

*Service Learning
for Sustainable Futures*



**ED4460
Service Learning
Placement Handbook**

Service Learning Placement Handbook

There are **three sections** to this Service Learning Placement Handbook.

Section 1:

Applies to all students, regardless of where their service learning placement is located.

Section 2:

Contains the Service Learning Placement Agreement. This needs to be signed by the Host organisation and submitted with your proposal.

Contains the Readiness Checklists which all students must complete. The checklist you will use will differ depending on whether you are undertaking your placement in:

- Australia other than an Indigenous community
- Australia in an Indigenous community
- An overseas country

Section 3:

Contains helpful websites and documents.

Section 1

Finding Your Placement

You can:

1. Find your own placement
2. Contact one or more of the placements advertised on the Service Learning website

You do not have to work on education related activities. The main requirement is that your work aims to strengthen communities through promoting social and environmental responsibility so that development is sustainable.

Your placement must ensure that you are required to:

1. contribute to the development of a sustainable society;
2. work in a community and a context new to you;
3. meet minimum workplace health and safety standards;
4. if in a school, complete the placement outside of normal school hours of that school unless the placement is undertaken outside Australia or as part of an internship.
5. If working with children, you must ensure that you have a Blue Card <http://www.bluecard.qld.gov.au/>

All placements will be approved by the Subject Coordinator of Service Learning for Sustainable Futures (ED4460/ED3460) to ensure that these conditions are met.

Approaching an organisation to request placement

Remember that when you are contacting any organisation, you will be seen as an ambassador of James Cook University and your behaviour will reflect on the University in general and all students who follow you in particular.

Set the example that you would like to have set for you to follow.

Here is an outline of how you might introduce yourself and request a placement over the phone

1. Introduce yourself as a student at James Cook University and briefly explain the course you are studying and your purpose.
2. Ask to talk to the person who will be able to help you.
3. If you are finding your own placement, use information from the letter provided and the subject aims. If they have previously taken students, you could refer to this.
4. If there is no suitable placement available, thank the person politely and hang up
5. If you are contacting an organisation advertised on the Service Learning website, you could refer directly to the relevant letter. (See Section 3)

6. **Before you make contact**, check the organisation's website to find out as much as possible about the organisation. This will create a good impression and also reduce the number of questions you will need to ask.
7. Use the following guide to assist in framing your conversation with the organisation. Depending on your placement and your prior research, you may or may not need to ask all of the questions. Some of the questions will apply to your first contact with the organisation when you are trying to establish the placement. You might need a second contact to have a more in depth conversation once the placement has been confirmed. .

NB It is your responsibility to carry out your own risk assessment of the placement. The questions below may help you to do this.

8. Be ready to supply relevant information to the organisation about James Cook University, North Queensland and Australia (where relevant) and ED4460.

Negotiating Your Placement - GUIDE
Is the placement available in the period that ED4460/ED3460 is offered?
What type of work will you be doing? What will you be required to do?
Is the work and context new to you?
Do you have the skills or the ability to acquire skills required to undertake the placement?
Where will you be based and to whom will you report?
What hours will you be required to do and for what period?
Will you be able to complete at least 50 hours in the period allocated to ED4460/ED3460?
What supervision will you have?
Is there any special training involved before you commence your placement?
Are there any special requirements e.g. clothing? Who provides that equipment?
Are there any legal issues involved e.g. Working with Children?
Does the organisation have a work place health and safety policy? What work place health and safety issues might apply to the placement?
Is there any accommodation available? How much will it cost?
What transport is suggested to get to the placement? Approximate cost? Is parking available? Are there any special risks in travelling to and from the organisation?
Are there any other safety concerns that you should discuss?
Does the organisation cover insurance for liability, worker's compensation, and volunteers?
Does the organisation have a handbook for its employees setting out such things as protocols for working with its clients? E.g. What policies and procedures are in place at the organisation to protect their staff, volunteers and service-learners from risks due to contact with the organization's clients? If there is a handbook, could you have a copy?

Preparing for Placement

Use the appropriate **Readiness Checklist in Section 2** to assess whether you are prepared to go on your placement. Note that the checklist you will use will differ depending on where you will do your placement. There are different checklists for placement in:

- Australia other than an Indigenous community
- Australia in an Indigenous community
- An overseas country

If you do not know about a particular item, use the web link to inform yourself.

Note that completion of the checklist is mandatory before you finalize your placement.

On Your Placement

Putting your Readiness Checklist into action

Refer constantly to your Readiness Checklist to ensure that your previous commitments and understandings are put into action.

