

PLACEMENT POLICY

QUALITY AREA 1 – TRAINING AND
ASSESSMENT

PLACEMENT POLICY

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PURPOSE

This policy aims to improve the quality of placement outcomes, in order that students can fully utilise the opportunity to participate in the industry related to their theoretical study.

This policy aims to:

- Provide sufficient guidance to stakeholders involved in placement arrangements, in order that a consistent and professional approach is observed in vocational and work placements; and
 - Reduce the likelihood of unfavourable outcomes and risks from confusion over responsibilities, inconsistent practice or misunderstanding about the minimum requirements expected; and
 - Contribute to the desired result of better-prepared and better supported students and ultimately suitably competent graduates.
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SCOPE

This policy applies to:

1. Students who are required to undertake a prescribed number of hours in a structured work-based learning environment as a mandatory requirement of the course a student is enrolled in;
 2. Placement providers; and
 3. Trainers and assessors, the organisation, institution, or entity that is responsible for delivering the educational and skill-building components of the placement experience.
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POLICY STATEMENT

Upskill U Pty Ltd is committed to providing students with access to quality, industry-relevant practical placement experiences that support the development and demonstration of the required competencies for their chosen qualification.

This policy ensures that all placement arrangements are consistent, compliant, and support both student learning and industry expectations. Work placement is delivered in alignment with the relevant training package requirements and where applicable, forms an integral component of the course delivery and assessment strategy.

Students may find a suitable workplace more convenient to them that is willing to take them on as a placement for the required prescribed hours and range of work. During placement, students are required to learn and train in different areas of the required work under the supervision of a workplace supervisor. Students will be supplied with a logbook and training workbook of all the tasks that are required to be undertaken practically. Student's placement hours will be witnessed and signed off by an approved Supervisor.

If a candidate cannot arrange or organise work experience relevant to the unit of competency, Upskill U Pty Ltd will do all that they can to assist with a placement (shifts) for the purpose of completing an outcome. Whilst Upskill U Pty Ltd does not guarantee such arrangements, every endeavour will be made through their extensive list of industry contacts and stakeholders, to enable a candidate to access suitable arrangements to complete their studies.

Standard 1.8(2)(c) of the *National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations)* (referred to herein as the *Outcome Standards*):

"An NVR registered training organisation demonstrates:

...it has documented strategies and procedures in place to identify and manage risks associated with VET students using facilities, resources and equipment when undertaking work-integrated learning, work placements, or other community-based learning as part of their training."

As students enter an operating workplace, being the placement provider, the following areas of law, and their relevant legislation become active considerations:

- Safety - Work Health and Safety Act 2011 ('WHS Act')
- Equal Rights – Anti-Discrimination 1991, Disability Discrimination Act 1992, Racial Discrimination Act 1975, Sex Discrimination Act 1984
- Experience vs Employment - Fair Work Act 2009
- Information – Privacy Act 1988

Dependant on the qualification under which the student is enrolled, they may be required to obtain pre-screening checks, that may include:

- a Working with Children Check or pre-screen equivalent relevant to their state; or
- a National Police Check.

Students will be informed of this requirement prior to enrolment and must have the necessary clearances or checks prior to commencing placement. Where a student has **not met the legal requirements and industry standards in order to participate in a placement, they must advise Upskill U Pty Ltd of this.** Any students who do not meet the

workforce requirements must not approach a placement provider and request to undertake a placement on behalf of Upskill U Pty Ltd.

ONGOING MONITORING AND EVALUATION OF PLACEMENT

DISPUTE RESOLUTION PROCESS

- The parties agree that the Placement Agreement may be suspended by the placement provider or by Upskill U Pty Ltd if either reasonably believes that a serious breach has occurred.
- In the event of a suspension, the party initiating the suspension must conduct an independent investigation of the alleged breach.
- Upon conclusion of the investigation and receipt of the findings of the investigation, the party who has initiated the suspension may determine whether the Placement Agreement should be terminated or whether it should continue.
- The placement provider, the student and a representative of Upskill U Pty Ltd will meet and use their best endeavours to resolve any dispute that arises out of, or in connection with, the placement.

