

# Integrated Work-based Learning Procedure

## 1. Purpose

The College has a duty of care to ensure the safety and well-being of students undertaking Integrated Work-based Learning (IWL) activities, as well as comply with related legislation including the Higher Education Standards Framework (HESF), Education Services for Overseas Students Framework (ESOS), Work Health and Safety regulations and relevant College policies.

This document sets out the procedures relating to the administration of IWL within programs and courses at the College.

## 2. Scope

This procedure applies to

- (a) students undertaking IWL activities and experiences offered at the College as part of the curriculum; and
- (b) all staff and third-party providers involved in the design, delivery and supervision of IWL.

## 3. Design, approval, monitoring and review of IWL

### 3.1. Design of IWL activities

- (a) IWL activities designed as part of an Award program are developed in accordance with HESF Standard 5.4.1 Delivery with Other Parties and indirectly with HESF Standards:
  - i. 1.4: Learning Outcomes and Assessment;
  - ii. 3.1 Course Design;
  - iii. 2.3 Wellbeing and Safety;
  - iv. 2.4 Student Grievances and Complaints.
- (b) IWL activities and experiences integrated into programs and courses are designed collaboratively through internal and external stakeholders, reflect the relevant Australian Qualifications Framework (AQF) level, and ensure constructive alignment between the learning outcomes, nature of the activity and related assessment.
- (c) The IWL minimum and maximum hours of work will be detailed as part of the program and course outlines and identify whether the IWL activity is a paid or unpaid internship, placement, practicum or similar with the host organisation.
- (d) IWL activities will be underpinned by experiential learning strategies and adult learning principles to purposefully engage the student.



- (e) All IWL activities and assessments are designed to practically and demonstratively apply discipline as well as employability knowledge and skills and will include an element of reflective practice.
- (f) IWL activities within programs and courses are approved by the Academic Board and relevant committees in keeping with the Program Development Approval and Review Policy.
- (g) IWL activities included in program and course design, monitoring and review align with relevant legislations, policies, standards and professional accreditations (where required).
- (h) IWL activities are designed and delivered to promote high quality experiences for both students and partners that:
  - i. ensure appropriate student preparation and fitness to engage in IWL activities;
  - ii. provide appropriate supervision, monitoring and feedback mechanisms for both student and host organisations before, during and after the IWL experience;
  - iii. support the IWL activity learning environment - whether on host site(s), on campus, virtual or blended - through the allocation of:
    - a designated officer to mentor students through learning experiences at a host organisation; and
    - a designated IWL staff member to act as a central point of contact for all parties and manage the administration of third-party relationships and logistical issues;
  - iv. assess placement risks and implement appropriate risk and safety mitigation strategies for those identified; and
  - v. ensure conflict of interests are declared and managed according to College policies.

### **3.2. Quality Assurance**

- (a) All IWL elements of programs and courses are regularly reviewed in accordance with the relevant [College policies](#).
- (b) A working with partner assessment is undertaken prior to the appointment of host organisations to ensure selection of suitable partners. The working with partner assessment process is proportionate for each prospective partner organisation and includes:
  - i. The suitability of the proposed partner to support student learning and the proposed IWL arrangement;
  - ii. Verification of the validity of business registration, compliance with legal trading requirements, and the adequacy of the facilities;

- iii. A risk assessment of the placement environment, including the capacity and appropriateness for the number of students utilising the facilities. A site visit may be conducted if specific risks are identified;
  - iv. A completed working with partner assessment is reviewed and approved by IWL staff prior to proceeding to a Partnership Agreement.
- (c) Quality assurance of IWL activities includes feedback opportunities from both students and host partners involved in the delivery of IWL at regular intervals before, during and after the IWL experience.
- (d) Feedback provided by students, host organisations and staff will be reviewed as part of a continuous improvement cycle to ensure the College is facilitating high quality IWL experiences for all parties.
- (e) IWL activities are subject to periodic internal audits to:
- i. evaluate the ongoing effectiveness and compliance with legislative and other legal requirements, alignment with College strategies and goals and the quality of student and partner engagement;
  - ii. inform continuous improvement of IWL activities; and
  - iii. evaluate the suitability of placements for continued future use.

