



Sapphire International Pty Ltd (ACN 104 966 994) trading as **Lamart College of Technology (ABN 13 104 966 994)**

(RTO Provider Code: 90978) (CRICOS Provider Code: 02588F)

Head Office & Business College: Level4, 545 Kent Street, Sydney, NSW 2000 Australia

Phone: +61 2 8078 0000 Fax: +61 2 8078 0055

Community Services College: Levels 1 and 2, 363 Pitt St., Sydney, NSW 2000 Australia

Phone: +61 2 92629901 Fax: +61 2 92627551

Email: info@lamart.nsw.edu.au

www.lamart.nsw.edu.au

STUDENT HANDBOOK

Diploma of Community Welfare

Work

(NTIS Course Code: CHC50702)

SUPPLEMENT



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COURSE BACKGROUND

The Diploma of Community Welfare Work – CHC50702 provides students with the applied knowledge and skills required to become community welfare workers and community development officers in Australia-specialising in the development and implementation of community welfare resources designated to meet the needs of a range of welfare groups and individuals.

Workers in this role are usually involved in service delivery, either as direct client work or operating through agencies.

This course is delivered on a full time basis as 1600 hours total tuition including 400 hours of mandatory Field placement.

In the Diploma of Community Welfare Work delivery and assessment occurs in both a simulated workplace as developed on the Lamart College of Technology campus and in 2 Field Placements. Field Placement 1 is for 140 hours covering DCWW1 to DCWW11 occurring midway through the course and Field Placement 2 for 260 hours covering DCWW12 to DCWW19.

The simulated workplace i.e. college training facilities simulates the administrative working environment which Community Welfare Workers be expected to operate in; whilst the 2 Field Placements occur in community Welfare agencies through which the student will be exposed to a real workplace and to co-workers, clients and stakeholders.

COURSE ASSESSMENT AND DELIVERY

The course profile lists, in order of delivery all of the competency units in your course as well as detailing course requirements.

Each competency unit will be delivered (which includes assessment) for the duration as specified in the course profile on college premises.

Students are required to attend the entire course and it is highly recommended that students maintain a 100% average course attendance at all times. International students are reminded that they are also obligated to maintain their visa conditions at all times.

Each competency unit will be assessed by a range of assessments including practical demonstration through the Field Placements. These tasks will include a combination of activities that are designed to present the student with the opportunity of demonstrating that they can completely carry out a task as identified in the relevant competency unit. Some competency elements will be assessed in a simulated environment i.e. as developed at college, whilst some competency elements will be assessed at the workplace through the placement.

Students must obtain a competent result for all assessment task components to receive a competent result for the assessment task, a competent result for all assessment tasks to receive a competent result for the unit and a competent result for all subjects and for both Field placements to receive a Diploma.



Students receiving a not yet competent for any task will have the opportunity to resubmit through consultation with the college trainers.

Students are reminded that the college has an appeals policy and procedure to handle all assessment appeals.

FIELD PLACEMENTS

Aim and Purpose

Under training package requirements and in an effort to expose the student to real working conditions this course includes 2 Field placements as a mandatory component of the course work.

Whilst both Field placements will be organised by the college students are encouraged to offer any suggestions to the college with regards to placement opportunities or locations. Students are asked however not to approach an agency in regards to Field placement.

The aim of the Field placements is to provide an opportunity for the student to experience community welfare Work and to demonstrate the competencies required in a real working environment.

Both Field placements are fully supervised and will be conducted under a designated Workplace Supervisor and College Supervisor/Assessor.

Field Placements – Supervised and Monitored Training

All workplace tasks conducted by the student whilst on placement are to be conducted under the supervision of the Workplace Supervisor. The Workplace Supervisor is there to assist the student to understand workplace policies and procedures and task expected outcomes. The College Supervisor/Assessor will organise a minimum of 3 visits per placement with the student and the Workplace Supervisor

The purposes of the meetings are to discuss all issues as they pertain to the placement. Including:

- Student performance
- Supervisor performance
- Organisational issues
- Task outcomes
- Problems with colleagues and co-workers
- Student attitude and behaviour
- Colleague and co-worker attitudes

At the visits, the College Supervisor/Assessor will also assess the students work and portfolio.

In addition to the College Supervisor/Assessor visits, the College Supervisor/Assessor will provide supportive and/or monitoring communication (eg written, persons to person, electronic) for a minimum of half an hour per placement.

All issues that can not be resolved between the student and the Workplace Supervisor are to be discussed with the College Supervisor/Assessor.

Please note that whilst on placement the student is still able to access the College Complaints and Appeals Policy and Procedure and ask for independent representation. In all cases these policies do not remove the right of the student to seek independent legal advice.



Field Placement Attendance

The Education Field Placement is a mandatory component of the course and hence constitutes a component of the course hours. Whilst on placement students are still to comply with all college, workplace and visa requirements

To obtain the greatest benefit from the Education Field Placement and to allow maximum time for the student to undertake all required tasks and to collect the required evidence students should maintain 100% attendance.

