

RTO Internship Policy and Procedure

PURPOSE

The purpose of this policy and procedure is to outline Music SA's obligations and processes in respect to sending students on Internships as part of their course of study.

SCOPE

This policy and procedure applies to any situation where students are required to participate in a training and/or assessment activity in a workplace setting, where they will be supervised by an employee of the host organisation.

POLICY STATEMENT

The *Standards for Registered Training Organisations (RTOs) 2015* require Music SA as a RTO to ensure that all assessment tasks designed to gather evidence of student competency in one or more Units of Competency, MUST meet the Assessment Conditions stated in the Training Package.

These conditions often require training and assessment activities to occur in an actual workplace versus a simulated environment.

Music SA is committed to meeting all stated Assessment Conditions to ensure its compliance with the *Standards*. We are also philosophically committed to providing as many opportunities as possible for students to be engaged in 'real world' activities, as we believe that these activities enhance the student learning experience and employment outcomes.

DEFINITIONS

Internship is where a student is formally placed by the RTO with a host organisation for the purpose of gaining practical skills, knowledge and experience relevant to the learning outcomes of a particular Training Program or Course. Student performance is assessed as an integral part of the internship using a range of methods e.g. Third Party Reports, Observations, Portfolios, Journals and Workplace Assignments.

Internship Contractual Agreement means the formal agreement that sets out the terms and conditions of the placement, and ensures that all parties to the placement (RTO, host organisation, student and parent/guardian if the student is a young person) are aware of their roles and responsibilities for the duration of the placement. The Internship Contractual Agreement is a mandatory condition of every placement. The Student Details section of this Agreement details medical information and emergency contact details to be completed by the student or their parent/guardian. Information provided in this form is used to identify and manage any potential risks to the student while on placement, and may be provided to their workplace supervisor.

Internship WHS Checklist means the form that is completed by Music SA Trainers/Assessors or the Internship Coordinator prior to any placement to confirm that a workplace poses a low WHS risk to students.

Young Person means a person under the age of 18.

Youth Officer means a person nominated by Music SA to maintain strong and effective working relationships with a Participant's school and inform the school about the Participant's progress, subject to the Directions under WorkReady Accredited Training Service Agreement (ATSA), which applies to Internships funded under the Head Agreement with the Department of Innovation and Skills.

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REFERENCES

- MSA-RTO-POLP-LSP:10-V1.0 RTO Child Safe Environment Policy and Procedure
- MSA-RTO-POLP-LSP:3-V1.0 RTO Access and Equity Policy
- Standards for Registered Training Organisations (RTOs) 2015
- Users' Guide to the Standards for Registered Training Organisations 2015
- Work Health and Safety Act 2011
- SA Children and Young People (Safety) Act 2017

DOCUMENTS

- MSA-RTO-D-TAS:12-V1.0 RTO Internship Contractual Agreement
- MSA-RTO-D-TAS:13-V1.0 RTO Internship WHS Checklist
- MSA-RTO-D-TAS:14-V1.0 RTO Internship Coordinator Information Booklet
- MSA-RTO-D-TAS:15-V1.0 RTO Host Employer Information Booklet
- MSA-RTO-D-TAS:16-V1.0 RTO Intern Information Booklet
- MSA-RTO-D-TAS:17-V1.0 RTO Intern Expression of Interest Form
- MSA-RTO-D-TAS:18-V1.0 RTO Host Employer Preference Form

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RESPONSIBILITIES

The **Music SA Board** is responsible for:

- approving this policy and procedure and all subsequent revisions; and
- approving the RTO Internship Contractual Agreement.

The **Music SA Chief Executive Officer (CEO)** is responsible for:

- presenting any subsequent revisions of this policy and procedure and the RTO Internship Contractual Agreement Form to the Music SA Board for approval
- ensuring that all RTO staff understand their roles and responsibilities in relation to this policy and procedure.

The **Music SA Business Manager (BM)** is responsible for:

- ensuring that the RTO has in place adequate insurance and WorkCover arrangements to cover students while on internship.

The **Music SA Head of Training (HT)** is responsible for:

- ensuring that Music SA Trainers/Assessors, Youth Officer and Internship Coordinator fulfill ALL their roles and responsibilities in respect to this policy and procedure
- systematically reviewing all Internship documents referenced in this policy and procedure, and developing additional support documents where identified through RTO continuous improvement processes
- recording continuous improvement activities associated with this policy and procedure in the RTO Training and Assessment Continuous Improvement Register
- ensuring that details of Internships e.g. placement hours, duration and payment arrangements are included in all Training and Assessment Strategies
- ensuring that details of Internships are included in all course marketing materials, so that students are aware up-front of RTO expectations in respect to this teaching, learning and assessment activity
- ensuring that all Internship documentation is safely and appropriately stored; and
- complete and submit WorkCover claims with SafeWork SA if a student is injured while on an internship.

