

WORK PLACEMENT PROCESSES

Background

All students must undertake 220 hours of work placement, which is a requirement of the Diploma of Financial Counselling. This placement links intricately with the course content and learning outcomes of the course. The work placement has specific requirements attached to CHCFIN001, CHCFIN002, and CHCFIN003 outlined in the training package.

ICAN Learn approach

The Diploma of Financial counselling has 4 counselling units and also a unit in managing client crises. ICAN Learn has included these in the placement manual to ensure that all graduates of the ICAN Learn Diploma program are work ready. This is particularly relevant for financial counselling since the financial counselling and counselling skills are intricately related and it is essential that the student knows how to identify and develop both aspects of skill to ensure the best client outcomes.

Placement Process

Prior to the student seeking placement, ICAN Learn, through the teachers of the course will assist students to understand that placement is a regulatory requirement of the Diploma of Financial Counselling as described in the Commonwealth training package coded CHC51115.

Students can undertake placement as new to the sector people, or if they are employed in a financial counselling role; In each case, the student must undertake the placement hours. If a person is working, they must set aside placement hours in each working week that allow them to set learning goals and work towards learning outcomes, complete their attendance logs and all other requirements of placement.

The student placement activities are evidence of compliance for the RTO and, will be saved in the student file at the end of the placement.

Placement agreements and all formal documents will be saved to the student file in ICAN Learn Sharepoint and in the Catapult e-learning portal.

TASK	RESPONSIBILITY	COMMENT
Student reads this document	Teacher Student	Requirement prior to proposal Document will be issued in class and is available on the catapult e-learning portal for later reference
Find suitable location	Teacher gives ideas of locations	This will depend on the location of the student, links with various peak bodies, and

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		whether a student is working or not
Placement proposal	Student completes work placement proposal and submits to placement supervisor; ICAN Learn approves/ signs proposal and gives direction for next action	Suitable place for placement is an agency that provides financial counselling services; other services that provide community services without financial counselling are unsuitable to complete placement since they are not able to support financial counselling learning; Please note: Financial capability work is not financial counselling casework.
Communication with agency <i>[Note: an agency is not required to provide placement]</i>	The student makes initial contact with the agency	This may be in the form of an enquiry
	ICAN Learn makes placement agency guide available; Student provides agency with AGENCY PLACEMENT GUIDE	Provided electronically, this can be given hard copy or emailed to agency manager / financial counselling mentor
	ICAN Learn meets with student and agency staff member to discuss responsibilities and process	Meeting can be by phone or face to face with all three parties as agreed to by the agency
Sign work placement agreement	Agency, student and ICAN Learn	Placement agreement must be complete before placement can commence
Student given access to Catapult e-learning placement unit	ICAN Learn Student	ICAN Learn provides log in details and opens unit; Student responsible to read, download documents and progress unit requirements
Develop student understanding of placement processes and use of catapult e-learning placement unit	ICAN Learn and student	Allow 2 hours for this meeting; meet by phone, or face to face to discuss placement process and expectations and explain documentation requirements;
Student placement activities	Agency, student and ICAN Learn	All three parties have responsibilities for various aspects of the student workplace activities. ICAN Learn placement coordinator reserves the right

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		to make final assessment of competence.
Set learning goals	Student Workplace mentor ICAN Learn assessor	Learning goals are to be set at commencement of placement (say 2 or 3 goals) and then reviewed weekly / fortnightly with the work placement supervisor
Work placement hours log	Student Workplace mentor	Must be completed to reflect 220 hours at the end of placement(s)
Work placement competencies table	Workplace mentor Student	Student to download document and present to Workplace mentor Student must engage work placement supervisor to sign off on competencies
Work placement reflective log	Student	Must have at least one entry for each placement day
Completed work placement activities	Student ICAN Learn	All activities to be submitted via the catapult portal.
Final competencies	ICAN Learn	Competency outcomes signed by ICAN Learn assessor Student to download competency document and have ready for last interview with ICAN Learn assessor and work place mentor
FAQ's	RESPONSE	NOTES
If I am working, what do I do about placement	You must be working in a financial counselling agency for this agency to be able to meet your financial counselling placement needs	An agency that provides emergency relief and /or financial capability without providing financial counselling is not suitable for a financial counselling placement.
Who can supervise me in the workplace? How experienced do they have to be?	Your workplace mentor must be a qualified financial counsellor of not less than 2 years FTE experience	Please note: The financial counsellor mentor in this case is not a <i>professional supervisor</i> .

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		For placement purposes, the work placement mentor needs to be qualified in the Diploma of Financial Counselling and have experience of 2 years FTE [counselling requirement]
What if I want to do 2 placements?	You can do 2 placements; you will use one placement book and have a new agreement with each work place; You will need to do a new proposal for each workplace and submit to the placement coordinator; Both agreements should be presented to the placement coordinator.	Using the placement work-book in electronic format allows the student to complete the boxes, extend learning goals and also add another workplace. It is only the agreement that needs to duplication with the additional workplace and dates. File all records in the student record [Sharepoint]
What if I am not happy with my placement?	Instructions for this are in the agency placement guide. Please speak to ICAN Learn and discuss your options. You will need to find another placement and start a new proposal etc. if challenges cannot be resolved.	ICAN Learn is required to support the student and the workplace; unless there is a serious reason which may require immediate action, follow processes in the Agency Placement Guide and also the tutor manual
What if I struggle with placement	You need to contact the ICAN Learn teacher or the ICAN Learn placement supervisor to assist you	Sometimes placement can reveal personal and professional challenges – support for students from the RTO is essential
How long can I have to do my placement?	Your placement must be complete by the time you complete the financial and legal units, which link to placement.	Outcomes for units linked to placement cannot be given until placement is complete. This includes CHCFIN001, CHCFIN002, CHCFIN003.
What documents do I need to give to ICAN Learn?	Learning in the workplace proposal Learning in the workplace agreement Work place mentor report	All documents are to be uploaded at the appropriate points into your catapult workplace unit.

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	<p>Placement documentation must be complete before final outcomes are entered into the student record for the financial and counselling units.</p>	<p>All documents must be signed by all parties to demonstrate completion;</p> <p>The work placement record must demonstrate that all competencies have been achieved, and 220 hours have been noted and signed by the workplace;</p> <p>Competence for units outlined must be signed by ICAN Learn assessor</p>
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