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PROCEDURES FOR PLACEMENT AND   
WORK-BASED LEARNING

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| Title: Procedures for Placement and Work-Based Learning | | | | | |
| Version | Issue Date | Revision Description | Author | Approved By & Date | Next Review Date |
| 1.0 | Jan. 2015 | Update | Mary Hulford |  | Aug 2019 |

1. **INTRODUCTION**
   1. These procedures set out the minimum expectations for all courses that have an element of work-based learning included and detail the responsibilities of the student, the course team, the placement provider and the university/college. They should be read in conjunction with the **Policy for Placement and Work-based Learning**. *(Note: the course team activities may be carried out by a member of the course team with a designated responsibility for supervision of placements or co-ordination of work-based learning).*

1.2 The University recognises that there are a number of different models of placement and work-based learning activity and the Procedures, therefore, describe minimum expectations rather than provide a definitive approach to the management of this type of activity. For instance, awards leading to registration for a specific profession, will have additional requirements for placement and work-based learning activity beyond those covered in the Procedures.

1.3 The aim of including work-based learning as part of a course is to enable students to gain meaningful experiences in a setting that will promote the enhancement of career prospects. In all cases students should be sure that whatever experience is undertaken it will add to their skill set and enable application of what is being studied on the course.

1.4 Student placements are a partnership between the student, the managers of their course and the organisation employing them, with the university or college having overarching responsibilities. Work-based learning is uniquely structured to benefit the individual, the placement provider and the university/college.

1. **SUMMARY OF RESPONSIBILTIES**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Activity** | **Course team** | **Student** | **Placement provider** | **University/ College** |
| **Placement set up** | Supports the student with finding a placement | Takes a proactive role in identifying a suitable placement | Meets the student and discusses placement | Identifies a member of staff to act as the leader for the placement element of the course to act as an initial point of contact |
| Provides thestudent and the employer with the necessary documents outlining the requirements for the placement. Checks the placement requirements against the job description. | Arranges to meet the placement supervisor to agree work plan and discuss learning outcomes.  Obtains a written job description for the placement | Agrees type of work to be undertaken, practical arrangements and learning outcomes. Provides a written job description setting out the duties that the student will undertake. | Negotiates reasonable adjustments with the placement provider in the case of a student assessed as having a specific need |
| Provides students with information about placement learning outcomes, assessment requirements etc | Completes and submits a placement agreement to the placement module leader detailing arrangements that have been made | Undertakes any necessary checks e.g. Disclosure and Barring Service (DBS) and training required prior to starting placement | Through course approval processes, ensures that learning outcomes for work-based learning are clearly identified, contribute to overall aims and are assessed properly |
|  | Ensures that appropriate health and safety checks have been carried out for the placement in accordance with OHSS guidelines |  | Provides information in relation to the employer’s health and safety procedures | Provides guidance and procedures for managing health and safety in relation to student work placements |
| **DBS checks** | Ensures that they have an appropriate DBS check completed and has told the placement of any issues revealed by it (e.g. unspent convictions) | Ensures that they have an appropriate DBS check completed and has told the placement of any issues revealed by it (e.g. unspent convictions) | Confirms that the DBS check is completed and has not raised any issues |  |
| **The *Placement Agreement*** | Provides the *Placement Agreement*; discusses the detail of the placement with the student and contacts the placement provider regarding setting up the placement. Retains a copy of the job description. | Ensures that the *Placement Agreement* includes appropriate duration, and any other requirements. Submits the agreement. Retains a copy of the job description. | Signs the *Placement Agreement* with the job description attached. | Ensure that a record is kept of all placements and contact details |
| **Monitoring** | Maintains regular contact with the student and liaises with the placement supervisor as required | Remains in contact with the course team and submits work/updates as required | Designates a named person to supervise the placement and meet with the student to an agreed schedule of dates | Establishes clearly defined points of contact and lines of communication between the university and the placement provider. |
| **Assessments** | Provides students with a clear assignment brief and assessment criteria together with deadlines prior to commencement of the course | Ensures that he/she understands the requirements and collates the evidence etc that is required | Is provided with a copy of the assignment brief and further clarification on anything that they are required to provide e.g. *Student Placement Report Form*, signed log of hours |  |
| **Disciplinary issues** | Ensures that student is made aware of disciplinary procedures that apply to placement (i.e. Student Conduct and/or Fitness to Practise). | Ensures that he/she understands the student conduct expectations that apply to the placement. | Confirms with the course team the arrangements for dealing with any disciplinary issues that may arise. | Provides advice and guidance on procedure to be followed *(Student Casework Unit)* |
| Initiates the investigation into breaches of the Student Conduct/Fitness to Practise Regulations. | Ensures that he/she is aware of the Student Misconduct/Fitness to Practise Regulations. | Ensures that the student is aware of any specific conduct codes that apply to employment with the placement provider. |  |
| **Student complaints** | Ensures that student is aware of the Student Complaints Regulations | Ensures that he/she is aware of the Student Complaints Regulations. | Ensures that the Course Team is informed of any complaints that the student has raised directly with the placement provider. | Provides advice and guidance on procedure to be followed*(Student Casework Unit)* |
|  | Initiates the investigation into any complaint made by the student about their placement |  |  |  |
| **Feedback and evaluation** | Collates feedback from students and placement providers. If verbal feedback is given, notes will be taken and logged with the course files of evidence | Completes the module evaluation (minimum) | Provider is asked to give feedback on the student and on the experience of providing a placement either verbally or, preferably, in writing using the *Employer Feedback Form* | Arrange annual opportunities for feedback from all participants and stakeholders, including students |
| Provides a response to placement providers on their feedback on the work placement and any actions that are planned or have been taken in order to avoid future issues |  |  | Monitors all placement activity on a regular basis, to ensure good practice is upheld |

