
Work Experience/Student Placement Policy and Guidelines

1. POLICY

Corrective Services NSW (CSNSW) actively supports participation in work experience and student placement programs. These programs are useful initiatives for assisting the social and vocational development of students and for enhancing the CSNSW profile as an employer.

Work experience and student placement programs are designed to provide the student with an opportunity to develop positive insight, experience and skills that may assist her/him with future employment or to make informed decisions regarding her/his preferred career choice.

The program should be utilised to broaden the exposure of CSNSW within the community, highlighting the roles of CSNSW while building professional and positive attitudes and developing the recruitment network.

Students on work experience are generally in high school or otherwise completing their secondary education. Work experience can be part of a curriculum to enable the student to learn first-hand about the work environment. Usually these students are in their late teens.

Completion of a student placement can be part of the core requirements of either a TAFE or university course or post graduate studies ie it is essential for educational progress. Usually these students are adults.

2. GUIDELINES

- 2.1 Students on work experience or undertaking student placements are not paid by CSNSW, are not employees of CSNSW and are not to be placed in established positions.
- 2.2 Students on work experience are **not** to be placed in a situation where there is direct contact with offenders in custody or in the community.
- 2.3 Adult students eg psychologists conducting clinical placements, may be permitted to have direct contact with offenders, however this is subject to an assessment by the CSNSW Workplace Supervisor and the provision of appropriate support and direction.

3. STUDENT PLACEMENT OFFICER (SPO)

The SPO is the point of contact in the student's educational institution and is expected to ensure ongoing liaison with the CSNSW Workplace Supervisor in relation to the student's progress and to address any issues which may arise during the placement.

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4. CSNSW WORKPLACE

In some CSNSW workplaces all or part of the roles of Workplace Manager and Workplace Supervisor can be undertaken by the same person. Where reference is made to the Workplace Supervisor (WPS), the Workplace Manager (WPM) can also undertake the function, if required.

4.1 CSNSW WORKPLACE MANAGER (WPM)

The WPM is to arrange for the student's documentation to be forwarded to Human Resources, including the criminal record check forms and the request for approval to accept the student. The WPM will also select the appropriate employee to be the Workplace Supervisor.

4.2 CSNSW WORKPLACE SUPERVISOR (WPS)

The WPS is to provide the student with opportunities to experience the routines, procedures and dynamics commonly found within work roles in CSNSW.

The responsibilities extend beyond supervision to include coaching, counselling, monitoring and appraisal. The lessons that can be learned from the WPS can be used throughout the student's career.

The WPS is to arrange for identification and/or access cards, placement on BIMS (Business Information System) and computer access required for the student to perform their allocated tasks.

To help develop the student's skills, the WPS is to ensure that the student is supervised at all times in a professional and competent manner and that ongoing communication is maintained between the student, the SPO and the WPS. The WPS should:

- give work and tasks that are well defined;
- give clear instructions and check that they have been understood;
- provide a realistic framework for completion of work tasks;
- ensure that the student's conduct is at all times professional and ethical when dealing with clients, other staff, stakeholders and members of the general community;
- provide meaningful work which requires the use of a range of different skills;
- create an environment where a student feels comfortable about asking questions;
- provide regular guidance and feedback on performance; and
- encourage self-development.

All feedback/evaluation in relation to the student's performance should be provided in a professional and constructive manner.

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Any breach of conduct during the placement is to be reported immediately to the WPM and the SPO for appropriate action to be taken.

The WPS should ensure all identification and/or access cards are returned and computer access terminated at the conclusion of the placement.

5. STUDENT

When entering into a period of work experience or student placement, students are responsible for:

- providing contact details of the SPO at the education facility;
- maintaining confidentiality of CSNSW and clients;
- managing time, effort and resources to develop good working practices;
- achieving the aim of the work experience/student placement;
- providing feedback on the variety of experience and the workload given;
- working in accordance with the CSNSW Guide to Conduct and Ethics and in particular having regard to work performance and commitment, dress and grooming, punctuality and attendance and respect for confidentiality and property whilst with CSNSW.
- following relevant CSNSW workplace policies and procedures, including workplace health and safety.

6. PROCEDURE

- 6.1 The SPO should initially make contact with the CSNSW workplace, at least 2 months prior to the proposed placement of the student to outline the purpose and relevance of the field placement for the student.
- 6.2 On determining that staff resources and the environment are appropriate to enable the placement, the WPM must obtain from the respective school/college/TAFE/university a copy of relevant insurance indemnity documentation.
- 6.3 The WPM is to select a suitable staff member to perform the role of WPS. A WPS must be an experienced and competent staff member and if the student is younger than 16 years, the WPS must undergo a Working With Children Check. If the student is a postgraduate psychology student, the suitable staff member to perform the role of WPS must be a CSNSW psychologist approved by the Principal Advisor, Psychology.
- 6.4 The WPM is also to organise completion of the appropriate documents in accordance with the *Security and Criminal Record Checks Policy and Guidelines* from the following list, which are to be forwarded to the Career Recruitment Office for processing:
 - (a) National Criminal History Record Check: P800 full disclosure form;
 - (b) Declaration of Criminal Charges and Offences;
 - (c) Working With Children Check.

