



Career Services Australia Policy

1 Purpose and Objectives

1.1 Work-Integrated Learning (WIL)

Students undertake paid or unpaid employment with the dual aims of consolidating and enhancing their theoretical learning and gaining experience in a real-life workplace situation. Le Cordon Bleu Australia (LCBA) requires students to complete academic coursework during work placement.

1.2 Career Services (CS)

The CS team is the LCBA department responsible for the facilitation and academic oversight of all Work Integrated Learning (WIL), or work placement, programs, in collaboration with LCBA Academic Services.

2 Definitions, Terms, Acronyms

Throughout this policy the following definitions apply:

2.1 Work Integrated Learning (WIL)

Refers to all LCBA programs containing an element of required (WIL). WIL is a required component of students' programs of study and is reflective of work-based experiential learning, designed to enhance graduates employability by embedding workplace and applied learning opportunities within the curriculum. The period of the LCBA program entitled WIL may also be referred to as a work placement and these two terms are interchangeable for the purposes of this policy.

2.2 Career Development

Career development refers to the lifelong process of managing learning, work, leisure and transitions during all stages of a student's life. LCBA acknowledges that students' work-related needs and preferences evolve and change continuously throughout life, and recognises the complexity of people's lives and the uncertainty of the world of work. Career development focuses on enabling students to develop the skills to manage these challenges, to make good decisions about their careers and maximise their contribution to the communities in which they live and work. For LCBA students, career development incorporates a wide range of activities related to career planning and decision making.

2.3 Host Employer

- 2.3.1 An employer/organisation that has agreed to lawfully employ a LCBA student for the purposes of undertaking their WIL.



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3 Policy Scope

- 3.1 LCBA's Career Services team will facilitate suitable employment opportunities for students.
- 3.2 Students must meet the requirements of their WIL program in order to successfully complete the following qualifications:
- Certificate III in Hospitality (Commercial Cookery/ Pâtisserie); and/or
 - Certificate IV in Hospitality (Commercial Cookery/ Pâtisserie)
 - Advanced Diploma of Hospitality Management and/or
 - Le Cordon Bleu Bachelor of Business degrees
 - Le Cordon Bleu Master degree programs

4 Procedure

- 4.1 Students must attend and participate in all career development sessions to be eligible to commence their work placement.
- 4.1.1 Career development sessions will be scheduled in student timetables and student attendance is considered compulsory.
- 4.1.2 While it is an expectation that students attend all career development sessions, lectures and workshops conducted by Career Services, students who do not attend, without compassionate or compelling reasons, *may* be required to source their own work placement without the direct assistance of the Career Services team. This will be at the discretion of the Career Services Manager. Compulsory sessions include any timetabled activity; lectures (including pre-work placement academic workshops), workshop or event in the students timetables.
- 4.1.3 To be eligible to commence their WIL, students must be deemed competent and/or achieve a pass grade in ALL specified pre-requisite units of their enrolled program of study, where and if applicable. If a student attains a fail grade (or grades) or fails to be deemed competent in any of the pre-requisite subjects, where and if applicable, they will not be able to commence the subsequent WIL component of their program. The same applies where a student is deemed to be not progressing through their academic program of study satisfactorily and in accordance with LCBA academic progress policy. Details of prerequisites will be provided by a member of the Career Services, Academic Services or Student Services team on commencement of the student's study program.



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5 Responsibilities of the student

- 5.1 Prior to work placement the student must:
- 5.1.1 Attend all career development activities as stipulated by the Career Services team in preparation for undertaking their work placement and in particular, the identification of positions and properties suitable for such.
 - 5.1.2 Advise the Career Services team of any factor which may affect their capacity to safely undertake a work placement, such as a disability or personal health concern.
 - 5.1.3 Where reasonable and within the constraints of LCBA academic requirements, accept the negotiated position offered to them.
 - 5.1.4 Obtain any visas necessary to work in the destination where the work placement will be undertaken. All costs associated will be the students' responsibilities, unless paid for by the host employer.
 - 5.1.5 Arrange and pay for all flights and accommodation to the destination where the work placement will be undertaken, unless the host employer provides these items.
 - 5.1.6 Complete all administration/paper work as required by the host employer to legally undertake employment.
 - 5.1.7 Notify LCBA with change of address and contact details within five (5) calendar days of leaving campus.
 - 5.1.8 Comply with all requirements as stipulated by the program. If the student is an international student, comply with all conditions of their student visa.
 - 5.1.9 Start and finish the work placement on the dates as agreed with the Career Services team and/or host employer.
 - 5.1.10 Be available for all shifts as rostered and ensure punctuality.
 - 5.1.11 Acknowledge that holidays are normally not permitted during the course of the work placement period, unless the host employer requires the student take holidays due to policy or a decrease in business levels. Any leave of absence (other than rostered days off) must be approved by the Career Services Manager prior to being taken.
 - 5.1.12 In the case of illness or inability to work, comply with your host employers' absence policies and procedures. The Career Services Manager must be advised of any absence requiring leave longer than five (5) calendar days.



