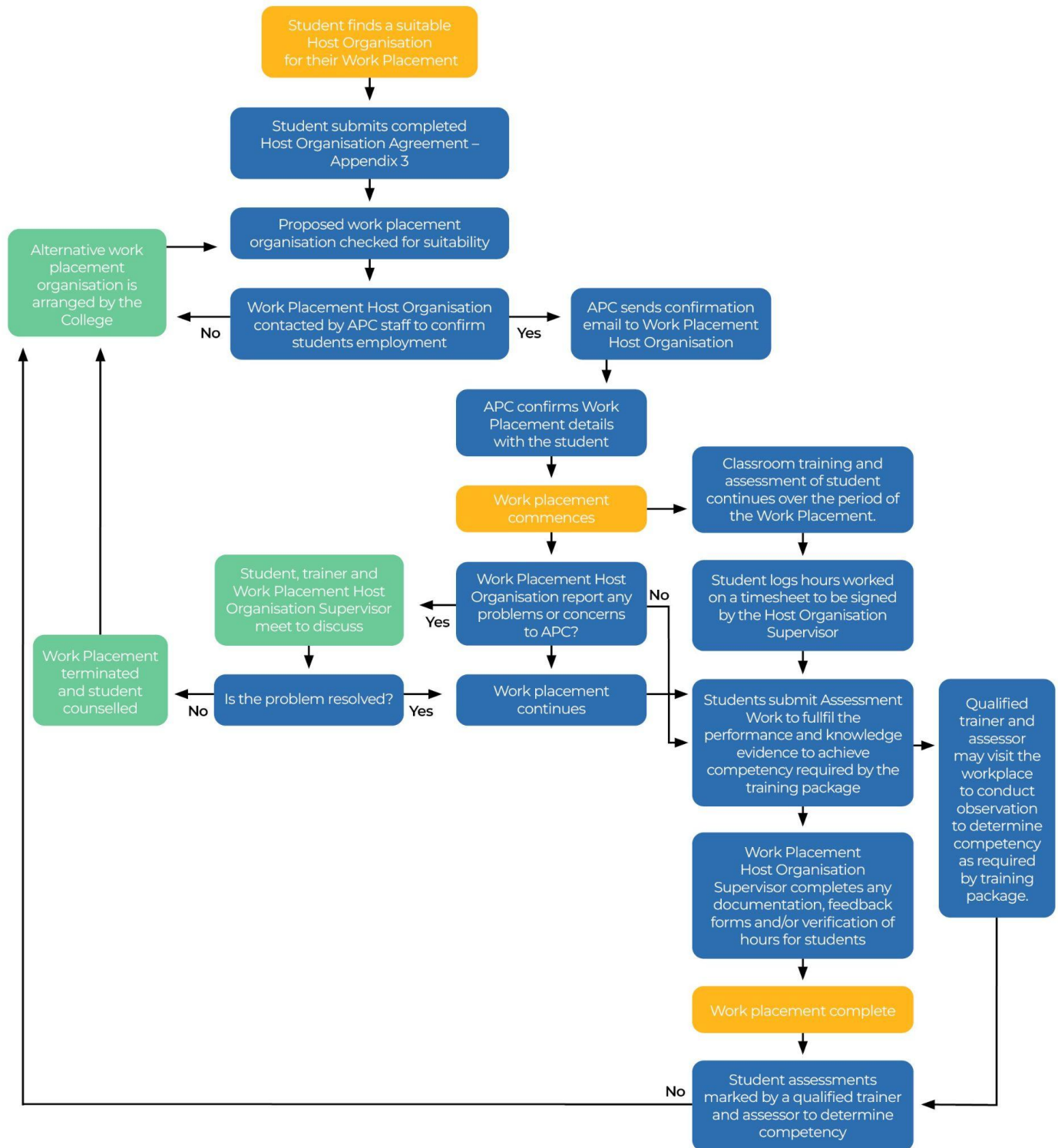
Students should seek feedback and opinions from their supervisor and, if possible, seek additional mentoring or coaching from within the work placement Host Organisation. Asking for feedback requires a careful approach, but feedback provides valuable learning opportunities. In addition to maximising learning during the work placement, additional mentors can also be beneficial in future career opportunities and references.

Students should comply with any reasonable expectations of the work placement Host Organisation. If a student is unsure of the nature of any expectations, they should talk immediately to their Host Organisation, APC Trainers and/or Assistant Academic Manager and/or Work Integrated Learning Coordinator.

Finally, students are encouraged to enjoy the work placement experience. All stakeholders want the students to do well, and a collaborative relationship between stakeholders is most likely to maximise the overall outcomes and benefits for all parties.

APPENDIX 1

Student - Arranged Work Placement Flowchart



APPENDIX 2

Work Placement Timeline for Students Enrolled in Courses with Mandatory Work Placement

Australian Pacific College (APC) promotes the principles of Enterprise Education. APC students are encouraged to engage in life-long learning, self-reliance, and entrepreneurship. APC believes that students pursuing work placement opportunities should lead the process through their resourcefulness, initiative, and problem-solving skills.

Work Placement is a mandatory component of some Australian Pacific College (APC, the College) courses and qualifications. Work Placement requirements are specified in the individual course and subject documents.