#### **4. Administration of IWL**

- (a) The administration of IWL will adhere to relevant legislations including state and federal work health and safety regulations, and the Fair Work Act 2009. For more information see the [Fair Work Ombudsman website](#), in particular [Student placements](#), [Work experience and internships](#), and [Traineeships](#).
- (b) IWL staff will source and liaise with host organisations and act as the point of contact for host partners for relationship management and other issues as they arise.
- (c) IWL agreements, including onboarding host organisations with relevant resources, technology and procedures, are arranged and managed by IWL staff.
- (d) The College Legal and Compliance Team are responsible for providing advice on agreements and liaising with the other legal entities where required to ensure compliance with all relevant legislative and regulatory requirements.
- (e) IWL staff are the first point of contact with whom students and staff liaise regarding any support required or issues with the host organisation during delivery of IWL activities.

#### **5. IWL Agreements**

##### **5.1. Agreement Development**

- (a) An agreement must be in place between the College and the industry (host) organisation prior to student participation in an IWL.



- (b) Agreements with relevant third parties will be developed by IWL staff using College templates, after verification of a host organisation for suitability of placements. The College Legal and Compliance team will ensure the final Agreement complies with all relevant regulatory and legislative requirements.
- (c) IWL Apprenticeship Partnership Agreements will be developed with the host organisation for students undertaking an apprenticeship model of learning.
- (d) IWL agreements with host organisations will address confidentiality and expectations of both parties, and will also address access to generative artificial intelligence for work and learning.
- (e) Agreements for IWL partners will include but are not limited to the following:

### **5.2. IWL Partner Agreement**

The Agreement must:

- (a) outline the responsibilities of the College and the host organisation, including mitigation measures for identified risks;
- (b) reflect the College's legal responsibility for the student while on the host organisation's premises, except in the case of apprenticeships where responsibilities are outlined in the Apprenticeship Partnership Agreement;
- (c) include a description of the IWL activity outlining the total hours, the duties/activities that will be undertaken by students, any special requirements mandated for student placement participation and any other relevant details;
- (d) signed in keeping with the Register of Delegations of Policy after being vetted by the College Legal and Compliance team and stored on the College IWL SharePoint Site.

### **5.3. College Responsibilities**

The College is responsible for:

- (a) ensuring quality guidelines and resources for IWL meet required standards and are culturally appropriate;
- (b) collaborating with stakeholders through the IWL partnership to update and maintain guidelines and resources;
- (c) maintaining records of all placements, including dates, locations and contact details of placement sites and storing all IWL core documents and templates on the IWL SharePoint site;
- (d) including IWL student guidelines in course materials within the Learning Management System (LMS);
- (e) providing supervisor guidelines and resources to the host organisation;
- (f) ensuring the placement organisation can adequately accommodate the student for the placement period;



- (g) ensuring the placement location is accessible by the student undertaking the placement;
- (h) ensuring students are both informed of and meet any special requirements mandated for placement participation;
- (i) monitoring the health, safety and wellbeing of students whilst participating in College organised IWL placements;
- (j) managing any students at risk of not satisfactorily completing an IWL placement;
- (k) ensuring the CRICOS program details embed the IWL activity as compulsory and assessable to ensure the hours are not counted towards working hour limits for international students; and
- (l) maintaining adequate insurance for unpaid IWL placements.

#### **5.4. Third-Party (Host Organisation) Responsibilities**

The third-party provider (host organisation) is responsible for:

- (a) providing opportunities for students to achieve specified learning objectives of the IWL activity;
- (b) providing a safe and healthy work environment for students in accordance with relevant legislation and regulations and, as far as practicable, ensuring students are not put at risk during the IWL placement by implementing risk mitigation measures outlined in the Agreement;
- (c) managing student conduct and handling critical incidents appropriately;
- (d) implementing agreed reasonable adjustments for students with a disability or health condition, in consultation with the College;
- (e) monitoring and engaging in evaluations of student performance and provide this feedback to the College as part of monitoring student IWL performance during placements;
- (f) ensuring an understanding of assessment requirements of an IWL placement and working with the College to manage students at risk of not satisfactorily completing a placement;
- (g) Complying with the details as set out in the Partner Agreement.