VARIATION / EVALUATION

- The terms and conditions of this policy form an agreed minimum standard and should be varied. Any additional requirements must be agreed to in writing by the Upskill U Pty Ltd, the placement provider and the student and attached as a separate document.
- The Placement Agreement may be terminated at any time by the Upskill U Pty Ltd, the placement provider or the student by giving 7 days' notice in writing to each of the other parties as long as every effort has been made to minimise any resulting disadvantage to the student: and may be terminated by the placement provider or *Upskill U Pty Ltd* summarily at any time with immediate effect if any party: fails, omits or neglects to comply with the placement provider's policies and procedures; or if the student is guilty of misconduct in connection with the performance of the duties under the placement.

RECORD MANAGEMENT

Maintaining and storing records:

- Evidence for the approval/agreement of placement must be documented and retained in the student's file.
 - Evidence for the relevant screen checks must be documented and retained in the student's file.
 - Upskill U Pty Ltd will retain evidence for providing the placement provider with a copy of the signed and dated approval/agreement of placement between the organisation, the student, and Upskill U Pty Ltd for their records on or prior to the student's first day of placement.
 - If the student changes placement location or organisation, a new approval / agreement of placement with updated details, signatures and dates must be documented and retained on the student's file.
 - If significant time lapses between the original approval / agreement of placement due to the student deferring or cancelling enrolment, a new approval / agreement of placement should be conducted, signed, dated and retained on the student file.
 - All relevant documentation and evidence required for placement, such as a police check or equivalent, must be stored in the student's file as Upskill U Pty Ltd's recording keeping policy requirements.
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POLICY IMPLEMENTATION

The implementation of this policy is supported by:

- Staff induction and training on placement requirements
- Internal audits and validation activities
- Stakeholder feedback
- Version control and quality assurance mechanisms

Compliance with this policy will be reviewed at least annually, as part of Upskill U Pty Ltd's quality assurance cycle, in alignment with our Self-Assurance Schedule.

ACCOUNTABILITY

The following table outlines the key roles within the organisation and their specific responsibilities in relation to the implementation, monitoring, and continuous improvement of this policy. Each role is accountable for ensuring the policy is upheld in practice and integrated effectively into relevant operational and compliance processes.

ROLES	RESPONSIBILITIES
Students	<ul style="list-style-type: none">• Attend placement at the agreed times and days specified and notify both the placement provider and the relevant trainer/assessor if unable to attend - reasons may include ill health or other unforeseen circumstances.• Be in the appropriate state of health to perform duties in accordance with and not be affected by adverse substances whilst attending the placement. The possession of any illegal substance whilst on placement will result in the placement being terminated.• Behave in a professional manner in keeping with the placement provider's expectations/code of conduct, e.g., by dressing appropriately, speaking in a respectful manner to placement clients, other staff/volunteers and public.• Comply with all occupational health, safety, and welfare requirements, as identified by the placement provider and Upskill U Pty Ltd.• Inform the placement provider of any accident, injury, near miss or hazard in which injury occurs, or could reasonably be expected to occur to the student or to another party during the placement as soon as practicable.• Comply with all lawful and reasonable directions given to the student by the placement provider and its employees in relation to day-to-day issues consistent with reasonable operational requirements.• Only practice skills within their scope of student learning.