Students are required to complete a minimum of 20 hours per week at placement in accordance with visa requirements but the field placement agency requirements supersedes this. Eg the student may be required to work specific days, times and hours up to 38 hours per week at their agency.

Students must note that whilst the 80% minimum course attendance rule still applies whilst on placement this student absence may result in the student not being able to complete required tasks, or gather sufficient evidence.

All absences must be evidenced and all evidence must be supplied to the college along with the time sheets

NOTE: students must complete their placement within their scheduled timeframe as identified on the FPWP. If this has not occurred the student will need to complete the remaining placement hours in line with their college (and the agency) requirements.

Field Placement - Assessments

Education Field assessment is aimed at the student presenting a portfolio of evidence that supports their claim that they can undertake all competency unit tasks at a competent level.

This evidence is to be presented as a portfolio of evidence following the structure and inclusions as explained in the Field Placement Student Information Folder which students will receive prior to commencing field placement.

The folder explains all portfolio inclusions and the types of work placement evidence that the student needs to collect to indicate competence. The College Supervisor/Assessor will assess the students portfolio at the 3 visits to the agency. Students need to ensure that they have completed the required units of competencies for each visit.

The folder explains all portfolio inclusions and the types of Field placement evidence that the student needs to collect to indicate competence.

What if it goes wrong – Student Support

Both the Workplace Supervisor and College Supervisor/Assessor are aware that the student is going to be faced with a new environment in unfamiliar surroundings and will need to participate as a staff member in this environment.

However it is expected that things might not go as expected or perhaps problems may arise that require resolution. Further it may be that the student is feeling stressed or pressured and simply needs to talk it through

Whilst on field placement the student has available at all times college student support through college policies and procedures including the Complaints and Appeals Policy and Procedure and the ability to use the college independent appeals tribunal or seek independent legal advice at all times.

Process

1. In the event of work placement problem, issue or dispute the student should first consult with the Workplace Supervisor.
2. If this does not result in a satisfactory resolution the student should contact the College Supervisor/Assessor to discuss the issue and complete the College Complaints and Appeals Form.
3. The College Supervisor/Assessor will arrange a meeting with the student and the Workplace Supervisor to discuss the issue.
4. If a satisfactory resolution is not reached all parties have the right to seek resolution through an independent panel or seek independent legal advice.

Student Responsibilities in Field Placement

The college has a responsibility to protect members of the public (and the students themselves) from being harmed when taking part in workplace or simulated workplace learning. If there is evidence that the students skills or behaviour could present a risk to themselves or other people in the workplace, the student may not be allowed to participate in a work placement, or at least for a period of time.

To help the student understand their responsibilities in the workplace, the College and Workplace Supervisors will explain the range of duties the student has and the skills and knowledge to carry these out. The student must not carry out duties other than those indicated by their supervisors.

Students need to take particular care if workplace clients are people who may be in vulnerable circumstances - for example, people who are frail, children, young people, people with a disability or people who are receiving a type of service which may put them in vulnerable circumstances (for example, massage therapy or nursing care)

A Prohibited Employment Declaration must be signed by students in placements where contact will be made with children and young people. The Workplace Supervisor will give the student more information about this.

Students who have committed a breach of discipline or who are assessed as presenting a significant risk to themselves or others during work placement may be prevented from undertaking or continuing further work placement. This may mean that the student will not complete the course.

FAST TRACKING

Due to the sequential learning nature of this course, and to meet AIWCW requirements that students do not complete the course in less than 10 months of full time study per year, fast tracking is not permitted under any circumstances.

