



WORKPLACE LEARNING  
FACULTY OF BUSINESS, JUSTICE &  
BEHAVIOURAL SCIENCES  
STUDENT HANDBOOK

# CONTENTS

WORKPLACE LEARNING .....	1
FACULTY OF BUSINESS, JUSTICE & BEHAVIOURAL SCIENCES .....	1
STUDENT HANDBOOK .....	1
Contents .....	2
WELCOME TO WORKPLACE LEARNING .....	3
A message from the Academic Director of Workplace Learning .....	3
WHY WORKPLACE LEARNING? .....	3
HOW WORKPLACE LEARNING WORKS .....	3
Finding a Placement .....	3
Unable to Find a Placement? .....	3
how to contact workplace learning staff.....	4
Academic Contacts: .....	4
Work Placement Contacts: .....	4
In case of EMERGENCY whilst on placement.....	5
Insurance.....	5
The Importance of Form B-Business Student Placement Agreement.....	6
forms are important.....	6
Post-Placement Forms .....	7
Extension of Placement Dates .....	8
Due Dates of Forms .....	8
What happens if I don't submit my Forms on time? .....	8
Form Checklist.....	9
Professional behaviour .....	9
Email Addresses .....	9
Social Networking.....	9
Confidentiality .....	9
HELPFUL HINTS WHILE ON WORK PLACEMENT .....	10
AVAILABILITY OF WORKPLACE LEARNING SUBJECTS .....	10
What our students SAY about their placement experience .....	11
ACC275 Students: .....	11
BUS110 Students:.....	11
BUS220 Students:.....	12
BUS370 Students:.....	12
Finally.....	12

# WELCOME TO WORKPLACE LEARNING

## A message from the Academic Director of Workplace Learning

Welcome to work placement as part of your accounting/business studies at Charles Sturt University. Work placement represents an exciting opportunity for every student, whether you are new to a business work place environment, or already have some years of experience in the business world.

For those of you that are new to the business world, work placement provides you with an opportunity to gain experience while you are still learning – when it is time to graduate, you can enter the workforce with the confidence of already having work experience. For those already in the work force, you can use this experience as a tool to showcase your abilities to your employer – who knows, it may lead to a promotion or a pay rise (it has happened before).

The Workplace Learning Administrative Team is always available to provide guidance throughout the work placement process, so be sure to contact them if you have any questions.

Work placement is a rewarding experience – embrace this opportunity.

We wish you every success with your placement.

Dr Padma Nathan  
Academic Director  
Workplace Learning

## WHY WORKPLACE LEARNING?

In order to provide industry with graduates who are better equipped for the workplace as well as respond to demands by students for employability skills and knowledge, the Faculty of Business, Justice & Behavioural Sciences introduced work placements as part of the undergraduate Accounting and Business degrees.

Workplace learning involves students taking placements with a host organisation for the purpose of linking theoretical learning with its application in the workplace. This enables students to extend their professional knowledge, enhance employability skills, and reflect on and evaluate their own work practices.

## HOW WORKPLACE LEARNING WORKS

### Finding a Placement

Finding a placement is your responsibility. Students undertaking placement subjects are “self-placing”. There are a number of resources available on our website to assist you when approaching a potential host organisation, such as the “Host Information Booklet” and “Student FAQs”. If you would like an Introductory Letter to present to a host organisation, please contact: [FOBJBS-WPL@csu.edu.au](mailto:FOBJBS-WPL@csu.edu.au) to request a letter.

It is advisable to start looking for a placement before the session commences. Use your networks, your parent’s networks, your business networks, your current place of employment etc, to make initial contact with a potential host organisation. If you have a placement arranged before the session commences, it will remove pressure and you will be ready to start the placement once the session commences. This will give you a better experience, and you will not be rushed to find a placement as deadline dates loom.

### Unable to Find a Placement?

Have you thought about a “CSU Assisted Placement”?

We have a number of placement opportunities available on our website at:

<http://bjbs.csu.edu.au/workplace-learning/upcoming-placements-competitive-selection>

Not only are there are a number of placements available on a competitive basis, there are a number of other placements available where you can directly contact a potential host organisation who has expressed an interest in hosting a student for placement.

### STILL UNABLE FIND A PLACEMENT?

Contact the team in the Workplace Learning Unit – we may be aware of some opportunities available in your area.

If you still cannot find a placement, **please be aware of the HECS Census date**. Withdrawal from the subject must occur by this date, so that the HECS fee is not applied. If you withdraw from a subject after the HECS Census date, then the HECS fee for the subject will be applied.