Students required to complete Work Placement are enrolled on myAPC.Hub in the Work Placement Preparation Class. Enrolment in the Work Placement Preparation Class occurs in the term prior to when the Work Placement is due to take place.

The Work Placement Preparation Class hosts resources and information to assist students in preparing for work placement. It is the student's responsibility to secure a work placement to fulfil the requirements of their course. Seeking out industries and job prospects develops critical employment skills such as research, communication, adaptability, and creativity.

APC has a range of support, such as a dedicated work placement coordinator, expert trainers and academic managers, to advise and assist students in this professional transitional activity.

Week Number - Term Prior to Work Placement	Student Action	Notes
Week 1 Term prior to Work Placement	<ol style="list-style-type: none"> 1. Access resources in the Work Placement Preparation Instance on myAPC.hub. 2. Find a suitable Host Organisation for Work Placement. <p>There are two ways to arrange your work placement. You can:</p> <ul style="list-style-type: none"> • Apply to have your current employment recognised for work placement (must be industry-specific, Interior Design or Graphic Design, Hospitality, etc); or • Secure a work placement Host Organisation that is acceptable to the College. 	<p>Students will receive an Orientation and communications from the College about the mandatory Work Placement and will be directed to the Work Placement Preparation on myAPC.Hub.</p>
Week 2 to Week 7 Term prior to Work Placement	<p>Getting started: Strategies to secure a Work Placement</p> <ol style="list-style-type: none"> 1. Go to myAPC.Hub Dashboard <ol style="list-style-type: none"> a. Locate the Work Placement Preparation Class 2. Read the Work Placement Handbook 3. Prepare a cover letter, resume, and portfolio (if applicable) 4. Find a Work Placement Host Organisation <ul style="list-style-type: none"> o Apply for jobs. o Apply for internship/work placement. o Approach your current employer. o Contact businesses directly. o Talk to your friends. o Facebook Groups. o Apply for opportunities being offered by the College. 5. Communicate with the WILC (APC) if assistance is required. 	<p>The Work Integrated Learning Coordinator will check regularly on the students' progress.</p> <p>APC will facilitate and assist students with work placement opportunities.</p> <p>It's the student's responsibility to secure a work placement, however, if assistance is required, the student should contact the Work Integrated Learning Coordinator.</p>

Action Taken	
Results	

Week Number - Term Prior to Work Placement	Student Action	Notes
Week 7 Term prior to Work Placement	Contact the Work Integrated Learning Coordinator If you have not secured a work placement position.	Contact the Work Integrated Learning Coordinator If you have not secured a work placement position.
Week 8 Term prior to Work Placement	<ol style="list-style-type: none"> 1. Ensure that the Work Placement Agreement - Appendix 3 - is completed and signed by you and the Host Organisation supervisor. 2. Contact the Work Integrated Learning Coordinator if assistance is required. 	Contact the Work Integrated Learning Coordinator If you have not secured a work placement position.
Week 9 Term prior to Work Placement	<ol style="list-style-type: none"> 1. Submit the completed and signed Work Placement Agreement (Appendix 3) on myAPC.hub, under the Work Placement Preparation. 	By now Students should have their Work Placement Agreement finalised and submitted to myAPC.hub for approval.
Term Break		

Action Taken	
Results	

Week Number of Term of Work Placement	Student Action	Notes
Week 1 of Term of Work Placement	Work Placement commences. <ul style="list-style-type: none"> 120 to 135 hours of supervised Work Placement. (Design and GDML qualifications). 36 Services Periods (Hospitality qualifications). 	During Work Placement, students continue to attend Lectures, Tutorials and Studios, and submit relevant assessment tasks.
Week 1 to Week 9 of Term of Work Placement	Students should log in their Work Placement hours weekly to their Student Timesheet (Appendix 5).	Students should continue to attend relevant Lectures and Tutorials or Studios and submit relevant assessment tasks.
Week 8 of Term of Work Placement	Students should share the Host Organisation Feedback Form (Appendix 4) with their Supervisor for them to complete, sign and return to the student.	
Week 9 of Term of Work Placement	<ul style="list-style-type: none"> Students should have their Timesheet (Appendix 5) completed. This timesheet should reflect the total hours and tasks of Work Placement and should be signed by their Supervisor or Authorised representative. Students should complete the Student Feedback Form (Appendix 12). 	Depending on the qualification requirements, Students should submit the following as part of their Assessment Tasks: <ul style="list-style-type: none"> Completed and signed Student Timesheet (Appendix 5), Host Organisation Feedback Form (Appendix 4), Student Feedback Form (Appendix 12).

Action Taken	
Results	

APPENDIX 3

Work Placement Agreement

AUSTRALIAN PACIFIC COLLEGE WORK PLACEMENT AGREEMENT

Young Rabbit Pty Ltd (ABN 28 003 381 182) trading as Australian Pacific College | RTO Code: 90396 |
CRICOS Code: 01331F
Virtu Design Institute Pty Ltd (ABN 31 154 273 757) trading as APC Design School | RTO Code: 40530
(for domestic students only)

INSTRUCTION: Student and Host Organisation to complete this form and return to the Trainer and/or Work Integrated Learning Coordinator or Submit it on myAPC.hub, prior to the commencement of the work placement.

