

1. PURPOSE

The purpose of this policy is to outline the requirements, processes and responsibilities for international students undertaking Holistic Placement (HP) as part of **SITHCCC043 Work effectively as a cook** within SIT30821 Certificate III in Commercial Cookery at The Quality Training and Hospitality College, trading as Quality College of Australia (QCA).

This policy ensures students understand their Holistic Placement requirements, including placement hours, theory attendance, workplace requirements, recordkeeping, monitoring and their responsibilities while undertaking placement.

2. SCOPE

This policy applies to all international students undertaking Holistic Placement as part of their Certificate III in Commercial Cookery at QCA.

It applies to students, the Placement Coordinator, International Student Support Officer (ISSO), International Administration Manager, workplace supervisors and other QCA staff involved in arranging, monitoring or supporting Holistic Placement.

3. HOLISTIC PLACEMENT REQUIREMENTS

Holistic Placement provides students with an opportunity to consolidate their learning and gain practical experience in an approved commercial workplace.

Holistic Placement is undertaken during **Term 3**.

During Term 3, students are required to:

- Attend **one (1) compulsory theory day per week**, as scheduled in the QCA timetable; and
- Complete a **minimum of 15 hours of Holistic Placement per week** in an approved commercial kitchen.

Attendance at all scheduled theory classes during Term 3 is compulsory.

Students must meet both the applicable theory attendance requirements and Holistic Placement requirements to successfully complete the course.

Holistic Placement must be undertaken at a commercial kitchen approved by QCA.

Students must accurately record all Holistic Placement hours in the aXcelerate Workbased Logbook. Records must be completed and approved in accordance with QCA requirements.

4. HOLISTIC PLACEMENT PREPARATION

Before commencing Holistic Placement, students will attend a Holistic Placement information meeting conducted by QCA.

The meeting will cover:

- Holistic Placement requirements;
- The Term 3 placement structure;
- Minimum weekly placement hours;
- Compulsory theory attendance;
- Recording placement hours and shifts;
- Required documentation;
- Requirements for a suitable placement venue;
- Workplace monitoring;
- Student and workplace supervisor responsibilities; and
- The implications of failing to secure, attend or satisfactorily complete Holistic Placement.
- Students will be provided with, or given access to, relevant documentation, which may include:
 - Holistic Placement Agreement;
 - Holistic Placement Term information;
 - Holistic Placement Employer Information;
 - aXcelerate Workbased Logbook information; and

- This Holistic Placement Policy.

Students must complete and return the Holistic Placement Agreement and any other required documentation by the deadline advised by QCA and before commencing placement.

5. PLACEMENT VENUE APPROVAL

Students are encouraged to identify a suitable venue for their Holistic Placement. Where required, QCA may assist students to identify a suitable venue.

All Holistic Placement venues must be approved by the Placement Coordinator before placement commences.

Students must not commence or record Holistic Placement hours at a venue that has not been approved by QCA.

Where possible, students should complete their Holistic Placement at one approved venue.

Where a student undertakes placement at more than one venue:

- A separate Holistic Placement Agreement must be completed for each venue;
- Any other required documentation must be completed; and
- Each venue must be approved by QCA before placement commences.

QCA may assess the suitability of a placement venue through documentation, communication with the employer, a workplace visit and/or completion of a Venue Checklist.

Placement hours undertaken at an unapproved venue may not be accepted as Holistic Placement hours.

6. ACCELERATE WORKBASED LOGBOOK

Students undertaking Holistic Placement must use the aXcelerate Workbased Logbook to record their placement hours.

Students are responsible for ensuring their placement records are:

- Complete;
- Accurate; and
- Submitted in accordance with QCA requirements.

The workplace supervisor identified in the Holistic Placement Agreement may be provided with access to aXcelerate to review and approve placement records.

Students are responsible for obtaining the required workplace supervisor approvals within the timeframe advised by QCA.

Where aXcelerate is temporarily unavailable, QCA may authorise an alternative method of recording placement hours.