**3 COURSE TEAM RESPONSIBILITIES**

3.1 Although the student takes a pro-active role in finding a suitable placement for work-based learning, the course team should support students in this. Students should be provided with clear written guidance, (for instance, in a Work Placement Student Handbook), on the nature of this support. This guidance should be provided well in advance of the start of the work-based learning activity to ensure that the student is fully informed of what is required of them and has sufficient time to look for and secure a suitable placement. Students should also be made aware of what help is available to them from elsewhere in the University.

3.2 The course team should also carry out a risk assessment of the proposed placement using the following OHSS forms:

* OHSS 02.37.6.1 Work Placement Risk Assessment Form
* OHSS 02.37.6.2 Placement Provider Questionnaire

(The University endorses the UCEA Health and Safety Guidance for the placement of Higher Education students - <http://www.ucea.ac.uk/en/empres/hands/publications/index.cfm>. Placement organisers should be familiar with the guidance contained in this document.)

3.3 The course team, (normally through a designated member of staff, such as a placement supervisor), should also ensure that the student has all the information that they need about the placement learning outcomes, the assessment requirements and the support that they can expect from the University during the period of their work-based learning. The student should also know who, at the University, they should contact if they experience any problems whilst on the placement. The course team should also obtain the job description for the role that the student will be carrying out on the placement, setting out the tasks and duties that the student will expected to undertake.

3.3 Prior to the approval of the placement, the employer should be provided with details of what the student is expected to achieve and what is required of the employer. *(An example of a Student Placement Report Form for placement providers to complete is attached as Appendix 2).*

3.4 The course team should ensure that, prior to the start of the placement, a Placement Agreement has been set up and the details discussed with both the student and the placement provider. *(An example of a Placement Agreement, which can be tailored to suit the course requirements, is attached as Appendix 1.)*

3.5 There should be regular contact with the student during the placement to monitor progress with achieving the learning outcomes and to check that no issues have arisen with the placement. Should there be any serious issues with the placement, the course team should ensure that the student is informed of how to use the Issue Resolution Procedure set out below.

3.6 Prior to the commencement of the course, the student must be provided with a clear assignment brief and assessment criteria together with deadlines for completion and submission.

3.7 Any issues that arise relating to student conduct on the placement will normally be dealt with using the University’s Student Conduct/Fitness to Practise Regulations, unless the placement is the student’s normal place of employment, in which case it may be more appropriate to use the placement provider/employer’s process, depending on the nature of the issue raised. Students and placement providers should be made aware of this as part of the arrangements for setting up the placement. The Student Casework Unit in the University Secretary’s Office will provide advice on how these Regulations should be applied.

