

Host Organisation Practical Placement Handbook

Aged Care



SELMAR
INSTITUTE OF EDUCATION

Author: Catalyst Education Pty Ltd

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Purpose of the handbook

This handbook is designed to provide an overview of the practical placement process and explain the Roles and Responsibilities of the Host Organisation, Learner and Selmar Institute of Education.

Practical placement hours are a component of the Certificate III in Individual Support and Certificate IV in Leisure and Health. It gives learners the opportunity to observe practices and apply their learning in the workplace.

During their studies in Aged Care and Leisure and Health learners are required to complete a minimum of 120 hours in a regulated Aged Care Organisation (Host Organisation) – this is called Practical Placement.

Under section 5.4.20 of Education Training Reform Act 2006 (ETRA) learners enrolled in a post- secondary education course of a Registered Training Organisation (RTO) undertaking volunteer Practical Placement hours are not required to be paid for work on that placement.

This Handbook is developed following the guidelines for Practical Placement set by the Department of Education and Training (VICTORIA).

Department of Education and Training

2 Treasury Place, East Melbourne, Victoria, 3002.

Practical Placement guidelines is also available on the internet at:

education.vic.gov.au/Documents/training/providers/rto/practicalplacementguidelines.pdf

Contact details

Kylie Jackson - Work Placement Coordinator

Mobile: 0400 826 244

Telephone: 03 9516 6625

Email: kylie.jackson@selmar.edu.au

Katherine Hussar – Head of Training

Mobile: 0439 581 261

Email: katherine.hussar@catalysteducation.com.au

Section 1: Introduction

There are **three (3)** components to each learner's practical assessment:

1. Simulated assessment tasks
2. Workplace Observations
3. Practical Tasks

The Practical Placement Tasks and Workplace Observations are in the learners Practical Placement Section within the learner's online portal.

The Practical Placement Block information on our online portal outlines the Practical Placement requirements, summary of documentation to be completed and instructions for learners to complete the practical placement and workplace observations tasks.

Simulated Assessment Tasks

Each learner will undertake Simulated Assessment tasks during a simulation day facilitated by a Selmar Trainer and Assessor prior to commencing practical placement or during practical placement.

Below is a summary of some of the simulated assessment tasks for the Certificate III in Individual Support and Certificate IV in Leisure and Health:

CERTIFICATE III IN INDIVIDUAL SUPPORT

- Transfer an individual from bed to chair
- Transfer an individual into and out of a vehicle
- Assist with the fall recovery of an individual
- Assist a client with their health concerns
- Assist a client to attend weekly sport/activity
- Assist a client during a scheduled health check
- Communicate with a client, co-workers and a coordinator
- Communicate with culturally diverse people
- Advance Care Plan and End of Life
- Pain Management
- Fall Risk Assessment
- Role plays

CERTIFICATE IV IN LEISURE AND HEALTH

- Identify and respond to 3 client's leisure needs
- Work with clients with disabilities/dementia identify their needs
- Identify barriers and strategies to overcome these barriers
- Adapt activities to allow client participation
- Respond to goals and aspirations of 2 clients
- Encourage participation in activities
- Create activities for 3 clients
- Communicate with culturally diverse people
- Communicate with a client, Co-workers, and Coordinator
- Risk assessment
- Correct use of PPE
- Handwashing
- Pushing a wheelchair
- Emergency evacuation procedures
- Supporting participation in community activities
- Role plays

Practical Placement Tasks

Each learner will have Practical Placement Assessments to complete whilst they are on practical placement.

Below is a summary of some of the tasks for both the Certificate III in Individual Support and Certificate IV in Leisure and Health:

CERTIFICATE III IN INDIVIDUAL SUPPORT

- Tasks on providing personal care support to three (3) individuals
- Project on supporting two (2) individuals living with dementia
- Project on supporting individuals in daily activities/assisting clients
- Project on working in a diverse environment
- Project on facilitating empowerment
- Project on legal and ethical responsibilities
- Project on assess and prevent risk of falls
- Project on client work reports
- Case Studies
- Verbal Questions
- View workplace documentation

CERTIFICATE IV in LEISURE AND HEALTH

- Project on hazard identification
- Project Working in a diverse Environment
- Project develop professional practice
- Project creating activities for individuals
- Project Lifespan and development
- Project respond effectively to behaviours of concern
- Project working with individuals with complex needs
- Reflection tasks on supporting 2 Individuals with dementia and mental health issues
- Reflection tasks on supporting Individuals to engage in activities
- Project and reflection responding to workplace issues
- Reflection of supporting a client with a disability
- Verbal questions
- Case studies
- View workplace documentation

Workplace Observations

During practical placement each learner will be visited by a Selmar Assessor to conduct training and assessment of the learner's skills and knowledge in the workplace. Additional support or assessment visits will be arranged if needed by the learner, Organisation or Assessor. The Assessor will contact the Organisation to arrange a suitable date and time and will generally stay 2 hours per learner (this may vary depending on the observations being completed) During this time the Assessor will observe the learner and gain feedback from the Supervisor. The learner will be required to carry out some of their practical tasks while the Assessor completes the observation visit.