A Work Placement is a mandatory part of APC courses

This Agreement establishes a relationship between the student, APC, and the Host Organisation. The student, the Host Supervisor of the Host Organisation and the APC authorised representative must complete and sign the Agreement (Parts I to IV) and submit the signed Agreement in the subject instance in myAPC.hub. Each party should keep a copy.

Part I – Placement Details

STUDENT

Given Name	
Family Name	
Student ID Number	
Course Name and Course Code	
Student Email	
Student Phone	
Emergency Contact Phone	

COLLEGE - APC

Australian Pacific College / APC Design School

Campus and Address	
Authorised representative / AM / AAM Name	
Email	
Phone	

HOST ORGANISATION

Name of Host Organisation	
Department	
Number of employees	
Address	
Web address	
Contact Number	

HOST ORGANISATION – STUDENT SUPERVISOR

Full Name	
Title	
Email	
Contact Number	
Address of Work Placement (if different to Host Organisation address listed above)	

WORK PLACEMENT DETAILS

Work Placement Position	
Hours Per Week	
Start Date	
Finish Date	

Part II - Learning Outcomes

This Agreement should be read in conjunction with the APC Subject Outline and learning materials. The Student and the Host Organisation agree that they have discussed the Subject Outlines and the skills, knowledge and competencies expected that make up the learning outcomes to be achieved in the Work Placement. The parties agree that the student's position within the Host Organisation will be organised so that the student will be able to fulfil the assessment tasks of the Subject.

Part III - The Agreement

APC agrees:

- to assume the entire responsibility for organising and implementing the official education program of the Work Placement;
- to discuss the objectives of the Work Placement program with the Host Organisation in order to get their full cooperation;

- c. to name a person who will discuss, plan, and coordinate the management of the Work Placement with the Host Organisation;
- d. upon written request from the Host Organisation, after agreement between the parties involved, to take reasonable measures concerning a Student whose attitude has caused prejudice to the Host Organisation;
- e. to provide the Host Organisation representative with Student references if requested;
- f. not to distribute or disseminate Work Placement reports and any relevant documents concerning the training program to any other person or persons except the Student involved and the person completing the Student's report or as required by the Subject Outline;
- g. not to prejudice the Host Organisation in its decision to hire/employ the Student after the Work Placement period, if there is a suitable vacancy available;
- h. to provide appropriate insurance cover (Voluntary Workers) for the Student while attending the Host Organisation's premises (a copy can be available if required).

The Host Organisation agrees:

- a. to make available to the student the necessary services, equipment, material, and other resources to help him/ her reach the objectives outlined in the Work Placement subject outline/s;
- b. the Student will be considered as a student intern and not as a representative or employee of the Host Organisation during the Work Placement, (please note: If the student is an existing employee of the Host Organisation, this clause will not be applicable);
- c. to offer emergency medical services, if a student should become ill or be the victim of an accident during the course of the Work Placement period if the Work Placement is conducted in the Host Organisation premises;
- d. to appoint a Host Supervisor to discuss the planning of the Work Placement period with the student involved and APC;
- e. to pay any business expenses/costs incurred by the Student associated with completing the Work Placement task (including travel expenses if the Host Organisation requires the Student to travel during the course of the Work Placement period);
- f. that the selection of the areas of work covered during the Work Placement period be agreed upon by APC and the appointed Host Supervisor of the Host Organisation, in order to meet the needs of all parties and the objectives of the Subject Outline;
- g. the Host Organisation will onboard/induct the student by explaining its organisational policies and procedures, and appropriate work, health and safety policies and procedures as they apply to the students individual work arrangements;
- h. that no student will be held responsible for tasks assigned for him/her to accomplish under this Agreement;
- i. that the student will not be assigned to do any other task irrelevant to his/her course of study;
- j. to complete the provided Work Placement Host Organisation Feedback Form;
- k. to issue a Letter of Participation/Reference to the student upon completion of the Work Placement;
- l. to ensure that the Host Organisation enacts appropriate insurance cover for the Student (as either an intern, employee or contractor and whether the Student is conducting the Work Placement on the Host Organisation's premises or remotely) and any visiting APC staff for when they are in the Host Organisation's business premises;
- m. to provide a safe working environment in accordance with the requirements of the Work Health and Safety Act 2011, Child Protection and Anti-Discrimination legislation to report any incidents including near misses involving the student immediately to APC.

Joint Obligation

The Host Organisation and APC agree that:

- a. except in special cases, and after agreement between the parties, the Work Placement period will last for a maximum period of hours that had been agreed between the parties, and described in the relevant Subject Outline and can be conducted within the study period;
- b. the exclusion of a Student from a participating Host Organisation, due to exceptional circumstances, shall be decided jointly by APC and the Host Organisation. APC authorised

representatives and the Academic Manager of the relevant course shall communicate the joint decision to the student in question.

- c. this Agreement will be signed by APC authorised representative, and the Host Organisation;
- d. changes to the Agreement must be made jointly and in writing by the representative of the Host Organisation and APC authorised representative;
- e. all information obtained about APC, and the Student concerned during this work placement will be kept private and confidential.