Ethical and confidentiality concerns

Maintain confidentiality and behave ethically. Remember that any lapse in confidentiality especially in writing, via email etc will quickly rebound on you.

Report any concerns re problem behaviour in others to the person in charge.

Insurance matters

Take action to address the problem immediately eg seek medical help, report stolen equipment to the appropriate authority and then contact the number at the top of the relevant Certificate of Currency.

Taking photographs, videos etc.

As soon as you include people other than yourself in the photograph, this is a very sensitive matter. If you are going to publish these photos in any way, you should be aware of the requirement to get the written permission of the people involved (for minors a responsible adult must give permission.)

Certificate of completion

Ensure that the certificate is completed by your placement supervisor. Refer to Section 3 for a copy of the Certificate of Completion.

Saying thank you.

Although you may not always realise it, your placement at the organisation will have involved additional work. People at your organisation will very much appreciate your finding some small but tangible way to say 'thank you'.

Some examples include a thank you card to the person(s) responsible for you; a cake to share on your last day; if you are overseas, some small items of Australiana to hand around. It is a good idea to think about how you will thank people in your placement organisation before you go on placement so that you can go prepared.

Saying thank you costs very little but is an excellent form of public relations.

Professional Experience Unit/Subject Coordinator Intervention

If at any stage an incident or issue of concern affecting your placement arises within your organization, it is critical that you contact the Professional Experience Unit and Subject Coordinator.

After Your Placement

Lodge your **Certificate of Completion** with the office of the School of Education.

Section 2

Readiness Checklists

For placements in Australia other than an Indigenous community

Service Learning for Sustainable Futures

Placement Details and Readiness Checklist (For placements in Australia except in Indigenous communities)

Placement Details

Student name _____

Proposed placement location _____

Proposed Placement Organisation

Organisation _____

Web address if available _____

Contact person in placement organisation _____

Email for contact person _____

Proposed dates for Placement _____

Have you:	Yes/No	Some information about this area
Checked your understanding of Confidentiality		Confidentiality has been defined by the International Organization for Standardization (ISO) in ISO-17799 ^[1] as "ensuring that information is accessible only to those authorized to have access" For more information: http://pubsites.uws.edu.au/ndco/disclosure/legislative/privacy.htm
Checked your understanding of Ethical standards		For more information: http://www.jcu.edu.au/policy/allitoz/JCUPRD_056101.html You could also check the Queensland College of Teachers Code of Ethics. Although these were developed specifically for teachers they could be applied to your service learning placement http://www.qct.edu.au/PDF/PCU/CodeOfEthicsPoster20081215.pdf
Checked Workplace Health and Safety details of your placement		Check website or employee handbook of your placement provider
Understood the culture and behaviour required by your placement organisation		Check website or employee handbook of your placement provider
Understood the behaviour required by JCU for students on work placement		
Lodged an approval placement form if placement will be for more than 50 hours		Refer to lecturer for this form
Confirmed your placement approval		
Checked eligibility for JCU insurance		JCU has insurance which covers students for the period of their Service Learning placement provided <u>your placement is approved by the coordinator and logged in InPlace.</u> Students are not covered if: ➤ Students are acting in an inappropriate manner which causes the problem to occur.
Printed Certificate of Currency for each type on insurance provided by JCU		<u>These certificates will be available on the ED4460 Learn JCU site</u>
Obtained any other insurance you consider necessary		Check with your placement organisation.
Checked you have sufficient finances		
Made provision for personal health requirements		
Left contact details and itinerary with an emergency contact person		

For placement in an Indigenous community in Australia

Service Learning for Sustainable Futures

**Placement Details and Readiness Checklist
(For placements in Indigenous communities in Australia)**

Placement Details

Student name _____

Proposed placement location _____

Name of Indigenous Community _____

Is your placement community predominantly Aboriginal or Torres Strait Islander

Proposed Placement Organisation

Organisation _____

Web address if available _____

Contact person in placement organisation _____

Email for contact person _____

Proposed dates for placement _____

Readiness to work in an Indigenous Community

The following section of your Readiness Checklist must be completed and certified either by your lecturer in Indigenous Futures or your cultural mentor. A cultural mentor is someone who can teach you about local customs and norms. Your lecturer in ED4460/ED3460 can assist in identifying a suitable person.

This website will be helpful in assessing your readiness. You could also consult your cultural mentor.

