

Serve It Up Training Pty Ltd (RTO no.22542)

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Employer, Student and RTO Work placement Agreement (36 service periods)

Part of SIT40416 Certificate IV Hospitality (Covers unit SITHIND004)

Student Name: _____

Dear Employer,

We are Serve It Up, a Registered Training Organisation (RTO) that conducts hospitality training. One of the units in the Certificate IV Hospitality qualification we deliver requires students to complete 36 service periods (shifts) in a hospitality workplace. We are required to have an agreement with any employer that allows our students to use their workplace for their 36 service periods. Students may be an employee or they could be completing student placement/work experience. Placements that meet the definition of a vocational placement under the *Fair Work Act 2009* (the Act) are lawfully unpaid. We will call you to confirm these details once returned, this is a requirement of our contract as a training organisation.

Type of Arrangement	<input type="checkbox"/> Employee		<input type="checkbox"/> Student placement (unpaid)	
Intended start date for logging the service periods/work placement	___ / ___ / ___	Intended end date for completion, usually a 12 month time frame allocated.	___ / ___ / ___	
Type of venue Suitable venues/job roles include	<input type="checkbox"/> bar <input type="checkbox"/> cafes <input type="checkbox"/> restaurant <input type="checkbox"/> hotel <input type="checkbox"/> club <input type="checkbox"/> pub or motel <input type="checkbox"/> accommodation service <input type="checkbox"/> food and beverage other _____ <input type="checkbox"/> gaming operations			
Host Company Name				
Employer Contact Name				
Venue Address	Suburb		Postcode	
Email			Contact Phone Number	
Supervisor of Student (if different to above)			Contact Phone Number	
<i>I understand and agree to the host employer agreement as detailed in this document.</i>				
Signature of Host Employer			Date	
Host employer comments on specific training needs for their workplace/industry.				

SIGNED by the Student: This must be submitted to head office for approval prior to commencing your 36 service periods or your shifts may not be counted.

Name: _____ Signature _____ Date: ___ / ___ / ___

Employer & RTO agreement

OFFICE USE ONLY - Shift, supervisor and venue confirmation:

Training Manager or Student Support Officer to call the workplace supervisor and confirm the student is fulfilling their 36 service periods in a safe and appropriate workplace. Please ensure you ask the supervisor the following:

- | | | |
|--|------------------------------|-----------------------------|
| Can you confirm the student will be fulfilling their 36 service periods in your workplace? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Will the student have the opportunity to serve customers directly? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| If the type of venue and role suitable for SITHIND004? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Will the student be able to complete a range of hospitality tasks? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Can you confirm that the student will receive an induction? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Can you confirm that the student will work in a safe environment? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

If the employer answered No to any of the above questions, look at the suitability of the workplace for the student professionally and in relation to the requirements of SITHIND004. If you do not accept this workplace document this in the comments section below with an alternate strategy for the student. Read the RTO responsibilities prior to signing this section.

Name of employer: _____ Job Title: _____ Date called and confirmed: ____/____/____

RTO Staff Name: _____ Signature _____

Comments:

Office Tasks

- Created employer in VETtrak and attached to student
- Entered placement start dates and planned end dates
- Give Logbook to the student

What is a service period and what does it involve?

A shift that covers a set service period in your hospitality workplace. For example, breakfast shift, lunch shift or dinner shift. If you completed two service periods in one day, document these separately. Students should integrate technical skills and provide hospitality service to customers for a minimum of 36 complete service periods (shifts) that individually or in combination involve:

- interacting with and positively responding to diverse demands and requests of different customers
- working with speed and efficiency to deal with numerous service and operational tasks simultaneously
- identifying issues and problems, determining solutions and taking appropriate action to resolve
- working cooperatively as part of a service team, monitoring the service process and workflow, and taking responsibility for own work outcomes
- providing technical advice and support to other team members.
- Practice the following F&B skills
 - café/table service from an a la carte menu
 - work a function(s) that has a set menu or table d' hote menu
 - bar service & taking orders for food and beverage
 - handling complaints and problems
 - participating in the open and close of the venue
 - using the POS and conducting financial transaction and assisting with reconciliation/cash up
 - cleaning and maintaining a safe workplace

