

WORK INTEGRATED LEARNING PROCEDURE

Approving authority	Executive Management Team
Purpose	This procedure provides the framework to support and incorporate work integrated learning in all courses at the Institute
Responsible Officer	Academic Dean
Next scheduled review	June 2024
Document Location	R:\Managers\OIHE\Policies
Associated documents	<ul style="list-style-type: none"> • Work Integrated Learning Policy • Assessment Policy and Procedure • Student Support and Services Policy and Procedure • Academic Integrity Policy and Procedure • Student Codes of Conduct Policy and Procedure • Student Grievances & Appeals Policy and Procedures • Student Placement Agreement • Internship Memorandum of Understanding • Workplace Health and Safety Risk Assessment

1. PRINCIPLES

- 1.1 One of the principal strategic goals of the Ozford Institute of Higher Education (henceforth referred to as ‘the Institute’) is to integrate students’ learning with its applications in the workplace to broaden their learning experience and enhance their career development and work readiness.
- 1.2 WIL is designed to provide students an opportunity to meaningfully interact with business and community organisations in a real work context and to learn and experience by applying and demonstrating skills and knowledge relevant to their course of study career or profession. WIL should help students develop work-readiness and employability skills.
- 1.3 WIL will be offered as one or more units in a course.
- 1.4 WIL will be available for all students whether local or international.
- 1.5 If the professional accreditation of a course requires students to satisfactorily complete a particular type of WIL and related assessment, the WIL will be included in the course in such a way as to meet these requirements.
- 1.6 The Institute will make adequate provisions to assist students requiring special assistance in order to ensure equitable access to WIL for minority groups such as Aborigines and Torres Strait Islanders in accordance with the Equity and Diversity Policy and relevant Anti-Discrimination legislation.

2. SCOPE

This procedure applies to all students, staff, industry partners, placement agencies, host professional and community organisations involved in Work Integrated Learning for the Institute.

The WIL procedure applies to all accredited courses. It does not apply to non-award courses.

3. DEFINITIONS

3.1 Work Integrated Learning (WIL)

Work Integrated Learning is defined as an umbrella term for a range of experiential educational activities outside the Institution's campus that integrate theoretical learning with its application to workplace and business. These experiential engaging activities are intentionally designed to provide a meaningful experience of the workplace application that is organised, controlled and are recognised by the Institution as necessary to achieving learning outcomes and assessment requirements of the course.

3.2 Work Placement Service Providers

Work placement agencies or service providers are organisations that can assist the Institute in the placement and supervision of WIL students. Work placement agencies or service providers have network of contacts and contracts with local companies who can place intending WIL students of the Institution to suitable workplace partners so that both parties are benefitted.

4. PROCEDURE

4.1 Selection of Host Workplace Partners and Students (Establishing a Placement)

The following steps must be completed but can be undertaken concurrently rather than sequentially depending on the situation and the time available.

4.1.1 Site Visit to Host Workplace Partner

4.1.1.1 A Host Workplace Partner should have appropriate policies and procedures related to occupational health and safety, risk mitigation and formalised orientation activities for new staff members. Before a formal arrangement is established with a Host Workplace Partner, the WIL Coordinator will visit the site of the proposed activity to ensure that:

- the expectations and responsibilities of each party are clearly identified and agreed upon.
- all risks associated with the proposed placement are identified and minimised.
- the Host Workplace Partner is able to provide the student with an experience that is in keeping with the learning outcomes of the placement course.

4.1.1.2 The WIL Coordinator may decide not to conduct a site visit if satisfied that the Host Workplace Partner has appropriate policies and procedures relating to occupational health and safety, risk mitigation and formalised orientation activities for new staff members.

4.1.1.3 If a site visit is not practicable, then such options as a visit by a third party, references, or evidence of undertaking placement activities with other institutions should be used.