3.8 If a student wishes to make a complaint about any aspect of their placement, they should use the Student Complaints Regulations, unless the placement is the student’s normal place of employment, in which case, depending on the nature of the complaint, it may be more appropriate to use the placement provider/employer’s processes. Students and placement providers should be made aware of this as part of the arrangements for setting up the placement. The Student Casework Unit in the University Secretary’s Office will provide advice on how these Regulations should be applied. In trying to resolve the complaint, the course team may wish to apply the Issues Resolution process described below.

3.9 The course team should collate feedback from students and placement providers. If verbal feedback is given, notes will be taken and logged with the course files as evidence.

3.10 The placement provider should receive a response to any feedback that they have provided on the work placement setting out any actions that are planned or have been taken as a result of this feedback. *(A template for an Employer Feedback Form is attached as Appendix 3).*

**4 STUDENT RESPONSIBILITIES (those not already in relevant employment)**

4.1 It is normally the responsibility of the student to identify a suitable placement for the work- based learning element of the course. Help and advice to support this can be sought from the relevant academic member of staff. The work undertaken must be relevant to the course of study; it should also provide opportunities to gain new skills and to move on from current levels of experience and expertise.

4.2 Prior to any placement commencing, students are required to:

* Complete a Disclosure and Barring Service (DBS) check. The student will hold this and also submit a copy to the university/college. If there are any convictions they must be discussed with the course leader. The student must make the placement provider aware of any issues from the DBS check.
* Identify a suitable placement.
* Undertake an initial visit to the placement provider to explain placement requirements and expected learning outcomes.
* Obtain a job description from the placement provider setting out the tasks and duties that they will be expected to undertake and ensure that the placement supervisor (or equivalent), has a copy.
* Discuss with the placement provider how the placement will fulfil the learning outcomes and explain any assessment requirements.
* Provide the placement provider with a Placement Agreement *(see Appendix 1)* setting out the requirements. The agreement must be signed by the placement provider and three copies made:
  + - one to be kept by the placement provider;
    - one to be kept by the student;
    - one to be returned by the student to the university/college work-based

learning course/module leader.

* Submit placement details, Placement Agreement and agreed learning outcomes to the course/module leader for approval prior to the placement commencing.

4.3 During theplacement the student will:

* Ensure that they receive appropriate induction and health and safety training.
* Keep a log of hours worked.
* Monitor their progress in achieving the agreed learning outcomes and discuss these regularly with the placement supervisor.
* Conduct themselves in an appropriate manner within the relevant ethical framework, ensuring confidentiality and treating others with respect and dignity.
* Act in a professional manner, including notifying the placement provider in a timely fashion if they are unable to attend the placement due to illness etc.
* Respect any other requirements of the workplace such as dress codes.
* Ensure that they are aware of the Student Conduct Regulations and/or Fitness to Practise Regulations.
* Notify their university/college course leader should any issues of concern arise. (see also *Issues Resolution* flowchart below).

4.4

For students who are in relevant employment, identification of areas for development linked to the appraisal and personal development planning (PDP) processes should be the focus for the work-based learning element of the course. The reason for doing this is that there should be personal and professional development, with links between theory and practice evidenced. The placement supervisor, (or equivalent), should also be provided with a copy of the job description.

**5 PLACEMENT PROVIDER RESPONSIBILITIES**

5.1 When arranging placements, providers should be aware that they will need to provide a designated supervisor. The role of the placement supervisor will be to:

* Work with the student to identify appropriate learning outcomes for the placement. These must be agreed by the student, the supervisor and the university work-based learning course/module leader.
* Provide the student with a job description setting out the tasks and duties that the student will be undertaking.
* Meet with the student on a regular basis to check on progress and discuss any issues.
* Ensure that appropriate induction and training are provided, including health and safety.
* Act as first point of contact for any problems or queries during the placement.
* Provide feedback on progress at the end of the placement by completing a *Student Placement Report Form* (see Appendix 2).
* Provide feedback on the management of the placement by completing an *Employer Feedback Form* (see Appendix 3).
* Liaise with the university/college should any problems arise during the placement (see *Issues Resolution* flowchart below).
* Inform the university/college of any complaints made by the student about any aspect of their placement.

5.2 While students are on placement they can expect:

* Support from a designated supervisor whose role is to advise on the work that is being undertaken and the achievement of placement learning outcomes.
* An appropriate health and safety briefing so that they are familiar with the procedures and requirements of the organisation in which they are working.