Where appropriate, QCA may also approve an alternative placement record where a student can demonstrate compassionate or compelling circumstances that prevent use of the electronic system. Alternative placement records must be submitted to QCA and reconciled with the student's placement record as directed by QCA.

7. WORKPLACE MONITORING

QCA will monitor students while they undertake Holistic Placement.

The Placement Coordinator may visit or contact the student's workplace during the placement period.

Monitoring may involve communication with the student, Head Chef, workplace supervisor, manager or another appropriate representative of the venue.

Where practicable, the student should be present during a workplace monitoring visit.

Workplace monitoring may include:

- Discussing the student's progress with the student and employer;
- Confirming that the placement is progressing satisfactorily;
- Reviewing placement and logbook requirements;
- Explaining or completing monitoring and feedback documentation;
- Confirming relevant insurance documentation;

- Completing or reviewing the Venue Checklist; and
- Identifying and addressing concerns relating to the placement.

Where a physical workplace visit is not practical or required, QCA may undertake monitoring by telephone, email or another appropriate method.

Additional monitoring may be undertaken where QCA identifies concerns relating to the student's progress, attendance, welfare or suitability of the placement.

8. CHANGES TO PLACEMENT VENUE

Students must inform the Placement Coordinator immediately if they wish to leave or change their Holistic Placement venue.

Where an issue or misunderstanding has arisen between a student and employer, the Placement Coordinator may communicate with both parties to determine whether the matter can be resolved.

Where a student changes venue:

- The new venue must be approved by QCA before placement commences;
- A new Holistic Placement Agreement must be completed;
- The student must continue recording placement hours in accordance with QCA requirements;
- All required documentation must be provided to QCA; and
- QCA will establish appropriate monitoring arrangements with the new employer.

Placement hours undertaken at a new venue before QCA approval may not be accepted as Holistic Placement hours.

9. STUDENT RESPONSIBILITIES

Students undertaking Holistic Placement are expected to behave professionally and, in a manner, acceptable to both QCA and the employer.

QCA course rules and relevant student policies and procedures continue to apply while students are undertaking placement.

Students are responsible for:

- Attending all compulsory theory classes scheduled during Term 3;
- Completing a minimum of 15 hours of Holistic Placement per week;
- Attending placement as agreed with their employer;
- Accurately recording placement hours;
- Obtaining required workplace supervisor approvals;
- Cooperating with workplace monitoring;
- Complying with reasonable workplace policies, procedures and directions;
- Behaving professionally in the workplace; and
- Notifying QCA immediately of any issue that may affect their placement.

Students must notify QCA of:

- Any change to their contact details;
- Any change or proposed change to their placement venue;
- Any inability to complete the required placement hours;
- Any absence from compulsory theory classes;
- Any interruption or cessation of placement; and
- Any workplace issue that may affect their ability to successfully complete placement.

Conduct that may result in intervention or disciplinary action includes:

- Non-attendance;
- Poor progress;
- Failure to complete required placement hours;
- Inappropriate or unprofessional behaviour;
- Failure to follow reasonable workplace or QCA directions; or
- Attending placement while under the influence of drugs or alcohol.

QCA and/or the employer may terminate or suspend a student's Holistic Placement where required standards are not met or where continuation of the placement is considered inappropriate.

10. ATTENDANCE AND COURSE PROGRESS

During Term 3, students must meet both their scheduled theory attendance and Holistic Placement requirements.

Students must:

- Attend **one (1) compulsory theory day per week** as scheduled in the QCA timetable; and
- Complete a **minimum of 15 hours of Holistic Placement per week** in an approved commercial kitchen.

Students must notify QCA as soon as possible where they are unable to attend a scheduled theory class or complete their required placement hours.

QCA will monitor student participation, placement completion and course progress in accordance with applicable QCA policies and procedures.

Where a student is identified as not meeting theory attendance, placement or course progress requirements, QCA will manage the matter in accordance with the Course Progress and Attendance Policy.