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The relevance of the checks is dependent on the age of the student and the proposed workplace. Advice may be sought from the Career Recruitment Office. The criminal record check forms are available on the CSNSW internet website at *Careers >> Recruitment >> Forms* or the intranet at *Forms & Templates >> Human Resources Forms >> Criminal Record & Probity Check Forms*.

- 6.5 As soon as the criminal record check has been cleared, the WPM must forward a *Student Placement/Work Experience – request for approval* form to the Director, Human Resources who will consider the matter in conjunction with the outcomes of the probity checks.

The approval request form is found on the intranet at *Forms & Templates >> Human Resources Forms*.

- 6.6 Following approval by the Director, Human Resources, the WPS will conduct an interview with the student and the SPO, who should be briefed on the CSNSW Guide to Conduct and Ethics and work practices. Any special needs of the student should also be discussed at this interview.
- 6.7 The student must complete the CSNSW *Student Placement Confidentiality Agreement*. The agreement is found on the intranet at *Forms & Templates >> Human Resources Forms*.
- 6.8 On commencing the placement the student should be given an induction outlining:
- (a) duties and work standards;
 - (b) hours of work consistent with the flexible working hours agreement in operation at the office;
 - (c) completion of attendance record;
 - (d) name and contact details of immediate supervisor;
 - (e) workplace safety and security protocols.
- 6.9 The student will be provided with an adequate work station, including access to a telephone, interview room and administrative support.
- 6.10 The student is only to access CSNSW computerised applications for the purposes of completing set tasks and with support and direction from the WPS. The student is not to drive a CSNSW motor vehicle.
- 6.11 The student and the SPO are to be informed that the placement can be terminated immediately at the discretion of the WPM. Such a termination can be due to issues such as breaches of professional conduct by the student, or changes to the physical workplace environment such as critical incidents, workplace accidents, unforeseen increased staff workloads or substantiated complaints from staff or the public in relation to the student's conduct or performance.

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6.12 Prior to the completion of the work experience/student placement, the student may make contact with the CSNSW Career Recruitment Office to learn about careers in Corrective Services.

6.13 On completion of a placement, the student is to return the identification and/or access cards to the WPS who is to return them immediately to the Career Recruitment Office.

6.14 A letter or certificate detailing workplace performance is to be signed by the WPM and the WPS and given to the student at the completion of the work experience.

7. RECORD KEEPING

The WPS is to scan and upload to TRIM the following documents relating to the student's placement:

- original Student Placement/Work Experience - request for approval;
- Student Placement Confidentiality Agreement;
- copy of the insurance indemnity from the school, TAFE or university.

The original *Student Placement/Work Experience – request for approval* form will be returned to the WPM who will keep the approval on the TRIM file. A copy of the approval will be kept by Human Resources for reporting purposes.

All criminal record checks conducted in relation to student placement/work experience will be retained by the Career Recruitment Office in accordance with the *Security and Criminal Record Checks Policy and Guidelines*.

8. REVIEW MECHANISM

Employees and students not satisfied with a decision made under this policy/guidelines should discuss their concerns with the Director, Human Resources.

Employees may also have recourse to the *Grievance Management Policy and Guidelines* which is on the intranet at *Policies & Procedures >> Policy Directory Table >> Human Resources*.

9. LEGISLATION AND OTHER REFERENCES

- *Work Health and Safety Act 2011 – s7(1)(g)* Worker includes student
- CSNSW Security and Criminal Record Checks Policy and Guidelines

10. IMPLEMENTATION

This policy is to be implemented from the date of approval.

Date approved: 24 November 2011

Review date: 24 November 2014

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Ownership: Assistant Commissioner, Office of the Commissioner and Human Resources is assigned ownership to ensure the policy is maintained and updated.

File: 10/18806

11. DOCUMENT HISTORY

| Version | Date | Reason for amendment |
|----------------|-------------|--|
| D08/230190 | 31/10/2008 | Initial policy statement. |
| D10/000144 | 22/12/2009 | To accommodate adult psychology students |
| D11/382136 | 24/11/2011 | Cyclic review – new clause 4 – <i>CSNSW Workplace</i> ; clause 4.2 additional paragraph on access and a new point on professional conduct; new clause in 5 on ethical conduct and following policies and procedures; changes to 6.8 & 6.10 and new point 6.9 on working hours and equipment; new clause 7 – <i>Record Keeping</i> and clause 8 - <i>Review Mechanism</i> . |
| D12/342251 | 10/07/2012 | Amended 6.3 to include WPS for post graduate psychology students. |