



Work Based Training Policy and Associated Procedures

Purpose of the policy

This policy and procedure describe how work placement is to be arranged to ensure that each placement achieves its aims and all stakeholders are protected from liability, including gaining a positive experience and outcome.

Work Based Training / Work Placement is used to cover units of competency that require a learner to undertake work in industry. Currently Work Placement / work-based training is used to cover the requirements of SITHCCC043 Work effectively as a cook.

SITHCCC043 Work effectively as a cook requires the learner to safely and hygienically prepare, cook and serve menu items for a minimum of 48 complete food service periods in a commercial kitchen, that cover a variety of methods, menu styles and service periods.

Scope of the policy

This policy and procedure apply to all staff and students on Work Based Training / Work Placement.

Definitions

Work-based Training (WBT): WBT / Work Placement is considered to mean training and/or assessment that will occur in a workplace other than in a provider's own simulated workplace environment. It can be voluntary work within industry, designed to allow the learner to understand the workplace and the tasks involved in their chosen area of study. Voluntary means that the learner will engage in the same work practices as other employees but without being paid.

Responsibilities

The WBT Assessor at Veritas Institute Australia will be responsible for the implementation of this policy and procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

The WBT Assessor at Veritas Institute Australia will be responsible for establishing and maintaining practical placement programs and assessing the level of training and learner support required.

The WBT Assessor at Veritas Institute Australia will be responsible for assessing the student performance, monitoring attendance and providing student support (mentoring and coaching) if required.

Policy

- This policy requires that Veritas Institute Australia has appropriate arrangements for the supervision and assessment of work placement for Veritas Institute Australia's students.
- WBT can only be included where it is required to gain the qualification.
- Veritas Institute Australia will have mechanisms in place to monitor a student's course progress while the student is completing an element of WBT.
- Where WBT is approved as part of a course, the WBT component will be included in the duration of the course. The duration of the course would be determined by the time required



to complete the course on a full-time study basis.

- Part 5.4 Division 2 of the Education and Training Reform Act 2006 requires that students on WBT training must have a signed agreement with each host employer they are placed with.
- Work Placement Agreements and records must be kept for a minimum of 30 years in case any insurance claims are made.
- WBT trainers and assessors will have a minimum of TAE40122 Certificate IV in Training and Assessment or equivalent and hold the relevant vocational competencies and industry currency.

Requirements

- All students wishing to complete the unit SITHCCC043 Work effectively as a cook must complete 48 food service periods within a working commercial kitchen environment.
- No learner may begin work-based training without first completing a Work Placement agreement. An authorised representative of Veritas Institute Australia, the student and the host organisation / employer must sign this agreement.
- A service period is defined, as the time a venue is open either to serve a particular meal (breakfast, lunch, dinner) or to complete service for a function, buffet or event.
- All learners must be made aware that they need to complete a logbook detailing tasks undertaken during each of the service periods.
- All learners are to be made aware that they must treat work-based training the same way that they would treat paid employment.
- Veritas Institute Australia will attempt to ensure the learner gets work-based training placement place in a location and with an employee that is suitable for the learner. All learners need to be aware though that this may not happen at the discretion of the learner.
- All learners must be made aware that their work-based training can be terminated at any time should the host employer wish it.
- Learners will be able to terminate a work-based training position if they feel that they are being "used", that is the learner feels that they are not learning anything or that they are just a source of free labor.
- All learners need to be aware that if they terminate two work-based training agreements, they will be responsible for finding the third or subsequent work-based training providers.
- It is important that all learners should feel safe and well supported during the work based training and are provided with opportunities to undertake the required tasks. If they feel unsafe, unsupported, harassed, or that they are not provided with opportunities to learn, they must contact their WBT Assessor immediately.