4.1.2 Topics to Discuss with Host Workplace Partner

The WIL Coordinator's discussions with the Host Workplace Partner should cover such topics as:

- risk assessment, covering both general hazards and those specific to the placement
- locations
- duration of the activity
- expectations of student performance
- number of students that can be accommodated
- assumed level of knowledge of the students
- costs/fees (if any)
- student induction activities
- supervision arrangement
- insurance
- intellectual property
- supervisor training
- specific technical requirements

- liaison person
- dispute resolution processes
- students with a disability and reasonable adjustments.

4.1.3 Workplace Health and Safety Risk Assessment

4.1.3.1 Following completion of the site visit (or equivalent), the details of the proposed placement are entered into the Institute's risk assessment system by the WIL Coordinator and a workplace health and safety risk assessment is produced. This assessment must be made of the Host Workplace Partner in advance of the actual placement of students (and rechecked at the point of placement).

- if the assessment determines the Host Workplace Partner is suitable and appropriate, the WIL Coordinator arranges for the relationship to be formalised through an Internship Memorandum of Understanding.
- if the assessment indicates that the Host Workplace Partner is not appropriate, the WIL Coordinator discusses the outcome with the Academic Dean to determine what actions should be taken.

4.1.3.2 At the point of placement, two processes are required to be completed:

- a) the site assessment is reviewed to determine if any factors have changed from when the site was assessed, and
- b) a student assessment, which covers location specific risks, communication plans etc. – situations that are often outside of the control of the Host Workplace Partner – but still pose risks for the student that the Institute has to consider. The student assessment links the risk to specific students and/or student cohorts.

4.1.3.3 The requirements to regularly review the risk assessment of a Host Workplace Partner is dependent on the workplace health safety documentation and processes of the Host Workplace Partner.

4.1.4 Internship Memorandum of Understanding

The Internship Memorandum of Understanding or equivalent document is the responsibility of the WIL Coordinator. If one of the standard templates is being used, then the Academic Dean can sign on behalf of the Institute. An appropriate industry/professional representative with the required delegated authority must sign on behalf of the Host Workplace Partner.

4.1.5 Student Placement Agreement

The Student Placement Agreement must be signed by the student before the commencement of the placement. The agreement must include:

- the personal details of the student (including emergency contact).
- course and unit details.
- details of the placement (dates, contact persons and times if available).
- Insurance, risk assessment and student disclosure statement.
- travel management plan.
- other information as determined by the discipline.

4.1.6 Intellectual Property

In placements where a student is required to create new and original intellectual property, such as copyrightable works or subject matter, and the Host Workplace Partner wishes to have ownership of that intellectual property, before the commencement of the placement, the student can be asked to sign an agreement in which the student gives permission for the Host Workplace Partner to use their developed intellectual property. The student should be fully apprised of the implications of the

proposed terms and conditions of the agreement and be advised to seek and obtain independent legal advice before agreeing.

4.1.7 Insurance

The Institute's Student Personal Accident, Public Liability and Professional Indemnity Insurance identifies five conditions for indemnifying persons on a placement:

- a) the person must be a student who is currently enrolling with the Institute.
- b) a risk assessment has been undertaken and mitigation established.
- c) the student has informed the Institute of any disabilities, health conditions, illness or other factor that is likely to impact on the student's ability to fulfil the requirements of the placement.
- d) the placement must be authorized by the Institute.
- e) the student must not be a paid employee of the Host Workplace Partner.

4.1.8 Allocation/Reallocation of Students to Host Workplace Partners

The placements should be transparent, fair and reasonable. The WIL Coordinator must provide a timely process for a student to request a reallocation on the grounds of exceptional circumstances or reasonable adjustment. Where the student remains dissatisfied with the allocation, they may seek a review of the placement decision, in accordance with Student Grievances & Appeals Policy and Procedures.

4.2 Supervision

4.2.1 Pre-Placement

4.2.1.1 The WIL Coordinator will check all the students completed the pre-requisite units prior to the commencement of WIL3500 (for undergraduate programs) and WIL6991 (for postgraduate programs).