For Certificate III in Individual Support you will be observed providing personal care support to three (3) individuals including:

- Showering/bathing
- Assisting with toileting
- Dressing/undressing
- Oral health
- Shaving/grooming
- Assistance with meals
- Manual handling tasks
- Understanding of care needs of an individual

For Certificate IV in Leisure and Health you will be observed supporting 3 Individuals during Leisure and Health Activities including:

- Manual handling tasks
- Working effectively with at least 3 different team members
- Enhancing client wellbeing
- Using a person-centred approach
- Providing meaningful activities in line with individual needs and preferences
- Promoting and encouraging participation
- Identifying and responding to hazards
- Gathering and organising resources

In some cases, there is also the option for supervisor observations to be utilized in place of workplace observations completed by a Selmar Assessor. These supervisor observations are only applicable for some assessments and are required to be completed by a suitably qualified supervisor in the workplace.

How to assist your learner

To assist the learner in preparing for and completing these tasks, the host Organisation can do the following:

- Discuss each Practical Placement task with the learner.
- Ensure the learner is set up with a "buddy", the buddy needs to be a more experienced member of the team and should provide guidance to the learner during the duration of the practical placement.
- Meet with the learner regularly and complete relevant reports.
- Acknowledge and sign off any practical placement assessments/experiences where necessary.
- Ensure the learner has access to the required clients in the workplace.
- Ensure the learner has sufficient time and resources to complete required assessment tasks.
- Ensure the learner has access to the required equipment to complete assessment tasks.
- Discuss task evaluation questions with the learner.
- Ensure the skills included in the practical placement assessments and in the observation tool have been appropriately role modelled by the learner's supervisor or by other staff.
- Direct the learner to any relevant policies or procedures.
- Provide advice or guidance prior to tasks being completed for the first time.
- Provide feedback after tasks have been completed to ensure learner/s are completing tasks according to policies and procedures.
- Include learner/s in workplace activities where possible, for example staff meetings, PD sessions etc.
- Communicate constructive feedback, with the learner/s Assessor's.

Section 2: Roles and responsibilities

Host Organisation Responsibilities

The responsibilities of the Host Organisation outlined below list the obligations required to fulfil the practical placement:

- Agree to the terms of the Practical Placement Agreement and/or Employer Endorsement Form.
- Follow the Insurance Arrangements
- Host Organisation must ensure that all placement learners are not included as part of staff ratios (unless employed in the workplace)
- Sight and take a copy of the learner's Police Check and relevant, required vaccination information.
- Provide the learner with 'Induction' as per your policies and procedures including: Work health and safety procedures e.g., Evacuation & emergency, job risks or hazards, incident reporting/Code of conduct/staff policies and procedures/ Location of staff facilities and dress code/Days of placement/Start, finishing and break times/ who the learner's mentor and supervisor is each shift/The duties required of the learner whilst on placement.
- Allow learners to access the required clients, equipment and duties to meet the requirements of the placement block.
- Sign the 'Placement Hours Log Sheet' at the conclusion of each shift.
- Monitor and provide feedback to the learner and Selmar on progress and complete relevant Supervisor Check ins and Reports.
- Allow Selmar Assessor to conduct 'Workplace Observations' to assess the learner's competency.
- Participate in the completion of Supervisor observations where required.
- Follow the Complaints process.
- Ensures any learner who is injured or involved in an incident completes an injury or incident report and forwards this to Selmar.
- Follow the Legislative and Regulatory requirements.

** No payment made to the Organisation for hosting learners.*

Learner Supervision

Learners undertaking practical placement require ongoing supervision and mentoring to develop skills performed by Aged Care professionals such as:

- Assisting team leaders with responsibilities
- Process for dealing with private and confidential information.
- Teaching sector practices and standards
- Ensure that learner/s **DO NOT** perform duties that are not within the scope of their role for example:
 - Administration of any medication
 - Wound care
 - Conducting mobility assessments
 - Podiatry
 - Writing care plans

Selmar Institute of Education Responsibilities

The responsibilities of Selmar Institute of Education listed below outline the obligations required to fulfil the practical placement.

- Agree to the terms of the 'Practical Placement Agreement.'
- Follow the Insurance Arrangements
- Ensure all Learners undertaking placement have a current Police Check.
- Ensure the host employer and Learner have a copy of the signed Practical Placement Agreement and/or Employer Endorsement Form.
- Provide the Host Organisation with a Host Organisation Practical Placement handbook outlining roles, responsibilities, and insurance arrangements.
- Provide the Host Organisation with dates and times observations will be completed with the learner.
- Provide learners with Practical Placement Information, outlining placement expectations, code of conduct, dress code, roles and responsibilities, insurance arrangements.
- Provide learners with a Selmar polo shirt to be worn on placement.
- Provide learner with the 'Placement Hours Log Sheet' to be completed on placement.
- Deliver training that meets industry practices and standards.
- Monitor and provide feedback to the Learner and Host Organisation on progress.
- Conduct 'Workplace Observations' for each Learner, to assess competency.
- Provide the relevant documentation to the organisation required for supervisor observations.
- Follow the Complaints Process
- Follow the Legislative and Regulatory requirements.

