Work Integrated Learning
Student Guide

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WORK INTEGRATED LEARNING (WIL) IN THE COLLEGE

Industry requires graduates who have not only the technical skills but the practical skills to contribute effectively to the workplace. A Work Integrated Learning (WIL) industry partner can play a vital role in developing the workforce of the future by being part of the education experience.

WIL is a strategy designed to develop and integrate employability skills into programs of study by increasing the interaction of industry and students through real life experiences. WIL meets the needs of industry, students and universities in developing, delivering and reflecting upon learning experiences that benefit all stakeholders.

It is a great opportunity to gain valuable skills, and establish professional relationships.

IT PLACEMENTS

The IT Placement subject offered by the College of Business, Law and Governance enables eligible final year IT students to undertake unpaid work experience for academic credit as part of their final year program. Students who enrol in this subject must complete a minimum number of work experience days in a relevant approved workplace. Students must be supervised by an IT professional. Enrolling in placement subjects does incur a fee, the same as any other subject enrolled in for academic credit.

The subject incorporates best practice capstone design principles that provide a culminating experience in which students are able to integrate, apply, critique and extend the knowledge they have acquired over the course of their undergraduate study. Capstone experiences promote closure to university course studies and assist students in successful transition to the workplace.

DEFINITIONS IN THIS MANUAL

Industry Partner Organisation
A partner organisation enters into a Student Placement Agreement with the university to provide placement opportunities for JCU students.

Placement Supervisor
A Placement Supervisor is the person within the partner organisation who takes responsibility for supervising the JCU student while on placement. Placement supervisors are required to have significant industry experience, a current professional certification or other qualification considered suitable by the WIL Coordinator.

WIL Coordinator
The WIL Coordinator is responsible for overseeing the coordination of placements of College students with partner organisations and liaising between students and placement supervisors. The WIL Coordinator for CP3101 is Jason Holdsworth (jason.holdsworth@jcu.edu.au).
**Student Placement Advisor**

The Student Placement Advisor coordinates WIL placement of College students with partner organisations and liaises between students and placement supervisors. All communications are to go through the Student Placement Advisor at: [it.wil@jcu.edu.au](mailto:it.wil@jcu.edu.au)

**Student**

Student refers to a JCU student currently enrolled in the College of Business, Law and Governance.

**HOW TO APPLY FOR A PLACEMENT**

Students wishing to undertake Placement must submit an Expression of Interest (EOI) to [it.wil@jcu.edu.au](mailto:it.wil@jcu.edu.au) outlining their preference for placement in Study Period 10.

Students should also note the following in relation to IT Placement:

**IT Industry Providers**

Placements are available each year at a variety of IT industry providers. Places are limited. Students should not contact industry directly but should complete the expression of interest form as required. All communications must occur through the Student Placement Advisor: [it.wil@jcu.edu.au](mailto:it.wil@jcu.edu.au)

**Other IT Placements**

Students are also able to self-identify their own IT Placement at private industry. Students intending to approach industry to obtain a placement independently must ensure they provide the potential supervisor with a copy of the Supervisor Guide, to ensure that the supervisor is fully aware of all of the requirements involved in the supervision and the subject. Approval to undertake placement at the independently sourced IT workplace will be made by the WIL Coordinator after discussion with the student and potential supervisor. Students must notify the Student Placement Advisor: [it.wil@jcu.edu.au](mailto:it.wil@jcu.edu.au) of their intention to apply for an independently sourced legal placement by completing the expression of interest form as required.

**Release of Information**

Students need to understand that when applying for Placement:

- James Cook University is collecting the information which the student has provided in the application for the purpose of assessing eligibility to participate in a placement

**CONDITIONS OF PLACEMENT**

Prior to commencing their placement, students are required to accept the WIL conditions of Placement by signing the Attachment A document, (sample provided as Attachment A). It is the student’s responsibility to ensure this document is signed and returned to the Student Placement Advisor: [it.wil@jcu.edu.au](mailto:it.wil@jcu.edu.au) within the first week of commencing their placement.
SPECIAL REQUIREMENTS

Police Checks

Some placements may require police checks. You will be notified of the procedure should this be required.