FIELD PLACEMENT POLICY

Policy	<p>Students registered in the Diploma of Community Welfare Work (CHC50702) must undertake 2 separate mandatory Field placements at community welfare agencies totaling 400 hours. As outlined in the AIWCW “Requirements for Field Education 2008” www.aiwcw.org.au , Field placements must not be concurrent, nor immediately follow each other; there must be an appropriate gap involving classroom instruction in order to allow adequate integration of learning and practical experience. Therefore, the Field placements will occur at the conclusion of subject 11 and 19 as field placement 1 and 2 respectively. Field placement 1 will be 140 hours duration and Field placement 2 will be 260 hours duration.</p> <p>The responsibility of identifying, vetting and proposing appropriately supported Field placements rests with the college. All Field placements are arranged by the Field Placement team. Students are not to negotiate their own Field placement. The college is guided in the selection of suitable Field placements by the AIWCW “Requirements for Field Education 2008” www.aiwcw.org.au</p> <p>The college undertakes all efforts to find Field placement that suit the student, agency and college requirements. However students must understand that Field placements are dependent on agency availability and as a result the college cannot guarantee Field placements in the students preferred location or organization.</p> <p>During these placements students will be required to maintain their student visa requirements and undertake normal workplace functions during the agency normal work hours at the locations usually occupied by agency staff. In line with the AIWCW “Requirements for Field Education 2008” www.aiwcw.org.au the 2 Field placements should not be in the same or very similar setting, field of practice, or method; they should vary significantly in at least one of these. The 2 separate experiences of Field placements may be within the same large agency, as long as they vary significantly, have two separate reports and are supervised by different people (perhaps outside the agency).</p>
Procedure	<p>The process of finding placements involves an ongoing process of either 1). College cold calling individual agencies 2) collaborative arrangements (under MOU). Students also have the ability to use their own experience or networks to make recommendations to the college that they feel suitable for the college to follow up. The process of finding placements is an ongoing process that occurs continuously throughout the duration of the students course undertaken by a Field Placement Co-ordinator / Field Placement Officer.</p> <p>2). College Field Co-ordinator / Field Placement Officers contact welfare agencies to obtain placement interest.</p> <p>3). All welfare agencies that are interested in taking students complete a Field Placement Interest Form. The form covers the capability of the agency to provide the required placement activities and supervision and number of students they are able to place.</p> <p>4). Field Placement Supervisor organizes meeting with welfare agency on agency site to discuss placement –job outcomes and roles with reference to qualification structure, placement characteristics and requirements, placement organization details and conducts a site inspection and risk assessment of the agency.</p>



STUDENT NYC OR N/A AT TIME OF ALLOCATED FIELD PLACEMENT	
Policy	<p>It remains the duty of care of the college towards students and the placement agency to only place students who have shown an understanding of the underlying skills and knowledge in all competency units preceding placement. However the college also recognizes that placement agencies can determine whether they will or will not accept a student with NYC's or N/A's for preceding subjects on a case basis. Hence the college will exercise a duty of care by asking agencies if they will accept students with NYC's or N/A's.</p>
Procedure	<p>1). The students and the college follow normal training and implement the course progress policy and procedure on a subject basis as well as the college assessment resubmission policy and procedure.</p> <p>2). As per normal practice the Field Placement Co-ordinator / Field Placement Officer organises placements for each student upon registration into the course in order to ensure the correct number of placement availability.</p> <p>3). Between 6 to 10 weeks prior to placement the Field Placement Co-ordinator / Field Placement Officer discusses Field placement opportunities with each student and makes a final allocation.</p> <p>4). For Field placement 1, at the conclusion of subject 11, for students with NYC's or N/A's for any preceding subjects the Field Placement Co-ordinator / Field Placement Officer will contact agencies to ask if the agency will accept the student for a Field placement.</p> <p>5). If the agency says yes the student commences Field placement as allocated. If the agency says no the Field Placement Co-ordinator / Field Placement Officer will ask the agency for an alternative placement date in the future, making an estimation on the length of time it will take the student to become competent.</p> <p>6). If the agency says no the student will return to class at the college fitting into the current timetable. The college and student will continue tuition and assessment task resubmission until the student has obtained a competent result in all preceding subjects. At that point the college will place the student.</p> <p>NOTE:</p> <p>1). There must be a minimum of 4 weeks review time in between placement 1 and 2.</p> <p>2). Assuming that each placement is 20 hours per week, the student has until 7 weeks prior to DCWW19 to start placement 1. This will allow enough time which is 24 weeks in total with 4 weeks for review.</p> <p>3). If the student does not commence placement 1 seven weeks prior to DCWW19 this will render the student unable to complete their course within their current ECOE course duration and the college will issue an intention to report notice on the basis of unsatisfactory course progression.</p> <p>4). By implementing the college course progress policy and procedure the college has warned the student at an early stage of the impact of continuing NYC's.</p>

ASSESSMENT WHILE ON FIELD PLACEMENT

Policy	During the scheduled College Supervisor/Assessor visits, the College Supervisor/Assessor will undertake an assessment of the student whilst at the workplace. The College Supervisor/Assessor will observe the student undertaking activities and assess their portfolio of evidence to ascertain whether the student is competently undertaking required activities as per the relevant placement competency units. The College Supervisor/Assessor will discuss the results of their workplace assessment with the student and the Workplace Supervisor making recommendations for improvements.
Procedure	<ol style="list-style-type: none"> 1). The College Supervisor/Assessor attends scheduled meetings at the agency with the Workplace Supervisor and the student. 2). The College Supervisor/Assessor brings with them the relevant placement assessment sheets. 3). The College Supervisor/Assessor reviews student portfolio and documentation which is evidence of student involvement in workplace activities. 4). The College Supervisor/Assessor completes and signs off on the relevant evidence sheets. 5). The College Supervisor/Assessor discusses results of the assessment with the Workplace Supervisor and the student and gives feedback to the student.



Student Declaration

I (Student Name),.....Student ID No:..... acknowledge that the Student Handbook DCWW Supplement has been provided and fully explained to me during my College Orientation. I understand and agree to abide by all the Supplement policies and procedures.

Student Signature

Date