4.2.1.2 Students will be assigned by the WIL Coordinator. The WIL Coordinator will assist students with the following:

- WIL program orientation.
- resume preparation.
- interview workshop.
- details of the required assessment
- health and safety issues, including procedures if an accident or injury occurs on placement
- insurance cover.

Any student who has doubts about their readiness for the placement should discuss the situation with the WIL Coordinator.

4.2.2 Delivery During the Placement

4.2.2.1 The WIL Coordinator will oversee students during the interview and placement processes and will be available for students to contact during the placement. The WIL Coordinator monitors the continuing viability of the placement. The frequency and mode of the monitoring should be appropriate for the discipline and the particular placement. In some instances, this involves a visit to the placement site when a student is undertaking a placement, while in other instances contact with the Host Workplace Partner and student by email, telephone or videoconference is appropriate.

4.2.2.2 The WIL Coordinator will oversee alignment between the placement and learning outcomes of the program/course outline and monitoring and assessment of student progress

4.2.2.3 The WIL Coordinator will provide academic counselling and advice to students undertaking the placement.

4.2.2.4 A formal communication plan will be developed and is stored in an appropriate records management system.

4.2.3 Issue Resolution

If a concern is raised by any of the parties involved during a placement, the following process should be followed:

- in the first instance, the issue should be discussed and documented by the parties involved to determine a resolution.
- if the matter is not resolved, the WIL Coordinator meets with the parties to discuss the issue.
- if the matter is still not resolved, it should be referred to the Academic Dean for further action.

4.3 Assessment

The assessment of a WIL unit will be specified in the relevant Unit Outline.

The assessment is based on a combination of progressive achievement, assessment by the WIL Coordinator, the quality of any project proposal and final report, any oral presentation and any performance evaluation report by the Host Workplace Partner.

The WIL Coordinator will record the evaluation of the Work Integrated Learning placement outcomes.

5 QUALITY ASSURANCE

To ensure that this procedure is fit for purpose and meet the requirements of the HES Threshold Standards the procedure will be:

- 5.1 internally approved by the Executive Management Team on development or review.
- 5.2 externally reviewed as part of any independent review against the HES Threshold Standards as approved by the Governing Board.
- 5.3 internally reviewed by the Responsible Officer every three years from the date of approval (if not earlier).
- 5.4 referenced to the applicable HES threshold Standard and/or other legislation/regulation.

6 FEEDBACK

Feedback or comments on this procedure is welcomed by the listed Responsible officers of the Institute.

7 VERSION CONTROL

Version	Date approved	Description	Approved by
1.0	July 2018	Initial issue	EMT
1.1	October 2020	Internal Review for Postgraduate	EMT
2.0	June 2021	Revised following feedback from TEQSA review	EMT
Related legislation/ regulation/standard	HES Threshold Standards (2015) 1.4 (Learning Outcomes and Assessment) 5.4.1 (Work Integrated Learning) & 3.1 (Course Design).		

Appendix 1: Internship Memorandum of Understanding

Internship Memorandum of Understanding

Corporate name (Host Workplace Partner)

Tel:

Email:

(ABN)..... agrees to provide supervised workplace experience in partner facilities for student(s) who is (are) enrolled with the Ozford Institute of Higher Education Pty., Ltd. ACB 165 694 351 trading as Ozford Institute of Higher Education CRICOS Provider Number 043429B (hereinafter called the “the Institute”). This Work Integrated Learning is part of the scheduled learning and assessment program of the Institute and is undertaken within in the structured program of study under the direction and supervision of the Institute.

1.0 Course

The agreement relates to the unit of study WIL3500 Internship or WIL6991 Business Internship

It has been made clear to us that Work Integrated Learning (WIL) involves learning activities that require students to apply their academic knowledge to a ‘real life’ situation with a real business or industry or community partner. The unit aims to improve students’ communications, interpersonal, and teamwork skills through a combination of academic work and work-based activities. The unit will require students to work in groups at an off-campus business venue to discuss, negotiate, plan, collect information, analyse, synthesise and apply discipline-based knowledge to carry out a defined practical project with the objective of developing a feasible solution to the issues. Learning activities under the WIL unit will be designed in such a way that require students to integrate and appropriately apply previous knowledge and training to make and justify decisions in a work-based context. The unit will also require students to reflect upon their own actions/inactions and decisions related to those work-based activities to critically appraise themselves. The following details of the duration of the program has also been agreed upon.