Part IV - Signatures

The undersigned agrees to the terms of this agreement

Australian Pacific College - APC

Name of Institution	
Authorised Representative (Name and Position)	
Authorised Signature	
Date:	

HOST ORGANISATION

Name of Host Organisation	
Name of Host Supervisor	
Authorised Signature	
Date:	

STUDENT

Given Name	
Family Name	
Signature	
Date:	

INSTRUCTION: Student and Host Organisation to complete this form and return to the Trainer and/or Work Integrated Learning Coordinator or Submit it on myAPC.hub, prior to the commencement of the work placement.

APPENDIX 4

GDML and other qualifications

Work Placement Host Organisation Feedback Form

APC appreciates the support provided by the Host Organisation to the student during the work placement experience and invites the Host Organisation supervisor to give feedback on the student's performance by completing the following questionnaire.

Please complete the questionnaire about the student and the work placement experience. Once completed, we would appreciate returning this questionnaire to the student or to APC (the student is required to submit the completed form (in PDF) as part of the Work Placement documentation). The questions below relate to the conduct of the student in the workplace. Please tick the appropriate number ranging from (5) excellent to (1) poor.

Host Organisation Name:	
Supervisor's Name:	
Supervisor's Title:	
Supervisor's Email Address:	
Supervisor's Phone Number:	
Name and contact details of person completing this form (if not the Supervisor):	

Intern / Student Full Name:	
Intern / Student Number:	

Date Internship/Work Placement Commenced:	
Date Internship/Work Placement Finished:	
Total number of hours worked:	
Intern/Student position description:	

The questions below relate to the conduct of the student in the workplace and the assessment tasks provided by APC. Please select the number that represents your experience with the numbers ranging from 1 being Poor, 3 being Neutral and 5 being Excellent.

Rate your experience overall	5	4	3	2	1
Overall satisfaction rating.					

Feedback about the intern / student	5	4	3	2	1
The student was motivated during the work placement.					
The student displayed enthusiasm and interest in doing a good job.					
The student demonstrated a positive workplace attitude.					
The student displayed a strong sense of professionalism.					
The student showed appropriate levels of technical ability.					
The student used software and computers appropriately and efficiently.					
The student displayed cooperation and an ability to work with others.					
Rate how well the student performed the tasks set by the Host Organisation					
Rate how well the student met deadlines set by the Host Organisation					
Rate how well the student made verbal communication to the Host Organisation to explain any suggestions					
The work produced by the student met the Host Organisation's expectation					
Rate the student's ability to accomplish goals working as a member of a team					
Rate the student's approach to problem solving					
How effective was the student in sharing knowledge with others?					
In situations of conflict, rate how well the student managed to resolve disagreement					
Rate the student's ability to follow through on commitments					
Rate the student's work ethic					

Feedback about the assessment	5	4	3	2	1
The assessment tasks provided by APC were clear and relevant.					
The student's reports accurately reflect the Organisation's operations.					
Recommendations made by the student to the host Organisation were clear and relevant.					
The work produced by the student met the Organisation's expectations.					
The report by the student on the workplace is accurate and fair.					

Comments and Suggestions for Improvement:		
Would your company be interested in accepting work placements from APC in the future?	Yes	No

The student is required to submit the completed form (in PDF) as part of the Work Placement documentation.

Design and Hospitality

Work Placement Host Organisation Feedback Form

APC appreciates the support provided by the Host Organisation to the student during the work placement experience and invites the Host Organisation supervisor to give feedback on the student's performance by completing the following questionnaire.

Please complete the questionnaire about the student and the work placement experience. Once completed, we would appreciate your returning this questionnaire to APC. The questions below relate to the conduct of the student in the workplace. Please tick the appropriate number ranging from (5) excellent to (1) poor.

Host Organisation Name:	
Supervisor's Name:	
Supervisor's Title:	
Supervisor's Email Address:	
Supervisor's Phone Number:	
Name and contact details of person completing this form (if not the Supervisor):	

Intern / Student Full Name:	
Intern / Student Number:	

Date Internship/Work Placement Commenced:	
Date Internship/Work Placement Finished:	
Total number of hours worked:	
Intern/Student position description:	

The questions below relate to the conduct of the student in the workplace and the assessment tasks provided by APC. Please select the number that represents your experience with the numbers ranging from 1 being Poor, 3 being Neutral and 5 being Excellent.

Rate your experience overall	5	4	3	2	1
Overall satisfaction rating.					

Feedback about the intern / student	5	4	3	2	1
The student was motivated during the work placement.					
The student displayed enthusiasm and interest in doing a good job.					
The student demonstrated a positive workplace attitude.					
The student displayed a strong sense of professionalism.					
The student showed appropriate levels of technical ability.					
The student used software and computers appropriately and efficiently.					
The student displayed cooperation and an ability to work with others.					
Rate how well the student performed the tasks set by the Host Organisation					
Rate how well the student met deadlines set by the Host Organisation					
Rate how well the student made verbal communication to the Host Organisation to explain any suggestions					
The work produced by the student met the Host Organisation's expectation					
Rate the student's ability to accomplish goals working as a member of a team					
Rate the student's approach to problem solving					
How effective was the student in sharing knowledge with others?					
In situations of conflict, rate how well the student managed to resolve disagreement					
Rate the student's ability to follow through on commitments					
Rate the student's work ethic					

Comments and Suggestions for Improvement:		
Would your company be interested in accepting work placements from APC in the future?	Yes	No

APPENDIX 5

Work Placement Timesheet

Students must keep a record of Work Placement hours in a timesheet noting the work dates and hours to be signed off by the Host Organisation Supervisor and Trainer or APC Authorised Representative.