Other Requirements

Depending on the industry partner and the type of placement, students may also be required to meet additional criteria to be accepted for placement, such as:

- A working with children check - student Blue Card application forms can be downloaded from the Queensland Government Blue Card Services website
- A current driver’s licence
- Additional training
- Indemnity insurance (see below for information regarding JCU work experience/placement insurance)

STUDENTS WITH A DISABILITY

JCU is committed to developing the independence of people with a disability in the wider community through full and equitable participation in higher education. Students are strongly advised to register with JCU AccessAbility Services if they consider their disability/illness/condition will impact upon their ability to carry out the duties required during their placements.

PREPARING FOR THE PLACEMENT

Introductory Session

In the first week of the study period in which the placement is to commence, the WIL Coordinator will hold an introductory session with commencing students. The session will consist of a face-to-face seminar. During seminar, subject requirements will be further explained, including assessment requirements. Students will be required to complete JCU Career Development Program modules in preparation for placement. Students must participate in the introductory session or where this is not possible they must make alternative arrangements with the WIL Coordinator.

HOURS AND TASKS FOR PLACEMENTS

Hours

Students are expected to undertake their placement hours during the operating hours of the industry partner, including evening and weekend hours, if they are the organisation norm. This issue should be discussed fully during the pre-placement process and deemed acceptable to the student before entering into the placement agreement.
Absences

If students must be absent from placement, they need to notify their placement supervisor as soon as possible and ensure that they make arrangements to cover work scheduled for the day(s). Where an absence occurs, arrangements should also be made with the placement supervisor to make up the lost time or to extend the placement completion date (if possible within the study period).

Placement Presence

The student is expected to be in attendance at the placement location for the full number of negotiated weekly hours.

Students are to advise the WIL Coordinator of any changes made to key dates that arise during the placement.

DURING THE PLACEMENT

Student’s Presentation and Conduct

The student is expected to become as much a member of the partner organisation as is reasonably possible. It is anticipated that the student will be extended the same privileges and responsibilities granted to new professional recruits. In return, the student is expected to approach the placement in a manner deemed appropriate for the setting as regards to dress, punctuality, workload, organisational responsibilities and so forth.

Confidentiality and Privacy

Students must inform themselves about and adhere to principles of confidentiality contained in the relevant Codes of Ethics, standards and policies and practices in the partner organisation. This is to ensure ethical work with clients or customers, appropriate relations with colleagues and other partner organisations and to avoid any possible legal action under professional liability. Additionally, any serious breach of confidentiality may result in a fail grade in the subject. Students should note that confidentiality also applies to social media. Students must not Facebook, tweet or blog about their placement experiences in any way; including references to the partner organisation and/or placement supervisor.

The privacy of individuals and personal information is protected by government legislation and breaches of privacy can carry legal penalties. Please refer to the following federal and state privacy legislation:

- Privacy Act 1988 (federal Privacy Act)
- Information Privacy Act 2009 (Queensland)

Any information regarding clients must be regarded as confidential information and students are not permitted to take client notes home. When presenting information for assessment or training purposes, client information should be de-identified.

Freedom of Information (FOI)

As a public authority established by an Act of the Queensland Parliament, James Cook University is subject to the Right to Information Act 2009 (Qld)
This Act imposes obligations with respect to public access to general information, access by individuals to information held about them, and opportunities for individuals to ensure that information held about them is accurate. This has implications for students and their supervisors. Students need to be aware that individuals they work with may have access to their files and to what students write in them.

**Travel and Related Expenses**

Travel and other expenses related to getting to and from placement remain solely the student's responsibility. Travel and expenses incurred in the course of undertaking placement activities should be addressed in accordance with the industry partner’s policies and procedures for professional staff. In the absence of any formal policy, the student should negotiate anticipated costs, payment and/or reimbursement with the placement supervisor prior to commitment to any expense. It is assumed the student will not suffer any major personal financial hardship in undertaking a placement.

**Insurance**

Students are covered by the university’s insurance policies (including professional indemnity, public liability and personal accident insurance) during placements, if working in an unpaid capacity, provided that pre-requisite conditions are met.