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RESPONSIBILITIES CONT.

All **Music SA Trainers and Assessors** are responsible for:

- discussing Internship arrangements with students during pre-enrolment interviews and induction sessions (as required in the RTO Pre-Enrolment and Music SA Induction Course Sign Off)
- document expectations of the RTO in respect to the teaching, learning and assessment activities that need to be completed during internships for inclusion in the Internship Contractual Agreement
- ensuring that where a student identifies themselves as having a disability and requires 'reasonable adjustments' to be made at their proposed Internship site, that these are adjustments are negotiated with the host organisation well in advance of the internship
- conducting assessments of student performance while on their internship
- seeking feedback from workplace supervisors on student behaviour and performance; and
- using visits to work sites to gain feedback from industry representatives on teaching, learning and assessment activities, in accordance with the RTO Industry Engagement Policy and Procedure

Music SA Youth Officer is responsible for:

- closely monitoring the well-being and performance of students while on their Internship, if the student is a Young Person
- understand their legal responsibilities as Mandatory Notifiers; and
- provide support Young People during their Internship and refer students to appropriate services, where required

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RESPONSIBILITIES CONT.

The **Internship Coordinator** is responsible for:

- ensuring that all parties (RTO, host organisation, student and/or parent/guardian) sign the RTO Internship Contractual Agreement Form, PRIOR to the commencement of an internship
- ensuring that a WHS assessment is made of each proposed internship site, PRIOR to RTO Internship Contractual Agreement being signed, to confirm that workplaces are safe for students to be placed in. This is not required if a host organisation undergoes annual, independent WHS accreditation
- ensuring that each host organisation workplace supervisor understands the expectations of the RTO in respect to the teaching, learning and assessment activities that need to be completed during internships, as supplied by the Music SA Trainer/Assessor and seek clarification with Music SA Trainers/Assessors where required
- ensuring that host organisation workplace supervisors are aware of any medical issues that may impact on a student's ability to perform workplace tasks
- ensuring that where a student identifies themselves as having a disability and requires 'reasonable adjustments' to be made at their proposed internship site, that these adjustments are negotiated with the host organisation and Music SA Trainer/Assessor well in advance of the internship
- ensuring that any student engaging in an Internship, where that workplace requires them to undergo a Police and/or Working with Children Check, are given timely notice so that these checks can be made well in advance of the placement
- ensuring that individuals working with young people in a workplace have undergone a Police and/or Working with Children Check, and understand their legal responsibilities as Mandatory Notifiers
- ensuring that students understand the importance of behaving in a safe and ethical manner and complying with all host organisation policies, procedures and practices, during their internship
- ensuring that students understand that they will not receive payment for the time they spend in their Internship, unless the RTO or host organisation wishes to establish alternative arrangements
- closely monitoring the well-being and performance of students while on their Internship
- seeking feedback from workplace supervisors on student behaviour and performance
- responding to, and resolving any complaints from either a host organisation or student, in respect to an internship.

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RESPONSIBILITIES CONT.

All **Music SA Students** are responsible for:

- behaving in a safe and ethical manner while in the workplace, and complying with all host organisation policies, procedures and practices
- treating their workplace supervisor and other organisation personnel with respect, and obeying all work instructions
- informing the RTO if they have any issues or concerns in respect to their internship. These issues may relate to safety, unfair treatment e.g. bullying/harassment or discrimination, or the quality of the internship experience
- completing the student details section of the RTO Internship Contractual Agreement, so that any potential risks to their safety while completing their Internship can be identified and managed by the RTO and host organisation
- providing information about any disability (that has not previously been disclosed) to the RTO, if they believe their disability will impact on their ability to be successful in their internship without 'reasonable adjustments' being made. This should be done in a timely manner to enable the RTO sufficient time to negotiate any necessary arrangements with the host organisation; and
- seeking support from their Music SA Trainer/Assessor, Youth Officer or Internship Coordinator (whichever is the most appropriate) if they are experiencing any personal issue/situation that is having, or has the potential to have, a negative impact on their performance during their internship.