Employer & RTO agreement

Maximum placement hours

If unpaid/not employed placement maximum weekly hours are 38 hours per week, approx. 8 hours per shift maximum with a maximum of 240 hours. If employed, the maximum hours per week will be in accordance with your employment arrangement of relevant Award, suggested maximum hours are 38 hours per week, if working 8 hours shifts you may total up to 288 hours in your logbook. Service periods may vary in shift duration, a student may document service period/shift as long as it covers the full-duration of the service period in the workplace. For example, a 30 minute - 1 hour shift would generally not be seen as sufficient to cover a full service period. Practical placements are undertaken by students in post-secondary vocational education and training (VET) courses and are intended to develop job-related skills in the area of the particular post-secondary course. They vary widely in duration and content from course to course, although the minimum requirements are set out in the Practical Placement Guidelines.

Purpose

This Agreement is a practical placement agreement made pursuant to, and subject to, Part 5.4 Division 2 of the Education and Training Reform Act 2006. Purposes of enabling the Student to undertake the practical training relevant to the job skills required. It covers the rights, obligations and duties of the employer, the Training Provider and the student and ensures adequate insurance is in place.

Student Responsibilities

The Student must at all times during and with respect to the placement comply with all responsibilities of a student outlined in the RTO's document "Practical Placements: Student Information." And any other responsibilities communicated from time to time to the Student by the RTO or the Host Employer with respect to the placement.

The student acknowledges that :

- you agree to take part in this practical placement arrangement as part of your vocational training,
- If UNPAID Practical Placement and agree this does not constitute an employment relationship between the student and the employer.
- If UNPAID practical placement, your RTO and workplace agreement must be submitted to head office and approved prior to commencing your placement for safety and legal reasons
- If you are a EMPLOYEE using your current workplace for your 36 service periods, your workplace must still be approved by head office for suitability. You must have the agreement signed by your employer and yourself prior to commencing your first shifts in the logbook. You must get this agreement to head office immediately for approval. Head Office may deem your workplace unsuitable for the 36 service periods and the shifts you had documented on your logbook may not be counted.
- you will carry out all reasonable and lawful directions of the employer and perform their work to the best of their ability.
- you will comply with all reasonable workplace rules and requirements governing safety and behaviour.
- you will attend the workplace on each day at the agreed time.
- you will promptly inform the employer and the practical placement coordinator of any accident, injury or incident that may occur.
- you will dress in accordance with workplace guidelines.
- you will inform the practical placement coordinator and employer of any necessary health information, including details of any known medical condition which may affect them and any medication or treatment which may be necessary.
- you will be responsible for your transport to and from the workplace.
- you may complete some shifts at the workplace and some in simulation at our School
- you will ask your supervisor to sign off each shift as they occur and you will ask them to complete the workplace supervision declaration on completing the logbook hours
- you will submit the Logbook with your signed declaration on completing the practical placement

Temporary time interstate

Notwithstanding the requirement in Clause 5.3 for an Eligible Individual to be physically present in the State of Victoria at all times at which they are undertaking the training and/or assessment, where an Eligible Individual is temporarily located interstate or overseas for a defined period as part of an industry or practical placement associated with their training, up to 50% of the total scheduled hours applying to the training and/or assessment in which the Eligible Individual is enrolled may be delivered online during the period the Eligible Individual is interstate or overseas.