The pre-requisites for the insurance include:

- The student concerned is enrolled at the university in an approved course of study and subject
- Fees associated with the subject/placement have been paid to the university either in full or in line with an approved payment scheme
- The placement is recognised as a course related activity thereby bringing the activity under Public Liability in-service coverage
- The Placement Plan Conditions (Attachment A) has been completed and signed by the student and workplace supervisor prior to commencing the placement
- The student, if working with children, is in possession of a suitability card; or has taken the prescribed steps toward obtaining a suitability card (Blue Card) by completion of the relevant application for a Working with Children check and lodgement with the Commission for Children and Young People

None of the policies however, cover damage to placement organisational vehicles driven by students on placements. Students’ personal cars are not covered by the university’s insurance policies. The university discourages students from using their own vehicle while undertaking placement duties. If a student uses his/her personal vehicle to undertake any duties associated with the placement this is done at his/her own risk, unless they successfully negotiate with the placement provider for his/her vehicle to be noted on the placement provider’s insurance policy.

Students placed interstate or overseas by the university are covered under the university corporate travel insurance policy for the duration of their placement. Further information regarding Student Insurance, including Certificates of Currency, may be located at [Student Insurance Information](#).
WHAT IF SOMETHING GOES WRONG DURING THE PLACEMENT?

Personal Safety

It is a reality that depending on the type of placement involved, some of the people with whom students come into contact are experiencing extreme emotions and circumstances which may be expressed at times as anger, verbal abuse, threats of physical harm, etc. At all times students need to be able to make rapid assessments of risk to themselves and others, and take appropriate evasive, diffusing, conciliatory or protective action.

It may be useful for students to canvass other workers’ experience of such incidents, their methods of ensuring safety, and to consider their own responses to such potential experiences. Some industry partners may have procedure manuals which cover such circumstances, or students can talk to the Occupational Health and Safety Officer, or Security Officer in their partner organisation.

However whether on placement or not, everyone needs to be aware of potential risks in their immediate environment, and seek possible risk reduction options.

To comply with the WHS Policy, all staff (including casuals) and students are required to use the RiskWare reporting software to communicate any work-related incidents, injuries or hazardous situations. If an accident or injury occurs, please follow the instructions on the following link: http://www.jcu.edu.au/whs/reports/index.htm

Discrimination and Harassment

Attitudes concerning sex, race and age vary within the general community and the partner organisations that offer student placements. There are now legal definitions that should guide the behaviour of individuals and groups.

Under the Anti-Discrimination Act 1991 (Qld), students can complain if they are treated unfavourably because of their sex, marital status, parental status, pregnancy, breastfeeding, race, age, impairment, religion, political belief or activity, trade union activity, lawful sexual activity, or association with a person who has any of the above-mentioned attributes. You can make a complaint if the discrimination occurs in one of several areas, including education.

It may be that students become exposed to discrimination or harassment. Students who are affected by this should immediately discuss the particular details with their placement supervisor and their WIL Coordinator. If the student feels uncomfortable raising the matter with partner organisation staff, he or she should contact the WIL Coordinator directly.

For further information see:

James Cook University Discrimination webpage

and

The Anti-Discrimination Commission Queensland
Personal Difficulties

Students on placement are in a situation where they must learn to balance work pressures and demands, academic responsibilities and personal life. Students who are having personal difficulties that are impacting on their placement should consider whether they feel comfortable having a discussion with their placement supervisor or their WIL Coordinator about the situation, to see what might be able to be done to support the student to complete the placement.

If the student feels uncomfortable raising the matter with partner organisation staff, he or she should contact the WIL Coordinator directly.

Free and confidential support is also available for students through the JCU Counselling Service.

Interpersonal Difficulties/Conflict

On occasions, interpersonal difficulties arise on placement, as is the case in many work situations. Such an event should not be ignored but dealt with in an appropriate manner. Frequently, this is best accomplished through discussion with the person concerned. If this is either not possible or the difficulties continue, the matter should be raised with the placement supervisor and/or WIL Coordinator.

Students are required to contact the WIL Coordinator when they believe the future of their placement is in doubt.

Supervision Relationship Issues

The most productive learning experiences for students occur when there is a strong working relationship between the placement supervisor and student on placement. It is expected that students will initially discuss any differences they may have directly with their placement supervisor. In any situation where differences between placement supervisor and student remain unsettled after discussion, it is expected that either or both parties will promptly inform the WIL Coordinator. Every breakdown in relationship will be managed on a case-by-case basis with due regard to the concerns of supervisor and student.