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- 5.1.13 Adhere to professional ethics and codes of conduct appropriate to the hospitality industry and in accordance to the host employers' policies and procedures and as outlined by the LCBA Student Behaviour and Termination Policy.
- 5.1.14 Maintain professional communication with department heads/managers/team leaders and supervisors within the host property, and the Career Services team as required.
- 5.1.15 Make aware to the Career Services Manager any issues relating to the student's employment, particularly if the student is at risk of losing the work placement (terminated or cessation of employment) or must leave the work placement earlier than the agreed finish date.
- 5.1.16 Ensure that accurate records are maintained in regards to timesheets and that these are verified by a work supervisor and provided to the Career Services team as directed.
- 5.1.17 Fulfil the assessment requirements of the work placement.

6 Student Termination or Dismissal from a property

6.1 It is the expectation of Le Cordon Bleu Australia that students will exhibit the highest standard of personal and professional conduct at all times and abide by the policies and procedures applicable to LCBA and their place of employment, relating to the WIL component of their studies. In the event that the work placement is terminated, the following will apply:

6.1.1 Serious misconduct

If the student's work placement is terminated by the host employer because of an offence or gross misconduct which is deemed serious in nature so as to require termination from employment, the incident will be reported to the Chief Operations Officer of Le Cordon Bleu Australia, or delegate, and be dealt with in accordance with the LCBA Student Behaviour and Termination Policy. If the student is permitted to remain enrolled in their Le Cordon Bleu program, the student will be required to source his/her own alternate (and any subsequent) work placement(s).

6.1.2 Performance issues

It is an expectation of the host employer that students be given an opportunity to gain feedback about their performance and, where possible, given further training and the opportunity to improve. If there fails to be improvement by the agreed date, the host property may decide to terminate the work placement. In cases where the performance issues



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are related to unacceptable attitude, poor time keeping and attendance, the student may receive a Not Yet Competent or Fail grade for their WIL subject, which could result in international students having to return to their home country if they are unable to work in Australia under the conditions of their student visa. The student is then required to source his or her own alternative, and potentially subsequent, work placement(s).

In cases where the student has not met the performance expectations of the employer, yet they have tried everything to improve their skills and have not been able to achieve these within the accepted timeframe, the Career Services team will assist the student in sourcing a suitable alternative position. The student will be permitted to keep the hours already worked toward the minimum 600 hours requirement. The Career Services Manager (or designated officer), where possible, will attempt to find an alternative work placement in the same destination, however, this is not always possible and the student may be required to return to their home country or to another location within Australia, where reasonable.

6.1.3 Termination of work placement by the student earlier than the agreed contract/leave date

Work placements start and finish dates are agreed at the time of offer by a host employer. Students are required to honour the terms and conditions of the contract provided by the host employer (or signed Career Services employment notification form in lieu of a host employer contract) and this includes adhering to specific start and finish dates. Leaving earlier than the contracted/agreed date, even if the minimum requirement of 600 hours has been achieved, is not permitted. In cases where students decide to terminate or leave their work placement (employment in Australia or overseas) before the agreed date by the employer/host organisation and LCBA Career Services Manager, the student is in effect not attending their course. This translates to course abandonment; unless the student can produce evidence to show they have compassionate and compelling grounds not to attend the course. Should they be unable to provide this evidence the student shall be notified that suspension or cancellation of their enrolment may occur, which may affect their student visa status (where applicable).

Only under compassionate, compelling or extenuating circumstances will these dates be flexible and in this case the student must contact the Career Services Manager to discuss their personal situation prior to contacting the host employer.