The HECS Census dates are as follows:

Session 2	201660	5 August 2016
Session 3	201690	2 December 2016
Session 1	201730	24 March 2017
Session 2	201760	4 August 2017
Session 3	201790	1 December 2017

## HOW TO CONTACT WORKPLACE LEARNING STAFF

Enquiries regarding workplace learning subjects should be directed to the following staff:

### Academic Contacts:

Subject	Name	Position	Contact Details
ACC275	Emmett Berry	ACC275 Subject Convenor	Phone: 02 6338 6342 Email: <a href="mailto:eberry@csu.edu.au">eberry@csu.edu.au</a>
BUS110	Elizabeth Bracken	BUS110 Subject Convenor	Phone: 02 6338 4857 Email: <a href="mailto:ebracken@csu.edu.au">ebracken@csu.edu.au</a>
BUS220	Louise Lotz	BUS220 Subject Convenor	Phone: 02 6933 2518 Email: <a href="mailto:lloth@csu.edu.au">lloth@csu.edu.au</a>
BUS370	Jennifer Weller	BUS370 Subject Convenor	Phone: 0419 104 049 Email: <a href="mailto:jweller@csu.edu.au">jweller@csu.edu.au</a>

### Work Placement Contacts:

Campus	Name	Position	Contact Details
Wagga Wagga	Jenny Grainger	Manager, Workplace Learning	Phone: 02 6933 4280 Email: <a href="mailto:jgrainger@csu.edu.au">jgrainger@csu.edu.au</a>
Wagga Wagga	Loren Edmanson	Workplace Learning Officer	Phone: 02 6933 2481 Email: <a href="mailto:FOBJBS-WPL@csu.edu.au">FOBJBS-WPL@csu.edu.au</a>
Wagga Wagga	Kirrily Welsh	Senior Workplace Learning Officer	Phone: 02 6933 2911 Email: <a href="mailto:FOBJBS-WPL@csu.edu.au">FOBJBS-WPL@csu.edu.au</a>

## In case of EMERGENCY whilst on placement

Students are required to report any accidents or misadventures that occur on placement by contacting one or more of the staff listed above.

An Emergency could include, but not limited, to situations such as:

- An accident on the way to, at the work placement site, or travelling home from the work placement;
- Becoming seriously ill on work placement (or travel to or from the placement site), where medical treatment is required;
- Being exposed to a health or occupational hazard at the placement site;
- Being exposed to a threat, or criminal incident, such as a bomb threat or criminal activity, at the placement site;
- In case of fire (not a fire drill) at the placement site;
- Being exposed to harassment or physical/verbal abuse at the placement site;
- Events of nature such as earthquake, fire, flooding etc.

If any of the above events occur, or other situations that you deem to be unsafe, while you are on placement, you should in the first instance:

- Remove yourself from the environment;
- Seek appropriate assistance, such as ambulance, police, fire etc. if required (Ring 000);
- Contact any of the WPL team via telephone on: 02 6933 4280 and/or by email [FOBJBS-WPL@csu.edu.au](mailto:FOBJBS-WPL@csu.edu.au)
- Contact any of the WPL staff listed in the “Contacts” section of this Handbook – pages 4 and 5.

The WPL team can advise the correct procedure/protocol in regard to your situation.

## INSURANCE

Insurance is provided for students of Charles Sturt University (CSU) who may be undertaking an approved work placement with an external organisation. Insurance coverage is provided under the following policies and applies whilst students are on approved work placement and whilst travelling directly to and from the place of such work placement:

- a. General & Products Liability Insurance with Unimutual Limited under Policy Number CSU 16 GPL for not less than \$20 million. Protection is subject to the full terms, conditions and exclusions of the policy.
- b. Professional Indemnity Insurance with Unimutual Limited under Policy Number UL CSU 16 PL for not less than \$20 million. Protection is subject to the full terms, conditions and exclusions of the policy.
- c. Medical/Veterinary Malpractice Insurance with Unimutual Limited under Policy Number UL CSU 16 MM for not less than \$30 million. Protection is subject to the full terms, conditions and exclusions of the policy.
- d. Personal Accident Insurance with Accident & Health International Underwriting Pty Limited under Policy Number 0035104. This policy covers all part-time and full-time and online students of the University. Protection is subject to the full terms, conditions and exclusions of the policy. It should be noted that, as students are not employees of the University, they are not covered by Workers' Compensation insurance.

The extent of the insurance available to students under the Personal Accident insurance is limited and medical benefits are only paid after Medicare and private insurance claims have been made.

The University insurance does not cover students undertaking work experience that is not approved and not related to their course. Insurance does not cover motor vehicle insurance.