#### **5.5. Assessment of Student IWL Performance**

- (a) Host organisation staff are responsible for monitoring and providing feedback to College staff on student workplace performance and contributions to IWL activities and assessment.
- (b) IWL staff are responsible for liaising with host organisation staff to ensure timely student evaluation feedback is received and relay the feedback to academic staff for IWL assessment and performance evaluation.

- (c) College academic staff are responsible for the overall assessment and marking of student performance, and providing timely feedback to students in accordance with the [Assessment policy](#).
- (d) The College and Host organisation staff together are responsible for developing procedures for managing a student at risk of not satisfactorily completing an IWL activity or placement.

#### **5.6. Supervision and Support**

- (a) The College and host organisation will provide reasonable adjustments for students with a disability or health condition. Any adjustments, however, must not fundamentally change the nature of the inherent requirements relating to the IWL and program.
- (b) IWL staff, host organisation staff and academic staff must provide adequate supervision and support to students throughout the IWL activity, with a clear and agreed communication system to manage student issues or queries.

#### **5.7. Safety Requirements**

- (a) Both the College and host organisation must ensure student safety, including psychological well-being, through the provision of a safe and healthy work environment.
- (b) Preliminary risk assessments must be completed:
  - i. as required by legislation;
  - ii. prior to fieldwork or simulations that may impact a student's physical or mental health;
  - iii. before travel to remote areas or international locations;
  - iv. to ensure placements are delivered through adequate facilities and infrastructure to support the student's success, health and safety;
  - v. when an incident related to a student's health (e.g., violence, harassment, exposure to hazardous materials) has been reported and upheld.

#### **5.8. Induction and Orientation**

- (a) The College is responsible for preparing students for IWL activities prior to joining the host organisation, including detail of the activities, workplace behaviour expectations, attendance requirements, relevant policies and procedures, support available to them throughout the activity, who to contact if they have any concerns and any associated costs for which they are responsible.
- (b) The host organisation is responsible for conducting worksite induction and orientation for students.

#### **5.9. Incident and Dispute Management**

- (a) Both the College and the host organisation must follow agreed protocols for managing critical incidents and disputes related to the IWL activity.



- (b) Any concerns raised by a partner organisation or the academic staff regarding a student's conduct (while participating in an IWL activity), that is inconsistent with behaviour expectations identified in the Student Code of Conduct, will be managed in accordance with relevant College policies and procedures, including the student's right to appeal. The College reserves the right to remove a student from the IWL activity while an investigation into the concern is conducted.

#### **5.10. Financial and Insurance Arrangements**

- (a) Financial arrangements, including any compensation for the provision of the IWL activity, must be documented in the agreement.
- (b) The IWL agreement must include an insurance clause outlining liability coverage for both the College and the host organisation.

#### **5.11. Intellectual Property (IP) Clause**

Where applicable, the IWL agreement must address intellectual property rights related to the student's work.

#### **5.12. Agreement Expiry and Review**

- (a) The IWL agreement must specify the expiry date and include provisions for periodic review to ensure the terms remain relevant and effective.
- (b) If a change to the circumstances of the IWL Partner (host organisation) is so significant as to affect successful completion of IWL activities and these activities form part of the required curriculum, an alternative will be arranged that satisfies the program and accreditation requirements.

#### **5.13. Key Contacts**

The agreement must list key contacts from both the host organisation and the College to ensure proper communication throughout the partnership.

### **6. Insurance for IWL**

- (a) UNSW College is a controlled entity of the University of New South Wales (the University) and College staff and students are covered under the University's insurance policy coverage.
- (b) Students engaged in IWL activities and not employed by a host organisation will be covered by the University's Insurance Policies:
  - i. UNSW Public Liability Policy;
  - ii. UNSW Personal Accident Policy.
- (c) Students engaged in overseas IWL activities and not employed by a host organisation may be covered by the UNSW Travel Insurance Policy and arrangements will be in accordance with the College's Travel Procedure.
- (d) Students who are employed by a host partner organisation will be covered by the organisation's workers compensation policy.