Selmar Learner Responsibilities

The responsibilities of the learner listed below outline the obligations required to fulfil the practical placement.

- Agree to the terms of the 'Practical Placement Agreement'
- Follow the Insurance Arrangements
- Provide the original Police Check for sighting and copying to Selmar and the Host Organisation
- Ensure all required vaccinations are up to date.
- Participate in the Host Organisation's Induction process.
- Adhere to work health and safety procedures.
- Report any injuries or incidents to the
- Supervisor and fill in relevant reports.
- Abide by the Host Organisation's code of ethics, conduct, policies and procedures and relevant legislation.
- Meet with the supervisor regularly.
- Attend placement on the agreed days and times and maintain the learner Placement Hours Log Sheet each day.
- Inform the Host Organisation and Placement Coordinator immediately of any absences and record these on the learner workplace attendance sheet.
- Wear the Selmar polo shirt, black- or blue-coloured pants and sturdy, comfortable closed shoes whilst on placement, or follow the dress code of the host Organisation.

** Learner is not paid for placement by Selmar or host Organisation.*

Section 3: Insurance, legislation and feedback

What Work Cover arrangements are required?

While on practical work placements in Victoria, learners are covered by the Department's WorkCover Insurance Policy and are entitled to compensation under the Workplace Injury Rehabilitation and Compensation Act 2013. This means that learners can make a WorkCover claim for injuries sustained during their practical placements. They will be deemed workers of the Department of Education for this purpose.

A written Practical Placement Agreement is a mandatory component of any practical placement. It is a legal agreement that stipulates the rights, obligations and duties of the employer (Host Organisation), the registered training organisation (RTO) and learner. This agreement must be in writing otherwise the learner will not be entitled to Workcover in the event an injury occurs whilst they are on a practical placement. Workcover does not cover any employee, including practical placement learners, travelling to or from work.

The original agreement is kept by the registered training organisation and a copy provided to the Host Organisation and Learner.

Return to placement post injury

If a learner injured during a placement is later able to return to the placement, the host Organisation should provide placement in the same or an equivalent position for the remaining portion of the original agreement. The host Organisation has no employment obligation to a learner on practical placement and is not obliged to provide permanent paid employment.

Before a learner returns to complete a placement, the registered training organisation should satisfy itself that the workplace is safe, and the learner will not be at further risk. If the registered training organisation is not satisfied with the safety of the host Organisation, then an alternative placement should be arranged.

Occupational Rehabilitation

The WorkCover Authority advises that the purpose of rehabilitation programs should be to return the injured learner to a position of general employability (either in the field of training or in an alternative area) rather than to the host employer.

How is a Work Cover claim lodged?

If a learner is injured during a practical placement, the procedure below should be followed for lodging a WorkCover claim:

- The learner completes and signs a Worker's Injury Claim form with the assistance of the host and/or registered training organisation (RTO) (if required).
- The RTO completes and signs the Employer section of the Worker's Injury Claim form and an Employer Injury Claim Report form, in consultation with the host employer (Host Organisation) if necessary.
- The RTO marks both forms 'ASQA Practical Placement Claim' in the 'Workers Details' section. The employer scheme registration number of 1624618 and the workplace number 9573347 are entered on both forms.
- The RTO forwards the Employer Injury Claim Report and Worker Injury Claim forms, any certificates of capacity, completed incident notification form, medical accounts and a certified copy of the practical placement agreement to Gallagher Bassett at educlaims@gbtpa.com.au

Duplicates of both forms together with copies of any Certificates of Capacity and medical accounts are retained by the RTO.

Client Feedback and Complaints Handling

Feedback, both positive and negative, is a major indicator of customer satisfaction and outlines the extent of any problem or issue. Selmar will deal with all complaints it receives in an expedient manner and at an appropriate level of management.

Any feedback should be directed through the relevant Selmar staff:

Head of Training- Katherine Hussar

Katherine.hussar@catalysteducation.com.au

Legislative and Regulatory Requirements

Selmar requires that all staff, learners and host organisations comply with the following legislative and regulatory requirements:

- Equal Opportunity Act 2010 (Vic)
- Aged Care Act 1997
- Anti Discrimination Act 1984
- Age Discrimination Act 2009
- Equal Opportunity Act 2010 (VIC)
- Sex discrimination Act 1984
- Racial Discrimination Act 1975
- Fair Work Act 2009

- Occupational Health and Safety Act 2004
- Workers Compensation Act 1987
- Privacy Act 1988

Copies of the above legislation can be accessed online at: legislation.vic.gov.au