



ACCLM

Australasian College of Care Leadership and Management

WORK PLACEMENT INFORMATION BOOKLET

CHC52015 DIPLOMA OF COMMUNITY SERVICES

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Introduction

The CHCS52015 Diploma of Community Services addresses work primarily in Community and Home Care Service Providers under direct or regular supervision within clearly defined organisational guidelines and service plans.

At the diploma level, students:

- Carry out activities to maintain personal care and/or other activities of living for people in an aged care/community care setting;
- Carry out activities related to an individualised care plan;
- Report directly to a supervisor; and
- Can be responsible for other workers.

Aim

The aim of this booklet is to provide information to assist both prospective students and work placement organisations to understand how the ACCLM uses work placement as part of our training program. Please show this booklet to prospective organisations when you're seeking a work placement so that they can make an informed decision about whether they are prepared to take on the responsibilities, obligations and benefits associated with your work placement.

Work Placement Requirement

Work Placement is a mandatory component of assessment to gain the CHCS52015 Diploma of Community Services qualification from the ACCLM. It is designed for you to put into practice, in a real-life setting, the skills and theory that you will be learning. You will get the chance to apply your theoretical knowledge in the workplace, and learn new skills that will assist you when completing future assessments. This will be done under the supervision of the staff in the facility that has accepted you for placement.

By participating in work placement, you will develop:

- A greater understanding of the ways in which professionals operate in the aged care sector;
- The ability to transfer knowledge from theoretical concepts into practical applications;
- The skills to effectively facilitate independent learning; and
- An ability to plan, organise, and manage your work environment.

For the Diploma of Community Services, you are required to complete a **minimum of 100 hours of work placement**. It is your responsibility as the student to find and secure a suitable work placement for the required hours.

Your enrolment will not be accepted until you have found a suitable work placement and fulfilled the other enrolment requirements detailed in the pre-enrolment email that you will receive.

If you are unsure of any aspect of your work placement requirement, please discuss it with us as soon as possible so that we are able to guide or assist you in obtaining appropriate work placement.

Currently Employed Students

If you are currently employed in a Residential Aged Care Facility (RACF) you must confirm that the organisation is prepared to support the work placement requirements of this course. This must be verified by the workplace supervisor signing the Workplace Agreement and returning it to us, as detailed in the pre-enrolment email.

Once the Workplace Agreement has been processed we will require a copy of your workplace induction, which identifies the mandatory training competencies that you have completed in your workplace as a current employee.

Unemployed Students Looking for Placement

The ACCLM suggests that you immediately and proactively start seeking a placement by introducing yourself to aged care workplaces in your area.

We recommend that you seek work placement in an organisation that is able to give you exposure to the full range of skills required in a Community or Home Care environment or center. Appropriate placements for the Diploma of Community Services qualification could include:

- RACF,
- Hostels and Hospices,
- Hospitals specialising in Aged Care services, or
- Home & Community Care organisations.

Please note that as a work placement student, your host organisation has no financial obligation to pay you during work placement hours.

Insurance

The ACCLM maintains appropriate insurance coverage for you whilst on work placement and can provide a Certificate of Currency to your work placement organisation on request.

Agreement Submission Procedure

Your work placement must be agreed to and approved during your pre-enrolment phase, by the management of the facility that you work for or who are accepting you on work placement.

Once you've identified a suitable organisation for your work placement please print the Work Placement Agreement Form and discuss it with them. If both parties accept the terms and conditions then you must both sign the relevant declarations, before scanning the documents in .pdf format and returning them to admin@acclm.edu.au.

Once the completed documents are received by us we will conduct a workplace interview with the chosen workplace supervisor to ensure that the workplace can provide you with the appropriate experiences and supervision to support your learning.

Work Placement Records

Whether you are currently employed or not, you will need to maintain a record of work placement hours completed and your experiences during the placement, by using the ACCLM Work Placement Record and Work Placement Journal respectively. More information on the use of these documents will be provided in the Induction Module of the course once your enrolment has been processed.

Whilst the Journal does not form part of your assessment, it is used by your trainer / assessor to monitor the types of activities and experiences that you are undertaking during your placement. Your trainer will then be able to provide guidance on any additional activities or experiences that may assist to support your learning.

Workplace Skills Assessments

During the placement you will also be required to undertake Workplace Skills Assessments for each unit of competency, which will be conducted by your Placement Supervisor. The assessment forms will be available for download inside each unit in the ACCLM Learning Hub. A detailed explanation of this process will be provided in the Induction Module.

Student Obligations

A detailed list of requirements that you must agree to as a work placement participant is provided in the Work Placement Agreement. In summary you must be prepared to:

- Attend any pre-placement briefings as directed by your host organisation.
- Actively participate in the management of your placement – arrange days and times you will attend prior to commencement.
- Be punctual and inform your Placement Supervisor if you will be late or cannot attend the placement for any reason (NB: consistent lateness or absences may result in your placement being cancelled).
- Undertake all activities associated with the successful completion of your placement efficiently, effectively and to the best of your abilities.
- Actively participate in the learning process and take responsibility for your learning. This includes ensuring you obtain adequate feedback on your performance from your supervisor.
- Uphold standards of professional behaviour and presentation, including appropriate dress standards.
- Be respectful and polite in your communications with all persons you interact with.
- Act honestly and in good faith.