## **7. IWL changes, disputes, issues and relationship management**

- (a) Changes to IWL activity and agreements may arise for a number of unforeseen reasons that may lead to the termination of the student's IWL, or the host partner agreement. See 5.12 (b) above.
- (b) IWL staff are the point of contact for students and host partners for any changes and issues that arise during their IWL activity and will liaise with the student, host organisation and relevant College staff to resolve.

## **8. Student preparation and participation**

- (a) The College will ensure that, prior to the commencement of the IWL activity, students are prepared for the IWL context and informed of their duties, roles and responsibilities. This will be undertaken in conjunction with IWL staff, academic staff, the host partner and any other relevant parties.
- (b) Preparation and participation in IWL activities will include:
  - i. consideration of requests from students for Recognition of Prior Learning for IWL, which will be assessed on a case-by-case basis;
  - ii. an assessment of a student's fitness to engage in the IWL activity may be conducted, independent of their academic performance, to ensure a safe and successful IWL experience. Such assessments may be initiated due to concerns related to the student's ability to meet inherent requirements, health issues, conduct concerns, or potential public safety risks. This will be undertaken according to the College Student Fitness for Integrated Work-based Learning Procedure;
  - iii. ensuring accessibility and support for all students undertaking IWL activities as part of their program;
  - iv. ensuring students have read and signed their College IWL agreement, and the College Student IWL Code of Conduct; and
  - v. the completion and submission by students of any preparation materials, forms, activities and any other inherent requirements needed to undertake the IWL activity, including, where relevant, a national criminal history check, first aid and CPR certification, a working with children check, English language literacy testing or immunisations.

## **9. International Students**

- (a) The College will ensure that international students enrolled in award programs with IWL will have adequate language and cultural support to engage in IWL activities both prior and during the IWL experience.
- (b) Where paid provisions of IWL placements preclude international students according to legislation and other legal requirements and a non-paid alternative is not available, the College will ensure that these students will have access to authentic alternative projects, simulations and IWL activities.



## 10. International IWL and travel

- (a) Where the IWL activity takes place outside of Australia, all relevant College policies and procedures applicable to student mobility will apply.
- (b) Costs of international, interstate or regional travel for IWL activities will be at the student's expense, and there are no travel reimbursements for IWL, with the exception of College bursaries.

## 11. Definitions

Definitions and Acronyms	
Integrated work-based learning (IWL)	Integrated work-based learning integrates academic learning with practical work-related skills-based training or work experiences related to a student's field of study. Also known as work-integrated learning (WIL) or industry related learning.
Host Organisation	A company, clinic, institution, or not-for-profit organisation that provides IWL opportunities for students.
Industry Partners	Includes industry bodies, companies, businesses, government, not-for-profit organisations who work with the College on the development of integrated work-based learning activities
Placement	The period during which a student is engaged in practical work at a host organisation.
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students

Related Policy Documents and Supporting Documents	
Legislation	<a href="#">Higher Education Standards Framework (Threshold Standards) 2021</a> <a href="#">National Code of Practice for Providers of Education and Training to Overseas Students 2018</a> <a href="#">Fair Work Act 2009</a>
Policy	<a href="#">Assessment Policy</a> Integrated Work-based Learning Policy <a href="#">Program Development and Review Policy</a> <a href="#">Recognition of Prior Learning and Credit Transfer Policy</a> <a href="#">Student Health, Safety and Wellbeing Policy</a> <a href="#">Support for Students Policy</a> <a href="#">Student Feedback Policy</a>
Procedures	<a href="#">Program Development and Review Procedure</a> <a href="#">Students with a Disability Procedure</a> Student Fitness for Integrated Work-based Learning Procedure
Supporting Documents	Changes to WIL Arrangements Guideline Preparing for WIL: Partner Organisation Guidelines

Related Policy Documents and Supporting Documents	
	Preparing for WIL: Student Guidelines Preparing for WIL: IWL Staff Guidelines IWL Agreement Templates and Guideline IWL Student Supervision and Support Guidelines IWL Agreement Templates

## 12. Procedure Governance

Integrated Work-based Learning Procedure	
Category/Business Group	Academic Programs
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Contact Officer	Programs, Product Development Manager
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