Procedure

Workplace venues

1. Veritas Institute Australia will sign work placement agreements with workplaces for work placement for each student which meet the Education and Training Reform Act 2006 requirements for work-based training and work cover. These agreements will be retained for a period of 30 years after the student has completed the training.
2. The WBT Assessor will conduct an orientation/induction program with each workplace prior to acceptance of students. The orientation program will include the following:
 - Veritas Institute Australia's responsibility to train students to acceptable standards, introduce students to the work-based trainers, and support students in the workplace and monitor attendance and progress.
 - The Host Organization / Employers / Workplace has the responsibility to provide students with work, keeping with the requirements of the logbook, complete the log book properly, monitor and supervise student work, record attendance and allow workplace visits and contact between the WBT Assessor, the Workplace Supervisor and the students.
 - Workplace venues will be monitored by Veritas Institute Australia to ensure that they comply with the work placement agreement and workplace kitchen checklists. Compliance breaches will result in cancellation of the agreement.
3. Criteria for Selection, Approval and Ongoing Risk Assessment of Work-based training Sites
 - The criteria for selection and approval for work-based training sites require an assessment of the capacity to offer the required work shifts, the worksite being able to offer a structured program to students in a safe working environment and an inventory of essential equipment, tools, fixtures, perishables etc. These requirements are outlined in the document titled 'Workplace Kitchen Checklist'. WBT sites must meet these requirements or unless otherwise approved by an authorized Veritas Institute Australia's staff with minor deficiencies or alternatives.
 - Initial risk assessment of the site is implemented via a site visit, inspection of the site, discussing with the Venue Manager/Supervisor/Owner and establishing that all the requirements are met.
 - Ongoing risk assessment of the site is implemented via a site visit, inspection of the site, discussing with the Venue Manager/Supervisor/Owner and establishing that all the requirements are met and conducted every six months or when appropriate.
 - A work placement agreement will be signed by all three parties (student, Veritas Institute Australia and Host Organization / Employer) once the selection criteria are met.
 - During site suitability assessment, if the WBT Assessor identifies any gaps e.g. missing equipment or service type or any other requirements identified by the units of competency, the gap will be recorded on Workplace Kitchen Checklist and alternative arrangements will be made to address the gap accordingly e.g. arranging an alternate site, using alternate equipment, or conducting gap training at Veritas Institute Australia's simulated industry training kitchen etc.

Student orientation program



Orientation to the work placement program will be as follows:

- Information will be provided about the program in the student handbook, student orientation and WBT information sessions.
- Students will not be placed on the program until they are assessed by Veritas Institute Australia as "work ready". In the normal course of events this will not occur until the end of the 3rd term at the earliest for students studying SIT30821 Certificate III in Commercial Cookery and until the end of the 5th term at the earliest for students studying SIT40521 Certificate IV in Kitchen Management.
- An orientation session will be conducted with students in the term prior to commencement of the program.
- A logbook has been prepared for the students and this document will be distributed during the orientation session.

Work Placement Assessor

- Veritas Institute Australia will nominate a Work Placement Assessor who will visit each worksite for assessment for a minimum of two occasions over the work placement period to monitor student performance and to conduct assessment.
- Veritas Institute Australia's Work Placement Assessor will introduce each student to their workplace and their Workplace Supervisor in person before students commence their work placements.
- The Work Placement Assessor will establish and maintain a schedule of student placements for each week of the program.
- Once the program has commenced, the Work Placement Assessor will contact or visit each worksite at least twice to verify student attendance and performance and to inspect (and monitor) the employer worksite.
- If necessary, students' sites can also be contacted by telephone to verify the student's attendance and participation.
- The Work Placement Assessor will liaise with the Workplace Supervisor to ensure students are meeting skills and knowledge development requirements, performing satisfactorily and meeting attendance requirements.
- Where the Work Placement Assessor identifies that a student is not receiving the required mix and level of experience, or is not meeting attendance requirements, the Work Placement Assessor (in coordination with all parties) will intervene and implement corrective action to address the situation. This corrective action (or intervention) could include additional mentoring and coaching, arranging additional training or service events, changing the mix of workplaces or conducting work place visits more frequently.
- The Work Placement Assessor will review the student's attendance, monitor course progression and get feedback from the supervisor to ensure the required mix and level of experience is being undertaken. The Work Placement Assessor will also check that the logbook is being completed and is done so correctly.
- The Work Placement Assessor will use the assessment mapping guide, observation checklist and interview tools to assess student's performance.
- The Work Placement Assessor will also identify if any additional support is required by the student to perform their required tasks, including language assistance. If necessary, the Assessor will implement Language Literacy and Numeracy & Digital Literacy (LLND) support as part of the intervention strategy.