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7 Accrual of required hours during WIL work placement

- 7.1 It is the responsibility of the student to maintain a record of their hours by accumulating payslips or copies/photographs of signed timesheets or rosters (in exceptional cases, verbal confirmation of hours worked by a supervisor or manager of the host employer may be accepted). The student must send copies of these to the Career Services office, the frequency of which will be determined by the Career Services team and students will be informed of this prior to undertaking their work placements. The student should do everything reasonable to ensure they maintain continuous employment; on average 25 hours/week over a 24 week period during their work placement period.
- 7.2 If it is evident that there may be a shortfall of hours during the work placement, the student should communicate with their Career Services Manager at the earliest opportunity. If a student has not been offered hours by the host employer, and the student has made every effort to secure and work all hours available to them with confirmation from the host employer, then credit for hours worked may be granted and/or the student may make up the shortfall in a subsequent WIL subject or academic semester (for programs where only one work placement is scheduled), where possible. If this is not possible, however, the student may be required to return to their home country or to another location within Australia, where reasonable, to accumulate the shortfall in required hours before being awarded their qualification. Each instance will be reviewed on a case-by-case basis by the LCBA Career Services Manager, Registrar and appropriate Academic Services Manager and student's unique circumstances will be considered. Students may be asked to justify their reasoning, with regards to a shortfall of hours, in writing to the Career Services Manager, where appropriate.

8 Accidents while on work placement

- 8.1 Students' safety and wellbeing is paramount to LCBA. Students are expected to:
- Comply with any work, health and safety guidelines, as specified by the host employer.
 - Wear protective and safety equipment as necessary in the course of their duties and as required by the host employer.
- 8.2 In the event of an accident, injury or damage whilst undertaking a work placement activity, students should advise their department head/supervisor/team leader or manager, the human resources department and their Career Services Manager. The student should complete any documentation as required by the host employer as a result of such an event.



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- 8.3 In the event of an accident or injury occurring whilst the student is not undertaking a work placement activity, it is advisable that the student contact their Career Services Manager, especially if the accident/injury will prevent the student from attending work. If the accident or injury is of a serious nature, the Career Services Manager will reference LCBA's Critical Incident policy and procedure.
- 8.4 Students must keep all relevant medical certificates and documentation for any insurance claims that may be made and provide copies to the Career Services Manager, where requested.

9 Responsibilities of the Career Services team

- 9.1 LCBA's Career Services team will facilitate suitable employment for students.
- 9.1.1 LCBA's Career Services team will seek a broad range of employment opportunities for students which will include employer-determined selection criteria.
 - 9.1.2 The Career Services team will forward the student's resume to the employer for those students that meet the employer determined selection criteria.
 - 9.1.3 Career Services staff may provide information to employers regarding a student's suitability for a position, including feedback from LCBA lecturing staff regarding the students conduct on-campus preceding a work placement period or previous employers feedback on student's performance and/or behaviour where more than one work placement is a requirement of the student's program of study.
 - 9.1.4 Students may be required to attend an employment interview in person, by telephone or Skype video or other video interviewing software of the employers choosing. The timing of interviews will be at the discretion of the employer.
 - 9.1.5 Employers may request an applicant to undertake an unpaid trial period as part of the selection process to determine the student's suitability for the property and position. Any such trials will be discussed with the student prior to any negotiations occurring and such arrangements will be defined under the LCBA 'Volunteer Internship Agreement' or 'Practical Work Placement Agreement'.
 - 9.1.6 If a student fails to attend a scheduled interview, except in compassionate, compelling or extenuating circumstances as deemed by the Career Services Manager, it may result in the student not being considered for that position and the student may be responsible for



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- sourcing their own work placement without the direct assistance of the Career Services team.
- 9.1.7 Career Services staff will notify students of the outcome of their applications for employment as soon as is practicable.
- 9.1.8 Students may choose to source their own employment for their work placement(s) if they wish. The Career Services team must approve all employment sourced by students to ensure that academic standards are maintained. A LCBA Career Services employment notification form (ENF) must be completed by students and lodged with the Career Services office prior to the commencement of work placement or commencement of their employment at a date set by the Career Services team.
- 9.1.9 Students who choose to undertake their work placement outside Australia must inform the Career Services Manager of their intentions prior to commencing employment. In order to ensure that academic standards are maintained, the Career Services team will communicate with the employer about the suitability of the establishment and a representative of LCBA or Le Cordon Bleu International (LCBI) may visit the workplace before or during the student's work placement.
- 9.1.10 The Career Services team may withhold assistance in sourcing a work placement for students who do not meet the conditions outlined in this policy or the guidelines and requirements provided to students by the Career Services team.
- 9.1.11 Students must provide evidence (such as payslips, copies or photographs of signed timesheets or rosters or a signed letter from a manager or supervisor) of completing 24 weeks of continuous employment. This will include a minimum of 25 hours per week over the course of the 24 week work placement. All students must meet the attendance requirements outlined under their student visa conditions and/or LCBA's attendance policy. *See LCBA Attendance Policy for further information.*
- 9.1.12 Students must meet all academic requirements during their work placement. This includes completing all assessments according to guidelines and within set timeframes to be deemed competent and/or receive a pass grade for this subject of their program. *See LCBA Work-Integrated Learning Policy for further information.*
- 9.1.13 Students must, at all times, present themselves professionally, behave courteously and conduct themselves in a manner which upholds and enhances LCBA's reputation as outlined in LCBA Student Dress Code Policy and LCBA Student Behaviour and Termination Policy.