11. FAILURE TO SECURE OR MAINTAIN A PLACEMENT VENUE

Students are responsible for cooperating with QCA to ensure an approved Holistic Placement venue is in place before placement is due to commence.

Where a student has not secured an approved venue by the required commencement date, they must contact the Placement Coordinator or International Student Support Officer immediately.

QCA will advise the student of the attendance, study and other requirements that apply while an appropriate placement venue is being sourced and approved.

A student without an approved placement venue must continue attending all compulsory theory classes scheduled during Term 3.

If a student leaves or is removed from their placement venue, they must immediately notify QCA.

The student must not commence placement at another venue until:

- The new venue has been approved by QCA; and
- All required placement documentation has been completed.

12. STUDENT SUPPORT AND PLACEMENT CONCERNS

QCA will provide appropriate support where issues arise that may affect a student's ability to participate in or complete Holistic Placement.

Students should notify the Placement Coordinator or International Student Support Officer as soon as possible if they experience difficulties with:

- Securing or maintaining a placement;
- Workplace relationships;
- Attendance;
- Placement hours;
- Workplace conditions;
- Personal circumstances affecting placement; or
- Any other matter that may affect successful completion.

QCA will assess the circumstances and determine appropriate support, intervention or further action.

13. RECORD KEEPING

The Placement Coordinator and relevant QCA staff will maintain appropriate records relating to Holistic Placement in aXcelerate.

Records may include:

- Holistic Placement Agreements;
- Venue approval documentation;

- Venue Checklists;
- aXcelerate workbased Logbook records;
- Employer or supervisor approvals;
- Workplace monitoring records;
- Communications with students and employers;
- Monitoring and feedback documentation; and
- Records relating to placement issues or interventions.

Issues or concerns relating to a student's placement must be appropriately addressed and recorded.

QCA may undertake additional monitoring or remove a student from a placement venue where necessary.

At all times, the welfare and best interests of the student and the integrity and reputation of QCA must be promoted and upheld.

14. RESPONSIBILITIES

14.1 Students

Students are responsible for complying with this policy, attending scheduled theory classes, completing the required Holistic Placement hours, maintaining accurate placement records, cooperating with workplace monitoring and immediately notifying QCA of relevant changes or concerns.

14.2 Placement Coordinators

Placement Coordinators are responsible for:

- Approving placement venues;
- Monitoring placements;
- Communicating with students and employers;
- Addressing placement concerns; and
- Maintaining appropriate placement records.

14.3 International Student Support Officers (ISSO)

ISSO's are responsible for:

- Supporting International students with Holistic Placement requirements;
- Assisting with relevant placement processes; and
- Working with students and other QCA staff where concerns arise.

14.4 International Administration Manager

The International Administration Manager is responsible for:

- Providing direction, support and oversight to ensure effective international student administration, support and placement coordination;
- Managing and resolving escalated student placement matters;
- Making final decisions on student placement matters, in consultation with the Managing Director and/or Compliance Manager, where appropriate; and
- Ensuring accurate records, effective processes and timely reporting.

14.5 Workplace Supervisor

The workplace supervisor is responsible for supervising the student within the workplace and completing or approving placement records and other documentation as required by QCA.

15. POLICY REVIEW AND CONTINUOUS IMPROVEMENT

QCA will review this policy periodically and where required due to:

- Changes to legislative or regulatory requirements;
- Changes to course or placement arrangements;
- Feedback from students, employers or staff;
- Identified issues or risks;
- Complaints or incidents; or
- Opportunities for improvement.

Where improvements are identified, QCA will implement and monitor appropriate actions through its continuous improvement processes.

16. RELATED DOCUMENTS

This policy should be read in conjunction with:

- Holistic Placement Agreement
- Holistic Placement Employer Information
- aXcelerate Workbased Logbook
- Venue Checklist
- QCA Course Progress and Attendance Policy
- The student's applicable course timetable and placement information