Employer & RTO agreement

Training Organisation responsibilities

- Ensuring there is a written practical placement agreement between the RTO and the host employer (this agreement).
- Ensuring that the work experience undertaken by the student on practical placement is directly related to, and is at the appropriate skill level, for the training outcomes of the unit of competency or course it is providing, and is useful for vocation and employment outcomes of the course it is providing.
- Ensuring that the maximum duration of its student's practical placement is 240 hours in total, and a maximum of 38 hours to be worked in any one week. If more than a total of 240 hours, or 38 hours per week is required, the RTO is responsible for justifying that additional hours are required to meet the course outcomes for the particular student concerned, having regard to the welfare of the student concerned.
- Keeping records detailing the reason for any decision to require its student to undertake more than a total of 240 hours or 38 hours per week, for the practical placement component of the course or unit of competency the student is undertaking.
- Securely filing the signed original of this agreement and giving a copy to both the employer and the student.
- Reading and understanding the Department of Education and Training Updated Practical Placement Guidelines - Forms section of our website
- Retain a copy of this agreement and the logbook for a minimum of 3 years – save onto VT docs

Employer Responsibilities

Prior to commencing

Prior to commencing their first shift please ensure they have a venue induction, safety walk through, are shown all emergency procedures and provided with any Personal Protective Equipment needed. Have access to any instructional guides or operating guides they require to work safely. Given any venue specific policies and procedures. If you would like to access more information we have the Department of education's guide to practical placements on the forms section of our webpage.

This agreement is important to ensure the student is covered by workover insurance. The Department of Education and Early Childhood Development (the Department) has a WorkCover insurance policy with CGU Workers Compensation Victoria, that covers students whilst on placement assuming they have a formal placement agreement (this document).

As the employer please allow the student to practice as many skills as possible in your workplace. They need to cover a range of different tasks and service settings. The student must demonstrate their ability to integrate a range of individual technical skills while dealing with numerous sales, service or operational tasks simultaneously to meet the needs of multiple and diverse customers.

They must complete preparation, service and end of service tasks. During these shifts, they need to undertake a number of duties in a live customer service setting. If these are not part of their normal duties then it would be great if you could organise a time to allow them to practice these. If you feel they need more training from our end, please let us know and we can tailor specific training to suit the student's needs.

Please assign a person within your workplace as the nominated supervisor of the student/employee. Please sign their logbook and complete the supervisor declaration on completion of the students documented 36 service periods. Don't feel pressure to sign them off if you have not seen them complete a specific task, we can always complete this with the student back in our training facilities. The student should be prating the variety of tasks listed on the previous page.

We will call you when the student has completed this logbook to confirm the shifts and to discuss how the student is going and if you can provide us with any recommendations.

The student can take up to 12 months to complete their logbook if required. If you have any questions please call us, drop in or email. We really appreciate employer and industry feedback.

Compliance with legislation

The Host Employer must ensure that in its dealings with the Student and at all times during the placement that it complies with all laws and the requirements of any government authority or other authority having jurisdiction over the Host Employer, including but not limited to the Occupational Health and Safety Act (Vic), Equal opportunity Act 1955 (Vic) and Information Privacy Act 2000 (Vic), Worksafe, employer obligations and Fair Work Australia..

Return to placement

If a student injured during a placement is later able to return to the placement, the host employer should provide placement in the same or an equivalent position for the remaining portion of the original agreement. The host employer has no employment obligation to a student on practical placement and is not obliged to provide permanent paid employment.

Employer & RTO agreement

Before a student returns to complete a placement, the registered training organisation should satisfy itself that the workplace is safe and the student will not be at further risk. If the registered training organisation is not satisfied about the safety of the host employer, then an alternative placement should be organised.

Insurance

The Host Employer must maintain at all times during the placement adequate public liability and professional indemnity insurance to cover any liability which may arise in respect of the placement and will provide copies of certificates of currency of insurance to the RTO upon its request.

WorkCover Insurance Arrangements

The Department of Education and Early Childhood Development (the Department) has a WorkCover insurance policy with CGU Workers Compensation Victoria. The insurance is designed to cover the host employers providing work placements in the event of a student sustaining an injury while on practical placement. The Department meets premium costs, including any increase in premiums as a result of claims. In order to activate the insurance, a practical placement agreement has to be in place. It is the responsibility of the registered training organisation to ensure that the practical placement agreement has been correctly completed to activate this insurance. The absence of this agreement may result in a student injured during a placement not receiving compensation under the Department's insurance policy.

WorkCover does not cover any employee, including practical placement students, travelling to or from work.