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- 9.1.14 All reasonable instructions from authorised workplace personnel and all conditions of employment, including rostered hours of attendance and workplace policies and procedures, must be followed and adhered to by the student during their work placement.
 - 9.1.15 Prior notice of absences from the workplace must be given to employers and the Career Services office, except where the absence could not reasonably have been foreseen. Reasons for absences must be supported by documentation, such as a medical certificate, which must be provided to both the employer and the Career Services office immediately upon the student's return to work.
 - 9.1.16 'Personal Leave' absences (including sick leave and carer's leave) from rostered work hours during a work placement will count in the calculations of students' rates of attendance. Any such leave must be supported with appropriate documentation (*see Attendance Policy*).
- 9.2 Prior to work placement:
- 9.2.1 Ensure that all host employers where students are placed are informed of and agree to all requirements and obligations of the LCBA WIL program(s).
 - 9.2.2 The Career Services team will be familiar with and adhere to all relevant sections of the ESOS Act.
 - 9.2.3 Ensure the student is aware of the requirements for a successful work placement, including ethical and professional behaviour and communicate these via different mediums.
 - 9.2.4 Ensure the highest level of professionalism when conducting all business as a representative of LCBA.
 - 9.2.5 Be the liaison between campus and industry partners and inform the student of options and any limitations affecting their choice of destination.
 - 9.2.6 Match the student to host employer needs and positions available.
 - 9.2.7 Provide career advice and guidance and the skills and knowledge to the student so that they may be successful at interview.
 - 9.2.8 Provide information regarding on campus counselling and to seek further guidance and assistance from LCBA executive management regarding student welfare management, as necessary.
 - 9.2.9 Update LCBA records accurately and report on information as necessary.
 - 9.2.10 To ensure the students have all relevant requirements for work, as stipulated by the host employer.



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9.2.11 To create an environment conducive to cultural diversity, that fosters indigenous representation and creates equivalent opportunities for academic success regardless of students' backgrounds or educational disadvantage.

9.3 During the work placement:

9.3.1 Be a point of contact and support, and ensure adequate supervision for the student's work placement. Make contact with the student at least once per month.

9.3.2 Make contact with the host employer at least three (3) times in the semester, to review the student's progress.

9.3.3 Record and monitor student payslip/timesheet/roster submissions to ensure that students are achieving an acceptable number of hours at work to complete their WIL program(s), and in the cases of international students, that they are meeting course requirements; intervene and offer guidance where host employers cannot provide adequate hours and ensure adherence to Standard 9 of the National Code: that courses are completed within expected duration, where practicably reasonable or implement an intervention strategy for students at risk of not achieving/making satisfactory progress.

9.3.4 To communicate with and counsel the student, or offer appropriate counselling services where necessary, in relation to issues affecting the student and/or their work placement.

9.3.5 Respond to any concerns communicated by the host employer where students are not achieving performance or behavioural standards as required by the host employer.

9.3.6 In cases of serious incidents occurring to students on work placement, the Career Services Manager will refer to the LCBA Critical Incident policy and procedure.

9.3.7 When travelling to any destination where students are undertaking a work placement, all reasonable effort should be made to make contact with the student, and if possible, meet personally with them and their host employer.

9.3.8 Ensure that the reputation of LCBA is upheld at all times.



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10 Responsibilities of the host employer

- 10.1 In order to ensure the work placement is mutually beneficial for all parties, the host employer is expected to:
 - 10.1.1 Provide the student with all information pertaining to his/her employment.
 - 10.1.2 Provide a safe workplace to students undertaking work placement, complying with all regulations under occupational health, safety and welfare legislation.
 - 10.1.3 Adhere to equal opportunity and anti-discrimination legislation. Students on work placements should be treated in the same way as any other employee in terms of Australian deferral or state legislation, where applicable.
 - 10.1.4 Ensure that all terms and conditions as stipulated in the contract of employment, be honoured.
 - 10.1.5 Ensure that the student is properly inducted into the organisation.
 - 10.1.6 Ensure the student is informed who their workplace supervisor is and whom they should communicate with for issues relating to their training and general work duties.
 - 10.1.7 Inform relevant managers, supervisors and staff of the presence of the student, and the reason and purpose of the work placement.
 - 10.1.8 Train the student in their policies and expected standards of service.
 - 10.1.9 Provide emergency care for students in case of accident or illness whilst on work placement and contact the relevant LCBA Career Services team member, as soon as is practicable.
 - 10.1.10 Allow visits by LCBA staff to assess and monitor the student's progress, where reasonably practicable.
 - 10.1.11 Inform the Career Services Manager if the student is absent from work for medical reasons, for any period exceeding seven (7) days, or without explanation for more than two (2) days.
 - 10.1.12 In the cases of poor conduct and/or performance, the host employer should follow procedures in place within the organisation; however, the Career Services Manager should be advised whenever there are concerns with the student's performance or conduct/behaviour.
 - 10.1.13 Apart from cases of serious misconduct, the host employer will give the Career Services Manager an opportunity to counsel the student on their