* To work in a safe environment.
* To be treated with respect.
* To be fully informed about responsibilities, including those contained in any statutory legislation and/or honorary contract.
* To be fully informed of any expectations relating to conduct during the placement and how alleged breaches of these expectations will be dealt with.
* To receive a placement report from the supervisor on completion of the required number of hours in practice.
* To be fully trained in any unfamiliar practices that they are asked to undertake.
* To be fully informed of how complaints about any aspect of the placement will be dealt with and have access to the *Issues Resolution* procedure (see flowchart below) and the University’s Student Complaints Regulations.

**Placement and Work-based Learning**

**Issues Resolution Procedure**

Is there an issue with the Placement?

Yes

**6. UNIVERSITY/COLLEGE RESPONSIBILITIES**

6.1 Educational providers have a responsibility to ensure that work-based learning as part of a course has linked learning outcomes which:

* are clearly identified;
* contribute to the overall aims of the course;
* are assessed appropriately.

6.2 In addition to ensuring academic rigour, the university/college will be responsible for the following;

* A member of university/college staff will be identified as the leader for the work-based learning element of the course and this staff member will be the initial point of contact.
* The university/college has a responsibility to negotiate ‘reasonable adjustments’ with the placement provider in the case of a student assessed as having a specific need.
* The University will provide guidance and procedures for assessing health and safety risks associated with the student work placements.
* There will be clearly defined points of contact and lines of communication between the university/college and the placement provider. This will include opportunities for the placement provider to:
  + - raise concerns, or complaints about any aspect of the placement, including an individual student's performance or conduct (see *Issues Resolution* flowchart above);
    - make suggestions to the university/college about how the placement activity could be improved.
* The university/college will ensure that a record of all placements and contact details is kept.
* The university/college will provide briefing information for students prior to commencement of any placement activity.
* The university/college will ensure that the student is adequately prepared for the placement by providing basic health and safety training and an introduction to the ethical framework.
* The university/college will monitor all placement activity on a regular basis, to ensure good practice is upheld.
* The university/college will arrange annual opportunities for feedback from all participants and stakeholders, including students.

Other documents related to these procedures include:

|  |  |
| --- | --- |
| **Document** | **Website** |
| Policy for Placement and Work-Based Learning | QAE |
| Guidelines for the Development of Foundation Degrees | QAE |
| [Quality Assurance Manual](http://asaqs.southwales.ac.uk/documents/download/1/) | QAE |
| [USW’s Framework for Learning Through Employment](http://celt.southwales.ac.uk/documents/download/203/) | CELT |
| Learning through Employment Good Practice Guides | CELT |
| [QAA UK Quality Code for Higher Education](http://www.qaa.ac.uk/publications/information-and-guidance/publication?PubID=170) – Chapter B10: Managing HE provision with others | QAA |
| OHSS 02.37 [Placements and Work Based Learning Procedure](https://thehub.southwales.ac.uk/Interact/Pages/Content/Document.aspx?id=2214) | OHSS |
| [UCEA Health and Safety Guidance for the placement of Higher Education students](http://www.ucea.ac.uk/en/empres/hands/publications/index.cfm) | Universities & Colleges Employers Association |
| Guidance for Academic Staff on Placement and Work-based Learning | QAE |
| [Grad Edge Award](http://gradedge.southwales.ac.uk/) | Careers & Employability Service |
| University’s Regulations on:  [Student Complaints](http://uso.southwales.ac.uk/StudentCasework/) [Student Conduct Fitness to Practise](http://uso.southwales.ac.uk/StudentCasework/) | Student Casework Unit, USO |

**Appendix 1**

**PLACEMENT AGREEMENT**

**(Tailor to suit the course and existing conventions. Example below)**

**Name of placement provider: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Name of student undertaking placement: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**I confirm that we are able to provide (name of student) with \*\*\* hours of appropriate experience and further that he/she will be provided with:**

|  |
| --- |
| Appropriate induction, including health and safety arrangements, fire precautions, emergency evacuation arrangements, how to report accidents, incidents and unsafe conditions  A job description setting out the tasks and duties that the student will be required to undertake  A work plan to be undertaken on the placement and details of any associated health and training required  Support from a designated supervisor or mentor who will meet with the student regularly, advise on the work being undertaken and the identification and achievement of appropriate placement learning outcomes |
| Opportunities to undertake work that reflects their level of study and experience and enables them to develop professionally. |
| A safe working environment and non-discriminatory treatment. |
| Information about any rules and responsibilities, including those contained in any statutory legislation. |
| Training in any unfamiliar practices that they are asked to undertake. |
| Opportunities to meet with the visiting tutor  A placement report on completion of practice. |
|  |