Further details on CSU insurance policies can be obtained from the CSU website at: <http://finance.csu.edu.au/services/insurance/certificates-currency> under the “Workplace Learning” heading.

## The Importance of Form B-Business Student Placement Agreement

You must complete either:

- Form B-Business Student Placement Agreement for Stream 1 students; or
- Form B- Business Student Placement Agreement for Stream 2 students.

You must return your signed Form B-Business Student Placement Agreement (Form B) to [FOBJBS-WPL@csu.edu.au](mailto:FOBJBS-WPL@csu.edu.au) **before** your placement commences. This is a mandatory requirement, and failure to submit Form B can result in a Fail grade in the subject, and/or having to repeat placement hours.

Form B is a legal document that formalises an Agreement between you, the student; your host organisation and CSU. It covers you for insurance purposes whilst you are on placement and ensures compliance with the *Fair Work Act 2009*.

Signatures on Form B must be witnessed. A witness must be over the age of 18 years and must not be a relative. You and your Supervisor cannot witness each other’s signature, but another staff member of the host organisation can witness both your signature and that of your Supervisor.

Once you and your host Supervisor have signed Form B (with witnesses), you need to return the signed copy to the Workplace Learning Unit (WPLU) before your placement commences. Once the WPLU have signed the Agreement, a copy will be sent to you and your Supervisor.

## FORMS ARE IMPORTANT

All Forms are a **compulsory** part of your Workplace Learning subjects and must be submitted to [FOBJBS-WPL@csu.edu.au](mailto:FOBJBS-WPL@csu.edu.au) Failure to submit **all** the compulsory forms can result in a Fail grade for the subject. If this occurs you will need to repeat your placement hours again.

Summary of Forms to be completed:

- Form A - Placement/Stream Approval
- Form B – Business Student Placement Agreement (Stream 1 or Stream 2 form)
- Form C – Attendance Record
- Form D – Student Review
- Form E – Placement Evaluation (non-compulsory form)

Forms are available from our website at:

<http://bjbs.csu.edu.au/workplace-learning/information-for-wpl-students>

## Pre-Placement Forms

**All forms** should be submitted to: [FOBJBS-WPL@csu.edu.au](mailto:FOBJBS-WPL@csu.edu.au)

Before placement can commence, the following forms must be completed, signed and approved:

- Form A – Placement / Stream Approval
- Form B – Business Student Placement Agreement (Stream 1 or Stream 2)

### FORM A

This form must be submitted to the WPLU before your placement commences. Form A needs to be approved by your Subject Convenor. Once approved, we will send you a copy for your records.

### FORM B

Once your host organisation confirms hosting you for placement, you need to discuss suitable dates and times for your placement to occur. You will need to get your Supervisor to sign Form B (make sure you are using the correct Form B for the Stream you are undertaking), and you also need to sign Form B and tick the Declaration boxes. Submit the form to the WPLU. Once CSU approves the Form B, we will send you and your host Supervisor a copy. Only when Form B is finalised, can you commence your placement.

If, after commencing placement, you find that it will not be completed on or before the end date specified on Form B, you need to contact the WPLU ([FOBJBS-WPL@csu.edu.au](mailto:FOBJBS-WPL@csu.edu.au)) to request an extension.

### COMPLETING A PLACEMENT WITHOUT HAVING FORMS A AND/OR B APPROVED

If you commence and/or complete a placement without having Forms A and B approved before commencement of the placement, you will receive a “Fail” grade for the subject. You will have to repeat the placement hours and assessment items in a subsequent session.

**The Workplace Learning Unit cannot stress enough, the importance to have these forms approved before any placement activity commences.**

## Post-Placement Forms

**All forms** should be submitted to: [FOBJBS-WPL@csu.edu.au](mailto:FOBJBS-WPL@csu.edu.au) no later than 2 weeks following completion of the placement (earlier if possible).

Following completion of your placement, the following forms must be completed and submitted:

- Form C – Attendance Record
- Form D – Student Review
- Form E – Placement Evaluation (non-compulsory form)

### FORM C

Form C is the Attendance Record where placement hours can be logged and monitored. Prior to your last day of placement, you should make an appointment with your Supervisor for your last day to sign off on your Attendance Record. Once all signatures have been obtained, you should submit Form C **immediately** to the WPLU. This will signal to us, that your placement is complete and we will contact your host Supervisor to provide them with a copy of Form E-Placement Evaluation. We recommend discussing and completing Form E with your host Supervisor at the same time they are signing off on your Form C.

It should be noted that travel to and from your placement and lunch breaks do not count toward your placement hours.