Where an irreparable rift in the supervision relationship occurs during the placement the WIL Coordinator should be notified and discussions will take place between all involved to determine whether or not the student’s placement can continue, and if so, under what conditions. In some circumstances the student’s placement will be terminated (see further below).

Placement at Risk

Despite everyone’s best intentions, difficulties can arise during placement. The most frequent appear to be:

1. *Leave of absence of Placement Supervisor.* Where this occurs or is to occur for an extended period the WIL Coordinator should be contacted and the implications discussed. It may be possible for students to be provided with a different supervisor within the same partner organisation or relocated for the remainder of their placement time if this is thought appropriate.

2. *Change of partner organisation circumstances.* This covers a variety of circumstances but essentially where the student’s learning program could be at risk, the WIL Coordinator should be contacted and the implications discussed. It may be possible for students to be relocated for the remainder of their placement time if this is thought appropriate.

3. *Difficulties in supervision.* When these arise and cannot be resolved by the individuals concerned, it is important that, at the earliest signs of difficulty, the WIL Coordinator should be made aware of...
them. Open discussion of the situation, before individual positions become entrenched, frequently leads to resolution

4. **Difficulties with performance.** It is important to reiterate that the early and close involvement of the WIL Coordinator is essential if problems are identified with the student’s performance

**Termination of Placement**

Students are required to contact the WIL Coordinator when they believe the future of their placement is in doubt. A student must not terminate a placement without first notifying the WIL Coordinator that they have concerns about the placement.

**If a student terminates a placement before consulting with the WIL Coordinator, either a withdrawal without penalty (if appropriate) or a failing grade may be awarded.**

If the student and placement supervisor discuss any concerns and agree that the placement cannot continue, suitable arrangements must be made to terminate that placement and to complete any outstanding work. The placement supervisor and student will each be requested to submit a report of the learning opportunities experienced, the learning derived from them to date, the difficulties identified, and an appraisal of the student’s performance.

An alternative placement may be organised if, in the assessment of the WIL Coordinator, the student has shown the potential to meet a satisfactory standard by the end of the placement period. The WIL Coordinator reserves the right not to permit the student to undertake an alternative placement.

The WIL Coordinator reserves the right to:

1. Terminate a placement and assign a failing grade; or
2. Support a withdrawal without penalty on the basis of a medical certificate or statutory declaration prior to the scheduled completion of placement; or
3. Support a withdrawal without penalty if, after consultation with the student, the placement supervisor and the other relevant university staff, it is determined that the quality of the student’s performance to date is not in the interests of individuals, groups, and/or the partner organisation

Note also the JCU policy, “**Review of a Student's Suitability to Continue a Course Involving Placement**”

**ASSESSMENT OF STUDENT**

Detailed information concerning assessment of students involved in placements is available on the relevant LearnJCU subject website.

**STUDENT’S RESPONSIBILITIES**

Students are required to work within the parameters of this placement guide and the conditions of WIL as outlined in Attachment A.

**CONTACTS AND FURTHER INFORMATION**

If you have any enquiries or need to contact the College, email the Student Placement Advisor at [it.wil@jcu.edu.au](mailto:it.wil@jcu.edu.au) in the first instance.
CP3101 Professional Internship

ATTACHMENT A

Conditions of Professional Internship

Congratulations on securing a Professional Internship.

As a JCU student, your responsibilities when engaging with workplace activities associated with your internship include:

- ensuring that you meet all pre-conditions for the internship, such as enrolment into CP3101, completion of mandatory documentation, attending induction and reading all materials provided;
- complying with your responsibilities as outlined in the JCU Student Conduct Policy;
- acting according to JCU’s ethical guidelines, respecting confidentiality and intellectual property issues in the workplace, and complying with any other relevant workplace or professional guidelines, policies, procedures and rules (including workplace health and safety requirements and dress code of the workplace);
- attending the workplace as per the agreed times, ensuring you notify supervisors of inability to attend on designated days – attendance requirements may vary and in some cases may be negotiated with the workplace supervisor;
- taking responsibility for your learning by participating fully in the learning process and undertaking all learning opportunities provided;
- completing workplace activities in a professional manner within the agreed timeframe, and ensuring that you work systematically towards all assessment requirements for the subject;
- communicating with your workplace supervisor/s and relevant university staff member/s (as appropriate) during the internship, and notifying your University supervisor immediately of any problems that arise; and
- reporting to your workplace supervisor and to the University, all hazards, incidents or accidents, illnesses or conflicts of interest at the proposed workplace – email it.will@jcu.edu.au