- Respect the rights, beliefs and values of others and maintain professional boundaries at all times.
- Discuss issues as they arise with the supervisor and contact person and act to resolve problems cooperatively.
- Seek assistance if you are not confident with an activity/task, or lack understanding in an area.
- Provide client care under professional supervision only and always practice in a manner that is safe, respectful of clients and consistent with your level of competency.
- Maintain confidentiality and protect the privacy of clients and colleagues.
- Adhere to rules, bylaws, policies and procedures of the organisation, including dress code.
- Adhere to legislative requirements including occupational health and safety requirements.
- Adhere to any and all security requirements.
- Ensure that all work is completed in a timely manner to satisfy the organisation's requirements.
- Be responsible for any travel costs, or any other costs incurred directly as a result of attending placement.
- Ensure that you have a zero blood alcohol level and avoid consuming drugs which may adversely affect your performance whilst on placement.

Work Placement Organisation

The organisation that you are seeking placement with must agree to all of the provisions detailed in the Work Placement Agreement, which include:

- Appointing an appropriately qualified and experienced person (Registered Nurse level) to undertake the role of Placement Supervisor and to complete Workplace Skills Assessments.
- Ensuring appropriate supervision of the student throughout the placement and promote safe systems of work.
- Providing adequate facilities and experiences for participating students.
- Providing an orientation program for the student and provide training in safe work procedures.
- Ensuring the student's physical and psychological health is not placed at risk during the placement.

Staff identified by the organisation to act as Placement Supervisors must agree to:

- Act as a role model introducing students to acceptable professional behaviour.
- Maintain standards of professional practice.
- Abide by relevant Codes of Professional Conduct.
- Ensure students are made aware of legislative requirements, occupational health and safety requirements, security requirements, workplace confidentiality and privacy requirements and any other workplace policies and procedures related to their placement.
- Adopt the role of helper and facilitator of learning and provide a variety of learning experiences in keeping with the placement requirements.
- Provide a positive learning environment including orientation of the student.
- Arrange for and obtain client consent for students to provide services to the client and to have access to client records. Client consent may be freely withheld.
- Ensure that students who have access to clients are competent to perform their tasks and that they conduct themselves in a safe and professional manner.
- Arrange regular and sufficient meetings with the student to discuss goals, progress and/or difficulties.
- Clarify expectations with the student and make adequate observations of the student's work and provide ongoing feedback, both verbal and written, to ensure learning progress.
- Conduct Workplace Skills Assessments as detailed on the documents and forms that will be provided by the ACCLM for this purpose.

Additional Information for Students

Dress and Footwear

You must dress appropriately and professionally in your work placement and should ensure that you are aware of any specific requirements by speaking with your assigned work placement supervisor. The following items are not acceptable in the workplace:

- Midriff or low cut tops;
- Miniskirts;
- T-shirts featuring any sort of alcohol advertising;
- Any clothing with offensive motifs or phrases;
- Thongs or sandals. Enclosed footwear must be worn.

Professional Courtesy

As an ACCLM student on work placement you will be expected to show a high level of professional courtesy to your supervisors and fellow care workers, including but not limited to the following:

- **General.** Follow all directions given to you by your workplace supervisor and help out wherever you can. Remember to show initiative!
- **Punctuality.** Arrive at least 15 minutes prior to your start time and stay until your agreed finish time.
- **Mobile Phones.** Do not make or receive personal phone calls during your work placement.
- **Computers.** Do not use your work placement's computer facilities for personal use.
- **Self-Disclosure.** Please maintain professional boundaries at all times.
- **Breaks.** Take breaks at designated times and do not exceed the time allocated for your break.
- **Your Supervisor.** Please understand and respect the fact that your work placement supervisor is very busy:
 - Do not follow your supervisor around asking them to sign your record book.
 - Do not constantly ask to be given things to do – show initiative, if you have not been given a task, find something! There is always cleaning to be done, coffees to be made, plants to be watered etc.
- **Work Health and Safety (WHS).** Comply with all of your work placement organisation's work health and safety policies and work in a way that is safe for you and others at all times.

Police Check

Prior to commencing your work placement, you must also provide us with a copy of your **Criminal Record Check / National Police Check**. If you have not already obtained this, you should commence the process now. The ACCLM can give you further information on this, including links to websites where you can obtain the necessary documentation. The student is responsible for the financial cost of obtaining their Police Check.

Contact Details

Your ACCLM contact person will work closely with you and your chosen workplace supervisor to finalise the documents for work placement.

If you or your intended workplace have any questions about the ACCLM's work placement requirements, please contact us on 07 3210 7474 or admin@acclm.edu.au