**Form C is a compulsory form** and failure to submit your Form C following the conclusion of your placement can result in a “Fail” grade for the subject. If this occurs, you will need to repeat the subject again, including completing the placement hours.

## FORM D

Form D is the Student Review form, where you have the opportunity to tell us about your placement experience. Form D should be submitted to the WPLU no later than 2 weeks following completion of your placement.

**Form D is a compulsory form** and failure to submit your Form D following the conclusion of your placement can result in a “Fail” grade for the subject. If this occurs, you will need to repeat this subject again, including completing the placement hours.

## FORM E

Form E is the only non-compulsory form, as we rely on your host Supervisor to submit this form on your behalf, following completion of your placement. Before your last day of placement, you should make an appointment with your Supervisor for your last day to discuss your placement performance and complete Form E. Once we receive a copy of Form E from your host Supervisor, we will send a copy to you. Form E will assist you with your final academic assessment item for the subject, and will provide reflection on the areas where you performed well, and those where there is room for improvement.

## Extension of Placement Dates

Once you have commenced your placement, and find that your placement hours will not be completed within the timeframe specified on your Form B-Business Student Placement Agreement, you must immediately email the WPLU ([FOBJBS-WPL@csu.edu.au](mailto:FOBJBS-WPL@csu.edu.au)) to request an extension, providing us with a revised completion date.

This is a requirement to ensure that you continue to remain covered for insurance and comply with the *Fair Work Act 2009* whilst on placement.

## Due Dates of Forms

**Form A** – as a general rule, this form is due 2 weeks into the start of the session – **please check** your Subject Outline for the exact date. If you have not received confirmation of your placement by the due date, you must contact [FOBJBS-WPL@csu.edu.au](mailto:FOBJBS-WPL@csu.edu.au) to advise proposed arrangements and request an extension.

**Form B** – due before your placement commences.

**Form C** – due 2 weeks following completion of your placement end date.

**Form D** – due 2 weeks following completion of your placement end date.

## What happens if I don't submit my Forms on time?

- You can Fail the subject if forms are not submitted on time;
- You will need to repeat the subject;
- You will need to repeat the work placement hours, undertaking different activities; and
- You will need to re-complete the academic assessment items.

All forms (with the exception of Form E) are compulsory assessment items that must be submitted on time.

## Form Checklist

Have I.....

✓ Tick when completed

Submitted my Form A for approval and received an approved copy back? (before placement)	
Checked I am using the correct Form B for the Stream I am undertaking?	
Submitted my signed Form B before placement & received a fully signed copy back? (before placement)	
Made an appointment with my Host Supervisor on my last day to sign off my Form C? (during placement)	
Submitted my Form C no later than 2 weeks after the end of placement? (after placement)	
Made an appointment with my Host Supervisor to discuss and complete my Form E? (during placement)	
Submitted my Form D no later than 2 weeks after the end of placement? (after placement)	

## PROFESSIONAL BEHAVIOUR

Your performance while undertaking work placement is judged in relation to how you work in your workplace environment. Professional behaviour is considered fundamental to professional practice and underpins all aspects of a professionals' work.

Being punctual and following required notification procedures when unwell or unable to fulfil expected work commitments form part of professional behaviour. Respect for clients/of your service and workplace colleagues, including your Supervisor, is extremely important, and it is in your best interest to develop and exhibit these professional behaviours.

### Email Addresses

We advise you to carefully consider the email address that you provide to the University to ensure it does not contain any characters or words that portray yourself or the University in an unprofessional manner. The professionalism of your email address is of utmost importance, as the email that you have provided to CSU, will be shared with your Supervisor during your work placement. It is possible that unsuitable email addresses may lead to Supervisors forming pre-judgements about you prior to your commencement of the work placement. Please ensure you update your student email with an appropriate email address.

### Social Networking

It is quite common for students to be members of social networking sites such as Facebook or Twitter etc. While these sites are great tools for keeping in touch with friends, we urge you to think carefully about how you use your social networking with regard to your University studies, including comments about workplaces, Supervisors and clients of the organisation. It is strongly recommended that you do not invite supervisors or other staff to join your social networking site.

It is not professional behaviour to be on social networking sites while you are on work placement.

### Confidentiality

Whilst on placement, it is likely that you will be exposed to confidential details. Students are expected to maintain all such information in the strictest confidence.

## HELPFUL HINTS WHILE ON WORK PLACEMENT

Make sure that you develop a clear understanding of the Supervisor's expectations for all aspects of the placement.

Make sure that you discuss your expectations for all aspects of the work placement with the Supervisor.

Make sure if you have "free time", that you use this time constructively. With your Supervisor's approval, explore available resources, practice technical skills and try and spend time with other staff.