Please download a copy of the following template at the start of the Work Placement to log in the hours.

[Hospitality Timesheet](#)

[Design Timesheet](#)

[Other qualifications](#)

APPENDIX 6

Reflective Journal - also known as a Reflective Diary

Reflective journals are personal records of student learning experiences and help to improve learning-related outcomes.

Keeping a Reflective Journal will help students identify gaps in their knowledge and encourage growth as a working professional.

The Reflective Journal Writing Process

When writing a Reflective Journal, the student describes the interaction, event, or scenario and adds a personal reflection to interpret the meaning of the learning experience.

It is a cycle of planning, acting, observing, and reflecting.

When reflecting, students typically ask themselves questions such as:

- What happened?
- What was the goal I was trying to accomplish?
- What did I notice?
- Why did this happen, or why did I do it?
- Has this changed me?
- Do I need to change my approach?
- Why does it matter?
- What did I learn?
- How did I learn it?
- Are there academic concepts apparent during this experience?
- Were any academic concepts used to reach the goal I was trying to accomplish? How so?
- What is the difference between my academic knowledge and work experience? • Did I effectively achieve my goal(s)? Why or why not?
- Which skills did I bring to the experience that helped me meet my goal(s)? • Did I acquire any new skills by having to work to achieve this goal(s)? • Was this an easy or a difficult task to undertake? Why?
- How did my strengths and weaknesses contribute to working toward the goal I was trying to accomplish?
- What could be done to improve the work placement experience?

Date	Reflection

Want a bit more information...

The structure of Reflective Journal writing

Reflection – Description

The student reflects on the issue, considering how the student's own experience might influence the response..

Analysis – Evidence and Theory

- **Evidence:** The student considers and cites different perspectives and evidence to provide a genuinely comprehensive reflection. Evidence can mean either academic evidence or the student's reflections and experience.
- **Theory:** The student can include an academic reflection that integrates ideas and other academic works to explain the reflection. For example, a student might say: "Matheson's theory of social engagement might explain why I reacted the way I did."

Outcomes or Action

- **Learning outcomes:** commentary on how the student learned from the experience, what they would have done differently, or how their perspectives or opinions have changed due to the experience.

APPENDIX 7

Introduction Letter / Email

APC Work Placement Introduction Letter

Send an email or cover letter

Dear **<Person / Host Organisation Name / To Whom it May Concern>**

I am currently studying at **Australian Pacific College / APC Design School** in the **<Course Name>**. Part of my coursework is a compulsory work placement component with a Host Organisation. I'm required to undertake **<enter how many hours or Service Periods>** of Work Placement within a **<enter period>** timeframe under a supervisor's supervision.

I am seeking a relevant Host Organisation to undertake my work placement, and my research indicates that your company is a close match to my skills, qualifications, and career aspirations.

Australian Pacific College / APC Design School has a structured Work Placement program. I have attached the APC Work Placement Handbook and Agreement, which outline the aspects of the work placement program and organisation.

The type of specific role I am seeking is ideally **<Role>**, but I am open to other opportunities.

Thank you for taking an interest in my proposal.

Please contact me by email or phone if any further information is required. I look forward to hearing from you about any available opportunities.

Kind regards

<Student Name>

<Phone Number>

<Email Address>

<Attach documents>

1. Work Placement Agreement and Handbook
2. Current Resume
3. Portfolio of Work (if applicable)

APPENDIX 8

Fair Work Ombudsman Vocational Placements Fact Sheet



Fair Work
OMBUDSMAN

Vocational placements

Vocational placements provide students with the opportunity to apply the theory and skills they learned while studying in a professional workplace.

Under these arrangements students can gain the skills they need to transition successfully from study to work, while giving industry the opportunity to enrich student learning experiences and increase the number of work-ready graduates.

Vocational placements that meet the definition under the *Fair Work Act 2009* (the FW Act) are lawfully unpaid. Students completing vocational placements are not considered to be employees and therefore are not entitled to the minimum wage nor other entitlements provided under the FW Act.

What is a vocational placement?

Under the FW Act, a vocational placement is lawfully unpaid if it meets all the following criteria:

- 1. There must be a placement.** This can be arranged by the educational or training institution, or a student may initiate the placement with an individual business directly, in line with the requirements of their course.
- 2. There must be no entitlement to pay for the work the student undertakes.** Where a student's contract with the host business or organisation entitles them to receive money for the work they perform, the vocational placement will likely have turned into an employment relationship. Similarly, work arrangements covered by industrial awards or agreements are not vocational placements.
- 3. The placement must be done as a requirement of an education or training course.** The placement must be a required component of the course as a whole, or of an individual subject or module of the course. It doesn't matter whether that subject is compulsory or an elective chosen by the student.
- 4. The placement must be one that is approved.** The institution delivering the course which provides for the placement must be authorised under an Australian, state or territory law or an administrative arrangement of the Commonwealth or a state or territory to do so. Courses offered at universities, TAFE colleges and schools (whether public or private) will all satisfy this requirement, as will bodies authorised to offer training courses under state or territory legislation.