PROCEDURES

Music SA Head of Training to:

- 1 ensure that details of Internships are included in RTO Training and Assessment Strategies, and reviewed on an annual basis
- 2 ensure that details of Internships are included in all course marketing materials, and reviewed on an annual basis
- 3 facilitate the development of additional documentation to support the implementation of this policy and procedure (as required)
- 4 record all continuous improvement activities associated with this policy and procedure in the RTO Training and Assessment Continuous Improvement Register
- 5 ensure that identified continuous improvement activities are actioned by RTO Trainers/Assessors in a timely manner
- 6 ensure that completed RTO Internship WHS Checklists are safely stored for a period of 12 months
- 7 conduct regular checks to ensure that all Internships are conducted in accordance with this policy and procedure; and
- 8 process all WorkCover claims and submit to SafeWork SA in a timely manner.

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PROCEDURES CONT.

Music SA Internship Coordinator to:

- 1 complete all sections of the RTO Internship Contractual Agreement with relevant parties for ALL student internships, PRIOR to commencement. Completed agreements must be stored in student files for a period of 12 months
- 2 conduct a WHS assessment of ALL proposed internship sites using the RTO Internship WHS Checklist, PRIOR to any RTO Internship Contractual Agreement Form being signed, to confirm that workplaces are safe for students to be placed in. Completed WHS Checklists must be forwarded to the Music SA HT for safe storage. This is not required if a host organisation undergoes annual, independent WHS accreditation.
- 3 meet with all host organisation workplace supervisors to discuss the expectations of the RTO in respect to the teaching, learning and assessment activities that must be completed during the internship, as documented by Music SA Trainers/Assessors
- 4 ensure that all students complete the student details section of the RTO Internship Contractual Agreement well in advance of their internship. Completed forms must be stored in student files for a period of 12 months
- 5 inform the host organisation workplace supervisor of any medical issues that may impact on a student's ability to perform workplace tasks
- 6 negotiate with relevant personnel, any 'reasonable adjustments' that need to be made by host organisations to accommodate students with a disability. These negotiations need to be made well in advance of scheduled internships
- 7 ensure that students undergo a Police and/or Working with Children Check where required by host organisations, well in advance of scheduled internships at the cost of the Host Employer
- 8 check that all individuals who will be working with young people as part of an Internship have undergone a Police and/or Working with Children Check (where required), well in advance of when the Internship is scheduled to commence
- 9 undertake activities to ensure that all individuals who will be working with young people as part of an Internship understand their legal responsibilities as a Mandatory Notifier
- 10 facilitate a dedicated face-to-face session prior to the scheduled Internship period, to inform students of their responsibility to behave in a safe and ethical manner while in the workplace, and to comply with all host organisation policies, procedures and practices. This session should also confirm with students that they will not receive payment for the time they spend in their Internship, unless the RTO or their host organisation has established an alternative arrangement
- 11 make at least two visits to each worksite during the scheduled internship period, to check on student well-being and performance
- 12 seek feedback from workplace supervisors on student behaviour and performance during worksite visits; and
- 13 respond to, and resolve any complaints from a host organisation or student, in respect to an internship.

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PROCEDURES CONT.

Music SA Trainers/Assessors to:

- 1 discuss Internship arrangements with students during pre-enrolment interviews and induction sessions (as required on the RTO Pre-Enrolment and Music SA Induction Course Sign Off)
- 2 visit each worksite during the scheduled internship period to conduct assessments (if applicable); and
- 3 seek feedback from industry representatives on RTO teaching, learning and assessment activities during worksite visits, and record/report on feedback received in accordance with the RTO Industry Engagement Policy and Procedure

Music SA Youth Officer:

- 1 be a point of contact for Young People during their Internship
- 2 closely monitor the well-being and performance of students while on their Internship, if the student is a Young Person; and
- 3 provide support Young People during their Internship and refer students to appropriate services, where required

Music SA Students to:

- 1 behave in a safe and ethical manner and comply with all host organisation policies, procedures and practices during their internship
- 2 be respectful to workplace supervisors and other organisation personnel, and obey all work instructions; and
- 3 raise any issues affecting their well-being or performance with their RTO Trainer/Assessor, Internship Coordinator, Youth Officer or workplace supervisor (whichever is the most appropriate). This should be done in a timely manner, so that they can be quickly resolved.

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STATUS AND DETAILS

Category:	Training and Assessment
Reference Code:	MSA-RTO-POLP-TAS:8-V1.1
Version No:	V1.1
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Commencement Date:	27/05/2019
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Authorising Authority:	Music SA Board
Authorisation Date:	27/05/2019
Accountable Officer:	Music SA Head of Training