## AVAILABILITY OF WORKPLACE LEARNING SUBJECTS

### Bachelor of Business (with specialisations)

The Workplace Learning subjects in the Bachelor of Business programs are all compulsory subjects. They are designed to be undertaken sequentially, with each subject building upon skills learnt in the previous subject. The Workplace Learning subjects are as follows:

SUBJECT	HOURS	SEQUENCE	SESSIONS AVAILABLE
BUS110 – Workplace Learning 1	35	Year 1	Sessions 2 and 3
BUS220 – Workplace Learning 2	70	Year 2	Sessions 1 and 3
BUS370 – Workplace Learning 3	120	Year 3	Sessions 1 and 2

### Bachelor of Accounting

ACC275 is a compulsory subject in the Bachelor of Accounting. The activities undertaken as part of this placement must be accounting-related.

SUBJECT	HOURS	SEQUENCE	SESSIONS AVAILABLE
ACC275 – Professional Practice in Accounting	100	Year 2	Sessions 1 and 2

# WHAT OUR STUDENTS SAY ABOUT THEIR PLACEMENT EXPERIENCE

## ACC275 Students:

- During my work placement, I was given the opportunity to perform tasks outside my usual duties. While working on A level jobs including working on financials for a company I learnt about preparing company tax returns, Fringe Benefit Tax and CGT small business concessions. Now that I have gained some experience in higher classed jobs, I believe my work will allow me to work on more jobs in the future of this level. I believe the placement has allowed me to learn new competencies which will allow me to take on more responsibility as I now have more knowledge on FBT and CGT. I believe my communication skills have improved since working face to face with clients during smalls appointments being put in a situation where I have to think on my feet and communicate professionally.
- This subject exceeded my expectations!! I really enjoyed the opportunity for workplace learning. I enjoyed the overall learning within the accounting environment with a friendly team, whilst gaining knowledge and experience which I felt was vitally important to the learning process.
- I was pleasantly surprised and my initial negative reaction to having to undertake placement was soon replaced with an eagerness to go to work.

## BUS110 Students:

- I was offered a position as a casual office member 3 days a week.
- It was good that I was able to complete the placement with my current employer. I had a lot of support from management, was provided sufficient resources and I got to learn more about the human resources processes in place within the organisation.
- I got to experience new work within my current workplace and stepped out of my comfort zone to higher levels of responsibility.
- This subject definitely exceeded my expectations. It has been a very reasonable workload and I have enjoyed completing the work and assignments. This subject is very useful and practical to take to the work place. I feel I have gained a greater understanding of business environments and will be able to use these skills throughout my career.
- Working for this company this placement was a great opportunity to learn more about a different department from my own. My host organisation was very supportive in this process and I feel the placement was actually very beneficial to my understanding of the way in which my organisation functions as a business.
- It was incredibly interesting to approach the organisation from a different perspective and I found it very helpful in applying and gaining real world experience while completing this subject. I have not come across another subject so far in my university career that has been as useful at applying theory to my professional career.
- Spending time in the different divisions allowed me to have a greater understanding of the day to day operations of my employer.
- My host organisation was very accommodating and provided a placement that was both challenging and provided greater scope than my current role.

## BUS220 Students:

- I was expecting this subject to be fairly boring and easy and that I probably wouldn't learn a lot, as I am already employed in a full-time role and have been for many years. I was blown away by how much learnt in this subject. I feel so much more confident with my resume now, and also with my ability to apply for a job. My husband even commented to me that he believes this is the subject that has been the most practical for me in my entire time at university!
- The longer time for work placement (70hours) gave me more time to cover a wider range of activities. I also had the chance to mix and meet with people in management I would not have met in my everyday work. This increased my network and gave me the change to showcase what I can do in the work place. The subject also improved my resume writing and job application skills. The mock job interview helped in identifying where I need to polish in a real interview scenario.

## BUS370 Students:

- The subject exceeded any expectations. For me, I used knowledge acquired over the course of my studies and applied it to my work placement. In addition to this, the subject has highlighted the other skills and attributes that I have gained for example, critical thinking, ethical practices and research skills.
- .....the learning does not stop with the subject. I think this subject, more than any I have undertaken, will stay with me in an ongoing capacity as I will automatically evaluate and self-evaluate as I work through not only work but in my personal life as well.
- I have really enjoyed my placement subjects over the years I've studied and truly think they're a great asset to the course.

FINALLY.....

*Good luck with your placement*

The Workplace Learning Unit wishes you every success with your workplace learning subject/s and hope that you find them to be a rewarding experience.