2.0 Duration

2.1 Undergraduate Course Duration

No. timetabled hours per week (1)	No. personal study hours per week (2)	Total workload hours per week (3)
<p>Work-<i>Integrated</i> learning and project work outside campus at designated business venues for 10 weeks, 2 days per week and 7 hours per day.</p> <p>Total: 140 hours = 10 hours per week</p> <p>Plus:</p> <p>Four 3-hour on-campus sessions during the semester at required intervals for planning and preparation, progress monitoring, interim assessment and final presentation or reports.</p> <p>Total: 12 hours = 1 hour per week</p> <p>Total 10 + 1 = 11 hours per week</p>	<p>3 hours per week for personal study, research, group meetings and reflecting journal writing</p>	<p>Total 11 + 3 = 14 hours per week for a 20 credit point unit.</p>

2.2 Postgraduate Course Duration

No. timetabled hours per week (1)	No. personal study hours per week (2)	Total workload hours per week (3)
Work- <i>Integrated</i> learning (Internship) at designated business venues for 9 weeks, 2 days per week at a minimum of 5 hours per day. Total: = 90 hours <i>Plus:</i> Class attendance: $\begin{array}{r} 2 \times 3 \text{ hrs} = 6 \text{ hrs} \\ 4 \times 1 \text{ hrs} = 4 \text{ hrs} \\ \hline \text{Total} = 10 \text{ hrs} \end{array}$ Combined total = 100 hrs.	Minimum of 2 hrs/week for 10 weeks = 20 hrs (For team meetings, reflective journal writing, report writing.)	Internship = 90 hrs Class attendance = 10 hrs Personal study = 20 hrs Total = 120 hrs OR 10 hrs per week

3.0 Ozford Institute of Higher Education

The Institute agrees to support students prior to, during and after placement for the duration of the course:

- 3.1 To ensure the tasks and activities which are proposed to be undertaken in the workplace by the Student are relevant, appropriate and consistent with the learning outcomes of the units which describe or include WIL activities.
- 3.2 To use best endeavours to ensure there are opportunities for the Student to meet the learning objectives of the WIL activity.
- 3.3 To monitor and assess the Student's progress and provide constructive and supportive feedback to the Student.
- 3.4 To liaise with the workplace supervisor at the partner workplace to monitor the *Work Integrated Learning* and assist with resolving any issues relating to training and assessment.
- 3.5 To act promptly to address any concerns about the safety and suitability of the workplace and well-being of the Student.

4.0 The Student

The Student agrees:

- 4.1 To undertake all scheduled learning activities with Ozford Institute of Higher Education.
- 4.2 To attend all scheduled work-based briefing and induction sessions that are scheduled with the host workplace partner.
- 4.3 To respond to feedback from the Institute and the workplace.
- 4.4 To liaise with the Institute and the workplace in respect to any issues relating to teaching and learning training and assessment.

5.0 Host Workplace Partner

The Host Workplace Partner agrees:

- 5.1 To negotiate work shifts and areas of work directly with the students.
- 5.2 To provide a safe workplace for the students.
- 5.3 To consider and take into account the competency, maturity and physical capabilities of the students(s) in relation to all activities they will undertake. The students' program of activities will be planned and carried out with these considerations in mind.
- 5.4 To ensure that required planning, induction, supervision and safe systems of work are provided for the students to maintain a safe and healthy *Work Integrated Learning* arrangement at all times.
- 5.5 Under occupational health and safety legislation and standards relevant to the conduct of our undertaking will comply with these laws and standards with respect to the students as if the students were an employee.
- 5.6 To provide appropriate information, training, instruction and supervision to the students in respect of occupational health and safety
- 5.7 To identify all hazards relevant to the conduct of our undertaking and assess and control all related risks. If all related risks are not controlled, the venue will inform the Institute of this fact prior to the *Work Integrated Learning* commencing.
- 5.8 To provide the students meaningful and diverse work experience.
- 5.9 To develop in the students an appreciation of continuous improvement.
- 5.10 To provide the necessary supervision of students during the workplace learning placement.
- 5.11 To inform the Institute of any breaches of rules, regulations, policies, procedures or by-laws of the Host Workplace Partner in sufficient time to enable the Institute to take appropriate action.
- 5.12 To ensure that the *Work Integrated Learning* is undertaken in a non-discriminatory and harassment free environment.
- 5.13 To ensure that the *Work Integrated Learning* is not used as a substitute for the employment of employees or the engagement of contractors.
- 5.14 Where the Institute has disclosed any necessary health information in relation to the Students the confidentiality of that health information will be maintained and only disclosed to another party if treatment is required for a known medical condition or in the case of a medical emergency.
- 5.15 To allow planned visits to the students from the placement provider and WIL Coordinator while on placement.
- 5.16 To contact the Institute in the case of emergency or if a student does not attend the work placement with or without notice to the Host Workplace Partner.

6.0 Work Cover insurance eligibility

The Institute has specific accident insurance that covers students in all locations of the Institute including those students undertaking work placement.



WORK PLACEMENT DETAILS

Type of industry/Primary activity at workplace:	
Student's work location address	
Workplace contact person	
Work Hours	() Monday () Tuesday () Wednesday () Thursday () Friday Time am - pm
Commencement Date	
Completion Date	
Total Hours	

Signed by the Student	
Printed Name	
Student Id Number	
Date	

Signed on behalf of the Host Workplace Partner	
Printed Name	
Title	
Date	

Signed by Ozford Institute of Higher Education	
Printed Name	

Title	
Date	

STUDENT DETAILS

Student First Name	
Student Family Name	
Date of Birth	
Telephone Number (Home)	
Telephone Number (Mobile)	

Workplace Supervisor:

(IN CASE OF AN EMERGENCY, THE WORKPLACE PARTNER SHOULD CONTACT THE STUDENT'S PARENT OR GUARDIAN AND THE WIL COORDINATOR)

Name (Parent/Guardian)	
Address	
Telephone Number (Home)	
Telephone Number (Mobile)	
Emergency Contact Name	
Telephone Number (Home)	
Telephone Number (Mobile)	

PRIVACY INFORMATION: The information provided on this form is for the administration of work-based learning Arrangements only and is not to be used for any other purpose. Health information will be provided if the Student has a medical condition or requires medication that may be relevant to their placement. This information must be kept confidential.

Appendix 2: Student Placement Agreement

Student Placement Agreement	
Course/Unit Details	
Period of Agreement	From _____ to _____
Student First Name	
Student Family Name	
Student ID Number	
Date of Birth	
Residential Address	
Postal Address (if different)	
Telephone Number (Home)	
Telephone Number (Mobile)	
Email Address	
Emergency Contact Name	
Telephone Number (Home)	
Telephone Number (Mobile)	
LEARNING REQUIREMENTS	
I have read and am familiar with the learning requirements of this unit and of the placement:	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
MEETING STUDENT REQUIREMENTS	
I have discussed with the WIL Coordinator about any special assistance that I might need to undertake the placement and I am satisfied that the necessary steps have been taken to address these:	
<input type="checkbox"/> Yes <input type="checkbox"/> No Not Applicable	
CONFIDENTIALITY STATEMENT	
In relation to my placement, I agree to:	
<input type="checkbox"/> maintain strict confidentiality of information, including clients, staff and workplace procedures.	
<input type="checkbox"/> ensure the anonymity of clients when writing up notes or any other documentation produced as part of my Work Integrated Learning Placement.	
<input type="checkbox"/> sign a specific Confidentiality Agreement if required by the Work Placement Provider.	