	<ul style="list-style-type: none"> • Promptly advise the placement supervisor if they are requested to undertake any task which the student feels uncomfortable about or not yet capable of performing. • Keep all information relating to the placement provider, its clients, staff, or volunteers confidential and, when in doubt, ask the supervisor before disclosing any information to anyone not associated with the placement. • Notify the supervisor of any observations or suspicion of verbal or physical bullying or abuse of a client, employee, volunteer, or visitor while undertaking the placement. • Not misuse, or damage, property belonging to the placement provider or clients, and immediately notify the supervisor of any misuse, if witnessed, during the placement period. • Not make comment or provide information about the placement provider or clients to the media without first discussing it with the supervisor. • Immediately advise the placement provider if arrested, charged or convicted of a criminal offence during the term of the placement.
<p>Placement Provider</p>	<ul style="list-style-type: none"> • Provide supervised learning opportunities, within a safe environment, which meet the objectives of the placement. • Keeping confidential all personal details about the student and provide them with the same privacy and confidentiality afforded to staff and volunteers as outlined in the placement provider’s policies and procedures. • Make available to the student all placement provider policies and procedures necessary to carry out a thorough and documented orientation and induction of the student at the commencement of the placement. • Select learning experiences for the student in accordance with the placement objectives in collaboration with Upskill U Pty Ltd. • Act in accordance with workplace responsibilities as set out in legislation covering safety, equal rights, information and paid/unpaid work. • Not provide tasks which are known to exceed the students’ competency or level of competency expected to be achieved from the placement. • Designate a member of staff who has the necessary skills and experience to convey best practice, to act as a supervisor, to provide constructive feedback, instruction and guidance aimed at assisting the student to achieve the placement objectives for the duration of their work placement. • Provide feedback to Upskill U Pty Ltd about the students’ competency and suitability to undertake tasks in accordance with the placement objectives. • Vocational Placement (Unpaid): The placement provider is not required to provide any remuneration to the student for the placement

	<p>period, as this is an unpaid learning experience undertaken as part of their vocational course.</p> <ul style="list-style-type: none"> • Work Placement (Paid): The placement provider, would also be considered an Employer, and thus would be required to provide remuneration to the student in accordance with applicable workplace laws and employment agreements for the duration of the placement period. • Ensures that trainers and assessors receive relevant site inductions prior to entering a workplace, in consultation with placement provider site management. • Work Placement (Paid): Effects and maintains all necessary insurance coverages, including but not limited to workers' compensation and public liability insurance, in accordance with applicable workplace laws.
<p>Admin Staff</p>	<ul style="list-style-type: none"> • Adequately screen applicants at enrolment to ensure Students accepted for training are suitable and willing to undertake the tasks that are required to fulfil the placement objectives including possessing the adequate communication skills and understanding of the English language to perform the tasks necessary to meet the objectives of the placement. • Prepare the student for the placement by delivering instruction about industry expectations relating to documentation and the pace required in a work environment. • Meet their obligations under the relevant WHS Act including, but not limited to, ensuring that a placement provider's site risk assessment is completed prior to placement of the first student, and at least annually thereafter. • Gather the evidence required to assess the student's competency against the vocational objectives, in conjunction with the placement provider, and perform the assessment. • Take responsibility for initiating regular contact with the student and placement provider to obtain feedback and discuss progress for the duration of the placement and visiting the student and supervisor on site as appropriate. • Mediate between the student and the placement provider in the event of any dispute, performance management issue, etc which cannot be resolved on site. • Immediately make the placement provider aware of any reason that becomes apparent which indicates that the student may not be fit to perform their duties to an acceptable standard without presenting a risk to themselves or others, at any time during the placement.
<p>Trainers and Assessors</p>	<ul style="list-style-type: none"> • Discuss with the student, their functional capacity and fitness to perform the tasks and duties necessary to work in the sector and make a reasonable effort to screen those students who, due to fitness or functional capacity, would be placed at risk of harm or injury to themselves or others during the placement.

	<ul style="list-style-type: none"> • Confirm to the provider placement that the student has achieved the minimum competency to commence the workplace training component of their course. • Conduct a site visit with the student and the placement provider, to ensure appropriate facilities, resources and equipment, and procedures for the confidential treatment of placement provider information, and interactions with the placement provider. • Ensure that where the student uses evidence from their workplace as demonstration of their competence, the student obtains prior approval from the VVP for the information/ documentation to be taken from the workplace and provided as evidence to the trainer/assessor for assessment. • Provide and sign a placement approval/agreement advising students and placement provider that all confidential information (such as names, addresses) can be removed from assignments and/or that fictitious names can be used instead, to protect privacy. • Ensures that should site visits be required for training and assessment that the Upskill U Pty Ltd representative is aware of the privacy, confidentiality and commercial sensitivity of the business. • Ensures it has permission from the placement provider for the conduct of training and assessment in the workplace environment for the duration of the placement approval/agreement. • Ensures that the placement provider will be informed of any requirement to interview the workplace managers, supervisors, colleagues or clients, and that this is approved by those parties involved. • Ensures the confidentiality of individuals who may be involved in any workplace interviews, such as managers, colleagues and clients. • Participate in relevant site inductions prior to entering a workplace, in consultation with placement provider management.
<p>Management team</p>	<ul style="list-style-type: none"> • Vocational Placement (Unpaid): Ensure that the necessary insurances are in place. Effect and maintain suitable insurance coverage to indemnify the placement provider from and against all claims, actions, proceedings, or demands in respect of any loss, death, injury, illness, or damage arising from employees’ or students’ negligent acts and omissions, or breach of the Placement Agreement during the placement. To provide the placement provider with evidence of the insurance policies upon request.