- Student performance and assessment summary must be recorded and any concerns or issues reported to the CEO. The Work Placement Assessor can also take appropriate actions by contacting the employer and/or the student.

Undertaking and monitoring work placement

- Students will be required to complete the work placement as specified in the 'Work Placement Guide, Student Assessment Pack and Work Placement Logbook for the Work Placement unit'. Any variations to the hours worked and conditions of the work placement must be approved by Work Placement Assessor and the employer.
- Student attendance throughout the work placement shall be recorded by the host employer and the student via Work Placement Attendance Sheet in the Work Placement Logbook. This will record all the times and dates the student completes work placement hours for the host employer.
- The students shall be provided support and guidance from the host employer in the completion of required workplace tasks. These tasks will ensure the students further develop their skills and knowledge in the required areas as specified in the Work Placement Agreement. Where a Work Placement Assessor feels the student is not meeting skills and knowledge development requirements, additional mentoring and coaching will be given.
- Veritas Institute Australia will monitor the Work Placement through the Work Placement Assessor completing:
 - Regular contact with the student where feedback on the work placement will be sought.
 - Site visits to conduct assessments in the workplace where Work Placement Assessor will ensure the workplace is providing adequate support and guidance to the student. The Work Placement Assessor will also ensure the workplace is compliant with work health and safety requirements.
 - Assessment of required practical skills will be undertaken by qualified Trainers and Assessors where appropriate. On some occasions, the Trainer may require the host employer to participate in the assessment process by observing students in the workplace. All assessments shall be signed off by a qualified Veritas Institute Australia's Work Placement Assessor.

Monitoring Work Placement Course Progression

- Students will be informed of their Course Progress requirement prior to the commencement of the Work Placement program.
- Course progress of students in Work Placement will be conducted by the Work Placement Assessor.
- The Work Placement Assessor will visit on a regular basis (minimum twice) over the Work Placement period to monitor student performance and to conduct assessment.
- The Work Placement Assessor will use the assessment mapping guide, observation checklist and interview tools to assess student's performance.
- Where an Assessor feels the student is not meeting skills and knowledge development requirements, or the student's performance is found unsatisfactory, the Assessor, in consultation with the CEO will intervene and implement corrective action to address the situation. This corrective action (or intervention) could include additional mentoring and coaching, arranging additional training or service events, changing the mix of workplaces or conducting a workplace visit more frequently.
- The Assessor will also identify if any additional support is required by the student to perform their required tasks, including language assistance. If necessary, the Assessor will implement



LLN support as part of the intervention strategy.

- If unsatisfactory performance persists, Student Support Team is notified and normal course progression policy will apply.

Recording of Work Placement

- Each student undertaking a Work Placement shall have a copy of their 'Work Placement Agreement' kept on their file.
- All hours completed within the workplace shall be recorded in the logbook kept on the student's file.
- The student logbook shall be signed by the student and the employer and reviewed by the Veritas Institute Australia's Work Placement Assessor.
- The 'Logbook' will be kept on the student's file as evidence for the specified unit(s) and be included as an assessment requirement for the specified unit(s).

Complaints and Appeals

- If the student is not satisfied with their Work Placement experience, they must contact Veritas Institute Australia immediately.
- Veritas Institute Australia will do everything possible to solve whatever problem is causing dissatisfaction.
- Should there be no resolution, the learner can make use of Veritas Institute Australia's Complaints and Appeals Policy and Associated Procedures.
- Complaints and Appeals Policy and Associated Procedures can be viewed and downloaded from the Veritas Institute Australia's website www.veritas.edu.au

Associated Documents

- Tri-Partite Work Placement Agreement
- Workplace Kitchen Checklist
- Work Placement Logbook Student
- Work Placement Logbook Assessor
- Student Assessment Pack
- Trainer Assessment Pack
- Complaints and Appeals Policy and Associated Procedures
- Work Placement Guide
- Workplace Induction Checklist