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performance/conduct and allow the student the opportunity to improve, where reasonable.

- 10.1.14 If there is a possibility that any such performance/conduct would result in the termination of the student's employment, the Career Services Manager should be informed as soon as practically possible, ideally before the termination has taken place.
- 10.1.15 Allow appropriate access by students to the host employer/organisations departments for the purposes of learning and completing assignments, where the request is considered reasonable by the host employer/organisation.
- 10.1.16 Ensure that a performance assessment is completed for each student undertaking a work placement. These assessments should consider the overall performance of the student and be fair and constructive, so as to provide a learning opportunity for the student.
- 10.1.17 Provide adequate public liability insurance cover in relation to loss, damage or injury suffered by students in the course of the work placement.
- 10.1.18 Provide students, where reasonably practicable, with the hours required to complete their work placement. If the full amount of hours cannot or were not able to be provided by the host employer/organisation, a letter stating this may be requested by the student at the end of the work placement.

11 Sourcing Own Placement

- 11.1 Students may choose to identify and arrange their own work placement. In such cases Career Services will provide information to the student about the application, selection, documentation and notification processes. Students are encouraged to request further advice and information from Career Services before making this choice and before making a final decision to accept the position they have been offered. Students may be required to arrange their own placement under certain circumstances (as outlined in this policy).
- 11.2 In such cases Career Services will provide information and supporting advice to the student about the application, selection, documentation and notification processes. The student will be responsible for identifying, applying for and obtaining a suitable position. The Career Services team will review all contracts of employment and will provide advice to the student. All positions, no matter how they were obtained, must be approved as suitable and relevant by the Career Services Manager before the student starts employment. If not approved by the Career Services Manager,



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the position may not meet the conditions for passing the student's Work Integrated Learning program.

12 Changes to the Work Integrated Learning Course Structure

- 12.1 There may be certain situations where a Bachelor of Business degree student may be offered a work placement which requires longer than a 6 month period in industry. In these cases, combining a student's Work Integrated Learning Stage 1 and 2 (work placements over a 12 month period) may be approved:
- Where credit has been granted for Stage 1, or
 - Where a student is offered a supervisor's role or a Management Traineeship with a minimum of 12 months duration, or
 - Where the student is offered a promotion during the first 6 months of placement.
- 12.2 In such cases, the student may apply to have their Work Integrated Learning stages restructured. Each case will be assessed on its merits. Except in the first instance, written evidence (including host employer's approval) requesting the extension to the original 6-month work placement must be provided.
- 12.3 Where a student wants to apply for a 12-month Work Integrated Learning program, they must do so in writing to the Academic Director. The application must include the student's full current contact details, reasons for seeking change of program schedule, signed and dated by the student, and accompanied with a letter of support from the host employer. A written recommendation from the Career Services Manager should accompany the submission.
- 12.4 The Academic Director or delegate may consult the Career Services Manager and, if required, convene an Academic Committee in order to assess the merits of the student's application. In all instances of decision making in relation to this policy, exceptional circumstances, supported by documentary evidence, will be taken into consideration, on a case by case basis. The Academic Director or delegate will write to the student, informing the student of the decision and the Academic Director's decision is considered to be final. If a student is successful in obtaining approval for 12-month continuous Work Integrated Learning stages (Stages 2 and 4), then the student must finalise all associated payments applicable to Work Integrated Learning 2 in accordance to due dates specified by the Le Cordon Bleu Finance Department, normally payable two weeks prior to undertaking the rescheduled stage.



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Related documents

- Student Attendance policy
- Work-Integrated Learning (WIL) policy
- Student Behaviour and Termination policy
- Critical Incident policy
- Academic Progress policy
- Student Dress Code policy

Change and Version Control

<i>Version</i>	<i>Date Approved</i>	<i>Authored by</i>	<i>Approved by</i>	<i>Description</i>
1.0	3 May 2016	National Career Services Manager	Ben Mayne	Policy created