When all of the above criteria are satisfied, hosts are not required to pay students entitlements under the FW Act. However, a host may elect to provide payment(s) at their

discretion and under no obligation.

If the placement doesn't meet all of the above criteria, it won't be a vocational placement under the FW Act. However, this doesn't automatically mean that the person is an employee and entitled to payment. The next step is to determine whether or not the person is in an employment relationship.

For more information on determining whether or not an employment relationship exists see our [Unpaid Work Fact Sheet](#).

Example 1

Katrina is in her 3rd year of a nursing degree. As part of her course, Katrina is required to complete a minimum of 4 weeks' work experience with a registered hospital in her state in order to graduate.

Katrina approaches her local hospital as they have a pre-existing relationship with her university and have regular student placements. The placement is authorised by her university, and Katrina understands it is a learning exercise and that she won't be paid.

As the arrangement meets the definition of a vocational placement under the FW Act, it can be unpaid.

Example 2

Jayne is in her final year of a mechanical engineering degree and has completed her formal class studies. As a requirement to graduate, Jayne has to organise professional engineering work experience at a business for 12 weeks.

While Jayne has to organise the placement herself, the University has strict criteria about needing to assess an employer to ensure her vocational placement provides the relevant learning environment, and gives final sign-off on the placement.

As this arrangement meets the definition of a vocational placement under the FW Act, it can be unpaid.

If the business decides to get Jayne to sign an employment contract and pay her wages for her work, it may turn the placement into an employment relationship. If an employment relationship is created, Jayne is entitled to at least the legal minimum rate of pay for the type of work she is performing.

Fair Work Infoline: 13 13 94

www.fairwork.gov.au

Example 3

Mitchell is choosing his elective units for the following year's study as part of his undergraduate degree. One of the electives is a 3 month unpaid placement organised by the university at a host business that provides a structured learning experience related to his degree. This placement counts as credit towards meeting his total course requirement.

Because the elective forms part of his course, Mitchell's placement meets the definition of a vocational placement under the FW Act.

As this arrangement meets the definition of a vocational placement under the FW Act, it can be unpaid.

Important

While the FW Act does not provide entitlements to students doing vocational placements, there may still be obligations in other legislation, such as those about work health and safety or discrimination that apply to them.

Further information

For information and resources to help you understand your rights and obligations on the topic of unpaid work, visit www.fairwork.gov.au/unpaidwork or contact the Fair Work Infoline on 13 13 94.

Contact us

Fair Work Online: www.fairwork.gov.au

Fair Work Infoline: **13 13 94**

Need language help?

Contact the Translating and Interpreting Service (TIS) on **13 14 50**

Hearing & speech assistance

Call through the National Relay Service (NRS):

For TTY: **13 36 77**. Ask for the Fair Work Infoline **13 13 94**

Speak & Listen: **1300 555 727**. Ask for the Fair Work Infoline **13 13 94**

The Fair Work Ombudsman is committed to providing you with advice that you can rely on. The information contained in this fact sheet is general in nature. If you are unsure about how it applies to your situation you can call our Infoline on 13 13 94 or speak with a union, industry association or a workplace relations professional.

Last updated: June 2017
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FWOF530.00

APPENDIX 9

Insurance Certificate - Voluntary Workers Certificate of Currency



Voluntary Workers Policy Schedule

Policy Number	5489465
The Insured	Young Rabbit Pty Ltd Australian Pacific Travel & Tourism Pty Ltd English Unlimited Brisbane Pty Ltd Australian Pacific College Brisbane Pty Ltd Virtu Design Institute Including subsidiary companies for their respective rights, interests and liabilities to the extent that they are not more specifically insured.
Broker	Insurebiz Pty Ltd
Period of Insurance	From 14/05/2021 at 4:00pm to 14/05/2022 at 4:00pm
Insured Persons	All declared voluntary workers, committee members, and work experience students of the insured.
Scope of Cover	Cover under this policy applies whilst an insured person is engaged in authorised voluntary work on behalf of the insured including direct travel to and from such voluntary work.
Territorial Limits	Within Australia
Age Limit	16 – 60 years
Policy Wording	AFA Voluntary Workers Insurance PDS and Policy Wording Version No. 13: 25-FEB-2021-PDS-VW-10097
Date of Issue	25/03/2021 Issued by AFA Pty Ltd ABN 83 067 084 333 AFSL 247122 on behalf of Zurich Australian Insurance Limited

APPENDIX 10

Example Student On-Boarding Checklist

INSTRUCTIONS	
All items on this table are compulsory	
Student start date:	
Student finish date:	
Student Given Name:	
Student Family Name:	
Position title: <i>[As per Position Description]</i>	
Position type:	
Work Location: <i>[Of Internship or Work Placement]</i>	
Manager/supervisor/team leader's name:	