You are encouraged to disclose to the Subject Coordinator any pre-existing health conditions which may adversely impact on your ability to successfully complete the requirements of your internship. Any information disclosed by you will be used to facilitate an initial conversation between you, the Subject Coordinator and AccessAbility Services in order to ascertain whether you will be able to meet the learning objectives for the internship and to determine whether any reasonable adjustments are able to be made to assist you in meeting those learning objectives. Any pre-existing health conditions which are discussed will not be disclosed to the internship organisation without your prior written consent.

☐ I acknowledge my responsibilities as described above and consent to necessary personal information being released to the workplace as required.

☐ I agree to comply with the requirements of my position as a student on an internship as set out in the material provided to me by James Cook University and as otherwise advised to me by James Cook University and the internship organisation.

Student Name: ___________________________  Student Number: ___________________________

Signed: ______________________  Date: ______________________
Confidentiality Acknowledgement – IT Internship

Student Name: ___________________________  Student Number: ___________________________

- I acknowledge that whilst I am undertaking the internship as part of my course I will have access to confidential and personal information about clients of the internship organisation.

- As a student enrolled at James Cook University I understand the obligation of confidentiality of information concerning the personal affairs of clients.

- I will not at any time disclose any confidential information or personal information relating to a client of a internship organisation that I become aware of unless the disclosure of the information:
  (a) is necessary to enable an employee of the internship organisation or I to perform our duties; or
  (b) is for the purpose of obtaining legal advice from a registered legal practitioner; or
  (c) is required pursuant to an order of a Court, Commission or Tribunal; or
  (d) is in accordance with the Privacy Act 1988 (Cth) or the Information Privacy Act 2009 (Qld).

- I will not disclose any private or commercial information (eg. relating to other staff or the internship organisation) that I become aware of (regardless of how obtained) during the internship.

- I will not remove from the premises of an internship organisation, any written or hardcopy documents/files or any electronic files, which belong to the internship organisation, and which may contain confidential information or personal information relating to a client of the internship organisation or the operation of the internship organisation.

- I will not make any record(s) (other than on documents or files which belong to the internship organisation), during or after completion of my internship, which may identify any clients of the internship organisation. I further undertake not to remove from the premises of the internship organisation any written or hardcopy documents/files or any electronic files which I have prepared during my internship and which may identify a client of the internship organisation. I acknowledge that in order to ensure a client is not identifiable, I must not record any of the following details where the recording of one or more of the details would enable the client to be identified:
  (a) the name of the client;
  (b) initials of the client’s name;
  (c) the client’s date of birth;
  (d) any names of the client’s relatives;
  (e) the name or details of the internship organisation; or
  (f) the names or details of any of the internship organisation’s staff.

- I will not publish on social media (including Facebook, Twitter, or any other social media website) any photographs, details or information of any kind, which I have gained or observed during an internship. I also undertake not to discuss any details or information gained or observed during an internship which may identify a client of the internship organisation, at any JCU lecture or tutorial, JCU event or whilst engaging in any educational activity at any place.

‘confidential information’ includes, but is not limited to:
(a) information which by its very nature might be reasonably understood to be confidential or to have been disclosed in confidence;
(b) information which an internship facility indicates is confidential;
(c) information which relates to any arrangements or transactions between an internship organisation and its clients;
(d) information which would be of a commercial value to a competitor of an internship organisation; or
(e) all records based on or incorporating information referred to in clauses (a) to (d).

‘personal information’ is information or an opinion about an identified individual, or an individual who is reasonably identifiable:
(a) whether the information or opinion is true or not; and
(b) whether the information or opinion is recorded in a material form or not.

Signature: ___________________________  Date: ___________________________