The Victorian WorkCover Authority has advised Skills Victoria on how the return to work and occupational rehabilitation provisions in the Accident Compensation Act 1985 apply to students on practical placement.

How is a WorkCover claim lodged?

If a student is injured during a placement, the procedure below should be followed for lodging a WorkCover claim:

1. the student completes and signs a Worker's Claim for Compensation form with the assistance of the host employer and/or registered training organisation (if required);
2. the employer completes and signs the Worker's Claim for Compensation form as required;
3. the employer completes the Employer Claim Report in full, signs and dates the form and forwards both the Worker's Claim for Compensation form and Employer Claim Report, together with any accompanying medical certificates or accounts, to the registered training organisation; and
4. The registered training organisation countersigns both forms and clearly marks them RTO practical placement. The Employer Number should be entered as 1624618 and the Workplace Number entered as 9573347. The registered training organisation has to provide a certified copy of the practical placement agreement to confirm that the student is employed under an agreement in accordance with the VET Act.
5. The registered training organisation then forwards the originals of all forms except the practical placement agreement which is retained by the registered training organization. Instead a certified copy of the practical placement is forwarded to:

CGU Workers Compensation Victoria

PO Box 2090S

Melbourne 3001

Phone: (03) 8603 1165

Fax: (03) 8804 9426

Despite these procedures, nothing prevents any of the parties in law from lodging claims directly with CGU.

The registered training organisation must forward these forms to CGU within 10 days of receiving the forms from the host employer. Copies of all forms and records should be permanently filed in case legal or insurance proceedings arise.

The Worker's Claim for Compensation and the Employer Claim Report forms are available from any post office. Host employers are also encouraged to keep copies that are readily available.

Note: The above is necessary to establish any entitlement to compensation that an injured student may have under the Department's insurance policy.

Without the practical placement agreement, a student who incurs an injury while on a placement may not be entitled to compensation under the Department's insurance policy.

Termination

The Practical Placement Agreement can be cancelled at any time by either party providing notification of the cancellation in a written letter or notice to the other party.

Employer & RTO agreement

Occupational Rehabilitation

The WorkCover Authority advises that the purpose of rehabilitation programs should be to return the injured student to a position of general employability (either in the field of training or in an alternative area) rather than to the host employer.

Payment: On 23 December 2010, the Acting Secretary of the Department of Education and Early Childhood Development (DEECD) signed an Order (new Secretarial Order) under section 5.4.20 of ETRA to the effect that students enrolled in a post-secondary education course of an RTO undertaking a practical placement under ETRA are not required to be paid for the work on that placement. This new Secretarial Order came into effect on 1 January 2011 and a copy is attached to these guidelines. Whilst students are not required to be paid as a result of the new Secretarial Order, payment can still be made.

If they are an employee and not part of a formal traineeship then your standard work cover and pay rates apply.

Type of Arrangement	WorkCover	Pay Rates
Student Placement/Work experience (Not an employee) Classified as 'student placement' with Fair Work	Covered by Department of Education and Early Childhood Development	Not required to be paid. You can choose to pay the student a fee whilst they are completing their 36 service periods (student placement). E.g. \$10 per hour. When formal student placement (36 service periods) is complete and they continue to work with you, you must follow standard employment arrangements and pay rates set by Fair Work and arrange suitable WorkCover.
Employee of employer	As per standard employment arrangement	As per the Award (Fair Work)
Trainee on formal traineeship with employer	Covered by Department of Education and Early Childhood Development	As per the Award (Fair Work)
Simulated service periods held at the Serve It Up (non-employee)	N/A	N/A

We will be sending out employer surveys that we would appreciate you to complete and send back. We greatly value your feedback and will endeavour to implement any recommendations to our training courses.

Further Recruitment

If you would like to recruit further students/staff please call 1300 555 748 and speak with our coordinator who can help with your staffing needs at no additional cost. We want to see our students gain valuable experience.

PRIVACY INFORMATION

The student and employer information provided in this agreement is for the administration of practical placement arrangements only and is not to be used for any other purpose unless required by law.