Manager/supervisor/team leader		
Activity <i>Some activities can be delegated to other staff members. Ignore the 2nd column if delegating any activity.</i>	Staff Member	Date of completion
Internship <ul style="list-style-type: none"> First-day Orientation Induction pack Tour of location Assign and prepare the work area Training schedule Training: on how to login and navigate IT systems and email 		
Work placement <ul style="list-style-type: none"> Host Supervisor (as named in the Work Placement Agreement) to send an email notice to existing staff regarding Work Placement student's first day Orientation: Host Supervisor to ensure all Work Placement documentation are in place and that student has practical information about the Work placement Host Supervisor to greet Work Placement student and introduce team members 		

IT Support	
Activity	Date of completion
Devices PC/laptop ✓ PC ✓ Laptop	
Computer account ✓ Provide a computer account ✓ Need access to an additional folder(s) in Shared Drives ✓ Familiarise with company and relevant websites ✓ Add the signature to the Outlook/ Gmail account	
Email Address ✓ Create new email address	
Emailing group Relevant email groups this student is part of	
✓	
✓	

Payroll – if paid position	
Activity	Date of completion
✓ Payroll advised and documentation completed	

Manager/supervisor/team leader			
Activity		Staff Member	Date of completion
Working With Children Check Verify Working With Children Check			
Working with children check number:			
DOB:			
Student surname:			

APPENDIX 11

Example Student Off-Boarding Checklist

INSTRUCTIONS	
All items on this table are compulsory	
Student start date:	
Student finish date:	
Student Given Name:	
Student Family Name:	
Department or Work Team	
Position title: [As per Position Description]	
Position type:	
Work Location: [Of Internship or Work Placement]	
Manager/supervisor/team leader's name:	

Manager/supervisor/team leader		
Activity <i>Some activities can be delegated to other staff members. Ignore the Date of completion column if delegating an activity</i>	Staff Member	Date of completion
Transition <ul style="list-style-type: none"> Ongoing work reassigned to supervisor or another employee Necessary contact information for projects given to supervisor or another employee All contacts and/or stakeholders informed about the reassignment of work Work area left clean and tidy No personal items remaining in the workplace 		

IT Support	
Activity	Date of completion
Devices, PC/laptop <ul style="list-style-type: none"> ✓ PC access removed ✓ Laptop access removed 	

IT Support	
Activity	Date of completion
Computer account ✓ Computer account deactivated ✓ Access to an additional folder(s) in Shared Drives deactivated	
Email Address ✓ Email address deactivated	
Emailing group ✓ Student removed from email group(s)	
✓ Host Organisation Reference letter provided (Appendix 14) (if appropriate)	
✓ Host Organisation Certificate of Completion provided (Appendix 15) (if appropriate)	

Payroll – if paid position	
Activity	Date of completion
✓ Payroll advised of end date and documentation completed	

Manager/supervisor/team leader		
Activity	Staff Member	Date of completion
✓ ID card/ lanyard/ keys returned		
✓ Name tag returned		
✓ Exit Interview conducted (if appropriate)		

Work Placement Host Organisation Feedback form
✓ Completed

APPENDIX 12

Student Work Placement Feedback Form

Student Full Name:	
Host Organisation Name:	

To be completed by Student: Please tick the appropriate answers, as indicated below.

1. At the commencement of your work experience placement, has an employee from the Host Organisation performed an Induction training including Work Health and Safety policies and procedures?	Yes	No
---	-----	----

2. The Induction and WHS instructions received from the Host Organisation's staff/ Supervisor/Manager were easy to follow.				
Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree

3. The "on the job" training experience was useful for me:				
Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree

4. Should a position become available with your Host Organisation, how likely are you to accept the offer?				
Unlikely	Not likely	Somewhat likely	Likely	Very likely

5. The Host Organisation supervisor was helpful during the work placement experience.				
Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree

6. Considering your participation, learning outcomes, and relevance to your studies, how satisfied are you with your overall work placement experience?				
Highly dissatisfied	Dissatisfied	Neutral	Satisfied	Highly satisfied

Comments:

--

APPENDIX 13

Host Organisation Example Reference Letter

Host Organisation letterhead

[Insert date]

Re: [student name]

[Mr/Mrs/Ms/Miss] [insert student name] completed an [internship/work placement] at [organisation name] from [insert date] to [insert date] performing primarily the following tasks:

[Insert tasks].

During [his/her] time at [organisation name] [student first name] showed [himself/herself] to be [insert qualities. E.g.: an energetic, diligent, fast learning and hard-working member of staff].

[Student first name] showed the ability to fit in well with the team at [organisation name] was an effective team member.

We highly recommend [student first name] to any future employer or organisation and wish [him/her] the best of luck in [his/her] future endeavours.

Any further enquiries about this reference can be directed to the writer on [contact details].

Yours faithfully

[Your name]

[Your position title]

APPENDIX 14

Certificate of Completion Host Organisation

Host organisation letterhead or template

Certificate of Completion *(example)*

[Student Name]

completed Work Placement/Internship

[name of Department or Work Group]

[dates]

APPENDIX 15

Letter of Thanks to the Host Organisation

The Work Placement student should prepare a letter to the Host Organisation and the Host Organisation Supervisor expressing their appreciation for the opportunity to complete the work placement.

Your name

Email address

Date

Host Organisation Supervisor Name

Host Organisation Supervisor Title

Host Organisation

Address

Address

Dear **[Supervisor name]**

[Re: Work Placement with **(department/team)** from **(date)** to **(date)**]

Thank you for the opportunity to complete my work placement with **[host organisation]**.