MONITORING

The Accountable Officer is responsible for ensuring Policy Instruments are reviewed, normally on a five-year cycle from the date they came into effect or the date of the last review. An earlier review of the Policy Instrument may be initiated if significant regulatory changes occur or a need identified. A Policy Instrument under review remains in force until the revised Policy Instrument is approved.

POLICY INFORMATION

Accountable Officer	Sarah Nicholson - CEO
Date Effective	01/07/2025
Review Date	01/07/2025
Version Number	1

REGULATORY FRAMEWORK

This policy has been developed with reference to a range of legislative instruments, standards, guidelines, and regulatory principles that govern our operations as an RTO. These frameworks ensure that we operate with integrity, upholds quality training and assessment practices, and meet our legal obligations to students, regulators, and the broader community.

The following documents underpin the principles and practices outlined in this policy and should be considered in its application:

- [Age Discrimination Act 2004](#)
- [AQF Glossary of Terminology](#)
- [AQF Qualifications Issuance Policy](#)
- [Australian Human Rights Commission Act 1986](#)
- [Copyright Act 1968](#)
- [Corporations Act 2001](#)
- [Credential Policy - Standards for Registered Training Organisations](#)
- [Disability Discrimination Act 1992](#)
- [Disability Standards for Education 2005](#)
- [Family Law Act 1975](#)
- [National Principles for Child Safe Organisations 2019](#)
- [National Vocational Education and Training Regulator \(Consequential Amendments\) Act 2011](#)
- [National Vocational Education and Training Regulator \(Data Provision Requirements\) Instrument 2020](#)
- [National Vocational Education and Training Regulator \(Transitional Provisions\) Act 2011](#)
- [National Vocational Education and Training Regulator \(Outcome Standards for Registered Training Organisations\) Instrument 2025](#)
- [National Vocational Education and Training Regulator Act 2011](#)
- [National Vocational Education and Training Regulator Regulations 2011](#)
- [Privacy Act 1988](#)
- [Racial Discrimination Act 1975](#)
- [Racial Hatred Act 1995](#)
- [Sex Discrimination Act 1984](#)
- [Student Identifiers Act 2014](#)

- [The Australian Qualifications Framework](#)
 - [Work Health and Safety Act 2011](#)
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RELATED DOCUMENTS

For a complete and centralised list of interconnected documents - including associated policies, procedures, forms, and checklist - please refer to the Dependency Matrix located within the Quality Manual. This matrix has been designed to support consistency, version control, and alignment across the broader compliance framework.

DEFINITIONS

To ensure consistency and clarity across all policies, procedures, and supporting documents, Upskill U Pty Ltd maintains a centralised Definitions Library, located within the Quality Manual. This resource contains standardised definitions of key terms and acronyms commonly used throughout our quality management system and compliance framework. All documents should be read in conjunction with the Definitions Library to support accurate interpretation and application of terminology. Where a term is used within this policy and is not explicitly defined herein, it should be understood according to its definition in the Definitions Library. The Definitions Library is reviewed and maintained regularly to reflect changes to legislation, regulatory standards, and sector-specific terminology. Any suggestions for additions or amendments to the Definitions Library should be directed to the Compliance Team for consideration as part of our continuous improvement practices.