<http://www.atsip.qld.gov.au/everybodys-business/>

Consider:	Yes/No	Comment
Do you know of the culture and heritage of the community in which you will be working?		
Do you know about significant concerns for your placement community e.g. Land Rights		
Do you understand that the way in which you communicate may be quite different from your normal communication practices? Are you aware of the differences?		
Do you know appropriate language to use in your placement community?		
Do you know about significant cultural events in the community – when you can be involved and when you should not attend?		
Are you aware of the alcohol restrictions which apply to the community in which you will be working? These restrictions either ban or limit the amount and type of alcohol you can take into a community.		
Do you know to whom you can go for advice about working in your placement community?		

Cultural Mentor Certification:

I certify thatis prepared for placement in an Indigenous community.

Signed.....

Name.....

General Readiness for Service Learning Placement

Have you:	Yes/ No	Some information about this area
Checked your understanding of Confidentiality		Confidentiality has been defined by the International Organization for Standardization (ISO) in ISO-17799 ¹¹ as "ensuring that information is accessible only to those authorized to have access" For more information: http://pubsites.uws.edu.au/ndco/disclosure/legislative/privacy.htm
Checked your understanding of Ethical standards		For more information: http://www.jcu.edu.au/policy/allitoz/JCUPRD_056101.html You could also check the Queensland College of Teachers Code of Ethics. Although these were developed specifically for teachers they could be applied to your service learning placement http://www.gct.edu.au/PDF/PCU/CodeOfEthicsPoster20081215.pdf
Checked Workplace Health and Safety details of your placement		Check website or employee handbook of your placement provider
Understood the culture and behaviour required by your placement organisation		Check website or employee handbook of your placement provider
Understood the behaviour required by JCU for students on work placement		
Lodged an approval placement form if placement will be for more than 50 hours		Refer to lecturer for this form
Confirmed your placement approval		
Checked eligibility for JCU insurance		JCU has insurance which covers students for the period of their Service Learning placement provided <u>your placement is approved by the coordinator and logged in InPlace.</u> Students are not covered if: ➤ Students are acting in an inappropriate manner which causes the problem to occur.
Printed Certificate of Currency for each type on insurance provided by JCU		<u>These certificates will be available on the ED4460 Learn JCU site</u>
Obtained any other insurance you consider necessary		Check with your placement organisation.
Checked you have sufficient finances		
Made provision for personal health requirements		
Left contact details and itinerary with an emergency contact person		

For Students undertaking an International Placement

The following Readiness Checklist must be completed and reviewed with the Subject Coordinator of ED4460 before you finalise your arrangements for international placement and before you commit to any financial outlay such as airfares.

Service Learning for Sustainable Futures

International Placement Details and Readiness Checklist

Placement Details

Student name _____

Proposed placement location _____

Smart Traveller classification for location (<http://www.smartraveller.gov.au/>) _____

Proposed Placement Organisation

Organisation _____

Web address if available _____

Contact person in placement organisation _____

Email for contact person _____

Proposed dates for placement _____

Travel departure and return dates (attach copy of itinerary and proposed flight numbers when available) _____

International Readiness Checklist (this checklist will be reviewed in a pre-departure interview with your lecturer)

Readiness Indicator	Yes/ No	Comm ent	Attachm ents
I am prepared for the cultural differences of working in another country.			
I understand that I will have to abide by the laws, police regulations and practices of the host country.			
I understand the requirements for confidentiality and ethical standards on my placement.			
I have checked the workplace health and safety policies and the general safety details of my placement.			
I have ensured that I have sufficient finances to cover all of my travel and living costs including passport and vaccination costs			
I have visited the Smart Traveller website and checked the travel advisory for my location http://www.smarttraveller.gov.au/ . Summarise the key issues for your location here			
I have registered my time overseas on the Smart Traveller website (attach evidence)			
<p>I have registered my travel with Customer Care Medical Assistance to register for Customer Care got to: https://www.red24.com/affiliates/customercarecorporate/ Please enter Membership Number CC715JCU</p> <p>I have downloaded the Red24 application on to my personal electronic device, so that I understand the current threat level of the country to which I am travelling: https://www.red24.com/affiliates/customercarecorporate</p> <p>I have reviewed the travel insurance information for students: http://www.jcu.edu.au/chancellery/public/groups/everyone/documents/form_download/jcu_146955.pdf</p>			
I have investigated the vaccination requirements for my location and undertake to acquire these vaccinations. (Outline requirements and attach plans for completion.) Refer to http://www.traveldoctor.com.au/)			
I have checked my personal health requirements for my location and taken appropriate steps to address any problems. (You are advised to have medical and dental check-ups before departure).			
I either have a current passport or have applied for one (attach copy of passport details)			
I understand that I will be provided with an experience placement form that must be lodged with the professional experience unit prior to departure.			
I have checked the insurance coverage provided by JCU for students on work placement and have downloaded the Certificates of Currency for each of the insurance types to take with me.			
I have taken steps to acquire any other insurance that I feel is necessary. (Discuss with your placement organization.)			
I have checked all of the requirements for my other university subjects and taken steps to address any problems which might arise from going on an international placement.			
I have left my contact details and itinerary with an emergency contact person.			
Professional referee (include contact details of person who can outline your ability to work in an international placement- this person cannot be a relative)			