**The student will undertake to:**

|  |
| --- |
| Carry out the identified tasks, projects and roles in a professional manner. |
| Give timely notification of any absences. |
| Complete a minimum of \*\*\* hours of work in relation to the placement and keep an accurate record of the hours worked. |
| Conduct themselves within the ethical framework of the profession |
| Observe any requirements related to dress code or other specific requirements applicable to employees within the organisation.  Monitor their progress in achieving the agreed learning outcomes. |

**The university will undertake to:**

|  |
| --- |
| Monitor the student’s progress on placement by regular contact with the student and being available to the supervisor/placement provider to discuss any issues that may arise |
| Ensure that the student has had a DBS check before commencing the placement |
| Ensure that the student is adequately prepared for the placement by providing basic health and safety training and introduction to the ethical framework. |
|  |
|  |

I confirm that Employer Liability Insurance and Public Liability Insurance is in place and will cover any liability incurred by a work-based learning student as a result of his/her duties. Any serious accidents or incidents involving the student will be reported to the University.

**Signed: Placement Provider**

**Name:**

**Job Title:  
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signed: Student**

**Date:**

***Please return to:*** *INSERT DETAILS OF PERSON TO WHOM THE FORM SHOULD BE RETURNED* ***prior to the start of the placement.***

**Appendix 2**

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**UNIVERSITY OF SOUTH WALES**

**PRIFYSGOL DE CYMRU**

**STUDENT PLACEMENT REPORT FORM**

***To be completed by the employer***

|  |  |
| --- | --- |
| **Student’s name\*** |  |
| **Course and year\*** |  |
| **Faculty\*** |  |
| **Details of person to whom the report should be returned\*** |  |
| ***\*The above sections should be completed prior to giving the form to the employer*** | |
| **Name and location of placement provider** |  |
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|  |  |
| --- | --- |
| **Start date:** | **Finish date:** |

*It is important that these dates are exact*

**TRAINING PROGRAMME:** *(Please give a brief outline of the work undertaken with an indication of the period on each activity)*

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| **ACTIVITY** | ***WEEKS*** |
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| **PERSONAL QUALITIES:** *(Please award a score out of 5, with 5 being excellent and 1 being poor)*   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  | 5 | 4 | 3 | 2 | 1 | | General conduct |  |  |  |  |  | | Practical ability |  |  |  |  |  | | Punctuality and attendance |  |  |  |  |  | | Relationship with colleagues |  |  |  |  |  | | Working as part of a team |  |  |  |  |  | | Communication and presentation skills |  |  |  |  |  | | Developing practical solutions to work place problems |  |  |  |  |  | | Planning, time management and organisation skills |  |  |  |  |  | | Creativity in response to workplace challenges |  |  |  |  |  | | Self-motivation and taking on an appropriate level of responsibility |  |  |  |  |  |   **SPECIAL APTITUDES:** |
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**GENERAL REMARKS:**

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| **Signed:** |  |
| **Date:** |  |
| **Designation:** |  |
| **Company/Institution:** |  |

**Appendix 3**



**FACULTY OF \*\*\*\***

**EMPLOYER FEEDBACK FORM**

The information provided on this form will help the university improve the course and will assist in the monitoring of the course for quality assurance purposes.

|  |  |
| --- | --- |
| **Name** |  |
| **Job title** |  |
| **Name and address of placement provider** |  |
|  |
|  |
|  |
| **Date:** |  |

*Please award a score out of 5, with 5 being excellent and 1 being poor*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | 5 | 4 | 3 | 2 | 1 |
| Was the information you received in preparation for providing a student placement adequate? |  |  |  |  |  |
| Were you satisfied with the level of support you received as a placement provider? |  |  |  |  |  |
| Were you satisfied with the level of university/college supervision that students received? |  |  |  |  |  |
| Was your level of involvement satisfactory? |  |  |  |  |  |
| Was the information in the Employer Pack satisfactory? |  |  |  |  |  |

|  |
| --- |
| If you were dissatisfied with any aspect, please comment further: |
| Are there any additional comments you would like to make about the course? |

*Thank you for taking the time to complete this form.*

*Please return to: \*\*\*\**