My time with **[host organisation]** has been a valuable experience, and I am very grateful for the opportunity.

I am particularly grateful to you for your supervision, guidance and assistance. Working with a professional and supportive team was a very rewarding experience.

Use a specific example that you found particularly useful as a learning experience: I enjoyed learning about the recruitment process and watching how new hires were onboarded. I will be able to apply these strategies in future roles that I take on.

I wish you, and the company continued success, and thank you again for a rewarding experience.

Yours sincerely

[student name]

APPENDIX 16

Mentoring Partnership Agreement

The Australian Pacific College (APC) Mentoring Agreement (the Agreement) ensures that mentees and mentors develop a mutual understanding of expectations in the relationship. Additionally, the Agreement identifies goals and benchmarks to achieve and evaluate the relationship.

The purpose of the Mentoring Relationship:

- Define what the relationship should achieve
- Identify any limits or conflicts of interest
- Determine the regularity of communications and method of communication.

The Agreement defines:

- Communication expectations
- Goals and benchmarks
- Skills areas for development and enhancement throughout the relationship • The three phases of the relationship
 - Initiation Phase – building the relationship and developing the Mentoring Agreement
 - Mid Phase – developing goals, monitoring benchmarks, and continued success
 - End Phase: closure and evaluation.

The Mentee(s) agrees to:

1. Meet regularly with the mentor and maintain frequent communication
 - Mentee(s) should arrange a minimum of three one-hour meetings with their Mentor for the duration of the relationship
2. Prepare an agenda for meetings with the Mentor
3. Prepare a body of work to meet the specific course requirements
4. Ensure that the student(s) body of work defines the required skills, knowledge and goals necessary to meet the course requirements
5. Look for multiple opportunities and experiences to enhance the learning
6. Review progress and adjust the agreement as goals and benchmarks are achieved
7. Keep a record of development and progress
8. Act ethically; be respectful; and maintain the confidentiality of the relationship.

The Mentor agrees to:

- Provide guidance, oversight, and advice for the duration of the relationship
- Provide feedback on the mentorship contract, progress, and experience
- Meet with the Mentee(s) and communicate regularly to review the progress
- Act ethically; be respectful; and maintain the confidentiality of the relationship.

Section 1: Management of the Mentor Agreement

Mentee Information	
Given name	
Family name	
Student number	
Course name and Course ID	
Student phone	
Student email	

Mentee Information	
Given name	
Family name	
Student number	
Course name and Course ID	
Student phone	
Student email	

Mentor Information	
Given name	
Family name	
Organisation	
Department	
Position	
Industry expertise	
Work email	
Work phone	

Mentoring Plan example			
Contact Schedule Date	Discussion	Mentee signature	Mentor signature
Current date	Initial Meeting – Zoom Discussion: <ul style="list-style-type: none"> • Mentoring Agreement – agree on respective commitments • Set <ul style="list-style-type: none"> ◦ Communication expectations ◦ Goals and benchmarks ◦ Skills areas for development and enhancement throughout the relationship • Prepare a body of work, such as a project plan, to meet the specific course requirements • Ensure that the student(s) body of work defines the required skills, knowledge and goals necessary to meet the course requirements 		
Current Date Mandatory	Initial Phase <ul style="list-style-type: none"> • Building and developing the Mentoring relationship. Agreeing on the Project Plan 		
Current Date Optional	Mid Phase <ul style="list-style-type: none"> • Developing goals, monitoring benchmarks, and markers for success. Executing the tasks according to the Project Plan. 		
Current Date Mandatory	Mid Phase <ul style="list-style-type: none"> • Project plan execution, assessing goals, monitoring benchmarks, and continued success 		
Current Date Optional	Mid Phase <ul style="list-style-type: none"> • Project plan execution, assessing goals, monitoring benchmarks, and continued success 		
Current Date Mandatory	End Phase <ul style="list-style-type: none"> • Closure and evaluation. Evaluation of the Mentee/ Mentor relationship 		

Section 2: Project Plan

Project Goals		
Goal	Proposed date	Completed date

Project plan – phases of the project

Project benchmarks or milestones		
Benchmark / Milestone	Proposed date	Completed date

Evaluation of Project

Mentor/ Mentee Evaluation
<ul style="list-style-type: none"> • Attended all meetings • Been punctual and organised • Acted positively and attentively • Completed all tasks • Progressed the goals of the project • Brought new ideas and suggestions to the project • Improved professionally • Developed mutual trust and respect • Maintained confidentiality • Acted ethically

Signatures

Name of Mentor:	
Mentor's Signature (<i>may be electronic</i>):	
Date:	

Name of Mentee(s):	
Mentee's Signature (<i>may be electronic</i>):	
Date:	

Name of Mentee(s):	
Mentee's Signature (<i>may be electronic</i>):	
Date:	

Mentor Credentials Verification

Verified by	
Name of APC Staff Member	
Mentor's Signature (<i>may be electronic</i>):	
Date:	

Mentor given a copy of APC Work Placement handbook

Name of Mentor:	
Mentor's Signature (<i>may be electronic</i>):	
Date:	



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