1.1 Service Learning Placement Agreement

College of Arts, Education and Society



James Cook University (JCU)
ABN 46 253 211 955

ED4460
Service Learning for Sustainable Futures
Student Placement Agreement

The purpose of this document is to outline the responsibilities of both JCU and your Organisation in relation to the Placement of Students in your Premises during the service learning placement. [Note: A reference to Student means one or more students, depending on the context]

Name of Host Organisation (incl ABN)
Commencement Date (Cl.2) and Dates and Times of Student attendance. (Cl. 6.1 (f))	Negotiated with Host post approval of placement by JCU
Term (Cl.2)	Minimum of 50 hours negotiated with Host
Liaison Officers (Cl.1.1)/ Supervisor	<p>Host Name:..... Position: Postal: Telephone: Email:</p> <p>James Cook University Name: Kelsey Halbert Position: Coordinator: Service Learning for Sustainable Futures Postal: School of Education, James Cook University, Townsville, 4811 Telephone: +61 07 47814946 Email: Kelsey.Halbert@jcu.edu.au</p>
Premises/Address of organisation (Cl.1.1)
State (Cl. 1.1)

The learning objectives of the Service Learning Placement. (Cl. 6.1 (b)) are to develop pre-service teachers knowledge and skills in working in community contexts. Each student has specific learning goals related to the host organisation which JCU is responsible for.

Student(s) Name and Email. (Cl. 6.1(g)) _____

SIGNED for and on behalf of (**the Host**) by an authorised officer

Signature: _____

Name: _____

Position: _____

Date: _____

Section 3

Some helpful websites for completing your Readiness Form

Confidentiality

<http://pubsites.uws.edu.au/ndco/disclosure/legislative/privacy.htm>

Ethical standards

http://www.jcu.edu.au/policy/allitoz/JCUPRD_056101.html

JCU insurance Certificate of Currency will be available on the ED4460 Learn JCU site

ED4460

Service Learning for Sustainable Futures
Certification of Completion of Placement

This is to certify that _____
(Preservice teacher's name & signature)

has completed a minimum of 50 hours in a service learning project in partnership with

(School / Centre/Organisation)

and that during these hours, the preservice teacher has:

- worked to support the goals of the organisation
- displayed legal, ethical and professional behaviour;
- participated effectively in teams
- performed all duties as required

Overall performance

- Satisfactory engagement in organisation
 Unsatisfactory engagement in organisation

Comments: (e.g. has your agency benefited from the service provided by the preservice teacher)

Supervisor's name _____
(please print)

Supervisor's signature _____

Contact phone number for agency (verification purposes only) _____



It is the preservice teacher's responsibility to place this completed statement into the Professional Experience Box, or fax the statement to (07) 4781 5699.
Preservice teachers should make and retain a copy before submitting the original



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SERVICE LEARNING INFORMATION FOR COMMUNITY ORGANISATIONS AND SCHOOLS

Dear Sir/Madam

The **School of Education at James Cook University** has a Service Learning placement as part of our fourth year subject **Service Learning for Sustainable Futures**.

The Service Learning Placement involves students in:

- 50 hours project based learning with a community organization
- an opportunity to develop community partnership in the communities in which they will teach
- contributing to the social and/or environmental sustainability of local communities

Each student will be required to negotiate a project which contributes to the work of your organisation. As part of their coursework for *Service Learning for Sustainable Futures*, students will be asked to submit a proposal for the project and reflect on how it contributes to social and or environmental sustainability goals.

If you would like discuss any aspect of the Service Learning Program contact the Subject Coordinator of *Service Learning for Sustainable Futures*, Kelsey Halbert Kelsey.halbert@jcu.edu.au.

I hope that you will work with us to enhance the preparation of future teachers.

Yours sincerely

Dr Kelsey Halbert
Subject Coordinator *Service Learning for Sustainable Futures*
School of Education
James Cook University