TUDENT DECLARATION

I have read the WIL Unit information in the Handbook and any additional information provided by the Organisational Unit, and I am aware of the requirements of the Work Integrated Learning Placement.

I consent to share any information from this form, any previous placements and academic progress being used in discussions with potential Work Placement Providers. I agree to advise the WIL Coordinator of any change to my circumstances which are likely to impact upon my placement throughout the period of my study. I have truthfully completed all details relating to my placement requirements.

<p>SIGNED by</p> <p>_____</p> <p>(Signature of Student)</p>	<p>_____</p> <p>Date (dd.mm. yyyy)</p>
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STUDENT-STAFF AGREEMENT

THIS AGREEMENT is made on the

Date (dd.mm. yyyy) _____

BETWEEN OZFORD INSTITUTE OF HIGHER EDUCATION AND

Print student name _____

Student ID Number _____

SIGNED for and on behalf of OZFORD INSTITUTE OF HIGHER EDUCATION

Signature of Staff Person _____

Position: _____

Date (dd.mm.yyyy) _____

Appendix 3: Workplace Health and Safety Risk Assessment

Workplace Health and Safety Risk Assessment Report

WIL COORDINATOR CHECKLIST

REGARDING criteria that the OIHE WIL coordinator needs to take into account in the process of determining the suitability or risk of a Host Workplace Partner for the purposes of Work Integrated Learning Placement

These are to ensure that:

- the Host Workplace Partner is able to provide the students meaningful and diverse work experience relevant to their studies.
- the students will be able to undertake placement in a safe environment.
- all parties are aware of their rights and responsibilities regarding Occupational Health and Safety issues.

Prior to or at the initial visit by the WIL Coordinator, prospective Host Workplace Partners will be provided with the information about the WIL unit, a copy of the Student Placement Agreement and the Internship Memorandum of Understanding.

WORKPLACE DETAILS

Name of Host Workplace Partner.....

Address of Host Workplace Partner.....

Contact person.....

Contact phone numbers.....

Date of Visit

	CRITERA	COMMENTS
<input type="checkbox"/>	The Host Workplace Partner has an ABN.	
<input type="checkbox"/>	The Host Workplace Partner provides a range of relevant business services consistent with the purpose of the students' course.	
<input type="checkbox"/>	The Host Workplace Partner has a possible supervisor with appropriate professional and/or academic background and experience.	
<input type="checkbox"/>	The Host Workplace Partner has adequate equipped facilities or provision for remote work.	
<input type="checkbox"/>	The Host Workplace Partner is able to provide the students meaningful and diverse work experience.	



<input type="checkbox"/>	The Host Workplace Partner is prepared to support the students in an agreed WIL project related to the Host Workplace Partner's operations.	
<input type="checkbox"/>	The Host Workplace Partner has appropriate policies and procedures relating to occupational health and safety, risk mitigation and formalised orientation activities for new staff members.	
<input type="checkbox"/>	The Host Workplace Partner received the information about the WIL unit and other OIHE information.	
<input type="checkbox"/>	The Host Workplace Partner is prepared to enter into agreements signed by the Host Workplace Partner, OIHE and the students.	
<input type="checkbox"/>	The Host Workplace Partner is prepared for planned visits to the students from OIHE while on placement.	
<input type="checkbox"/>	The Host Workplace Partner is aware of OIHE's emergency contact details.	
<input type="checkbox"/>	The Host Workplace Partner is aware of their responsibilities and obligations to ensure the safety of the students while undertaking the placement.	
<input type="checkbox"/>	The Host Workplace Partner is aware of and familiar with the procedures to undertake in the event of an injury occurring during the placement.	
<input type="checkbox"/>	The Host Workplace Partner is aware of and familiar with the procedures to undertake in the event of an insurance claim being lodged.	
<input type="checkbox"/>	The Host Workplace Partner is aware of the purpose and intent of the WIL unit.	
<input type="checkbox"/>	The Host Workplace Partner is prepared to complete a performance evaluation report on the student at the end of the WIL period.	

WIL COORDINATOR

Name.....

Signature.....

Date.....