University of Southern Queensland

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# 2026 Guidance, Counselling and Careers Professional Experience Guide

## Master of Education (Guidance, Counselling and Careers)

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University of Southern Queensland

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# Introduction to Placement

Professional placement is a co-operative effort between a school or community agency (hereafter known as site) to which a student has been allocated and the University of Southern Queensland (UniSQ). Professional placement is designed to augment UniSQ coursework and to provide students with opportunities to develop their professional knowledge, skills and competencies. Professional placement also allows the student to demonstrate their competence and to translate theory and example into placement. Placements are usually completed in schools; however, other settings are also acceptable (e.g., community counselling agencies, university counselling services). Students aiming to pursue a career as a school guidance officer should aim to complete a placement in a school.

This guide has been compiled to provide students with essential information for completing a professional placement embedded in their program of study. It outlines key requirements, expectations, and responsibilities, including appropriate behaviour and conduct during placement. Please read this document carefully and contact the Work Integrated Learning Team if you have any questions. It is within the right of the University and the site to stop a placement if these guidelines are not followed.

## Contacts

### Whom to Contact for Placement Questions

Your first point of contact for any placement-related queries should be either the **WIL Team** or the **Academic Team**, depending on the nature of your question. Students are expected to demonstrate professional and collegial communication when engaging with university staff and key stakeholders. All interactions should reflect respect, clarity, and accountability, consistent with standards of professional practice.

### The Work Integrated Learning (WIL) Team

The WIL Team includes WIL Officers and Support Staff based in Toowoomba, Ipswich, and Springfield. They are responsible for:

- Coordinating with sites and academics to source and allocate placements
- Reviewing and verifying mandatory placement documents
- Sharing key deadlines and placement updates

They can assist with questions or issues you have while preparing for or attending placement. You can reach them via iConnect, online chat, phone, or email.

### Academic Team

The Academic Team are members of the School of Education and Creative Arts who works in partnership with the Work Integrated Learning Team. They can help with:

- Performance-related concerns or professional issues during placement
- Discussing non-compliance with mandatory requirements
- Responding to site concerns about safety, professionalism, or ethics

For any academic or performance questions relating to your Professional Experience you can contact your assigned UniSQ Liaison Officer, the Professional Experience Director or your Course Coordinator. Refer to the table below for further information.

## Placement Contacts – Whom to Contact and When

| Scenario | Whom to Contact | Examples of Questions | Contact Method |
|---|---|---|---|
| **General placement queries and support, document submission, allocation updates, make up hours,** | **WIL Team** (Work Integrated Learning) | • How do I submit my placement documents?<br>• What are the key deadlines?<br>• Can I change my placement dates?<br>• I haven't received my placement confirmation.<br>• What happens if I don't meet mandatory requirements? | 📧 Email: support@unisq.edu.au<br>💬 Chat: https://www.unisq.edu.au/current-students/support/contacts<br>📞 Phone: (07) 4631 2285 |
| **Academic or professional concerns during placement (Academic Team)** | **UniSQ Liaison Officer**<br>(**First Point of Contact:** For any questions or concerns during your placement. They are your primary support for placement-related issues.) | • I'm having issues with my placement supervisor.<br>• I need to discuss professionalism or safety concerns.<br>• Questions regarding placement requirements and guidelines.<br>• "I'm having difficulty meeting the expectations at my placement site—what should I do?"<br>• "There's a serious conflict at my placement site; can you advise on formal procedures?"<br>• "Can you clarify the process for submitting my interim report?" | 💻 Contact details can be found against your allocated placement on InPlace. |
| | **Course Coordinator**<br>(For questions about course content, assessment tasks, or academic requirements, contact your Course Coordinator.) | • Questions regarding grades for a placement course.<br>• "Can you explain the marking criteria for the professional experience report?"<br>• "What happens if I need an extension on an assessment due to placement commitments?" | 📧 Email: Please contact the Course Coordinator for your specific placement course. These details will be listed in the course StudyDesk or course profile. |
| | **Professional Experience Director**<br>(If your Liaison is unavailable or the matter requires escalation) | | 📧 Email: PE-Convenor@unisq.edu.au |

## Placement Course Specifications

The course specifications provide information about each course approved for the University's teaching program. Download your course specification and become familiar with what you must do to obtain a passing grade in the course. Students should also ensure they have satisfied the pre-requisite, co-requisite and other requisite requirements for each course. If in doubt, contact the Enrolments Team via iConnect. Further information about your placement courses can be found in the UniSQ Handbook and on the StudyDesk sites.

## Overview of the Professional Experience Placement

The Professional Experience for Guidance, Counselling and Careers students enrolled in EDU6214 consists of the following:

| Fieldwork and Supervision | Requirements |
|---|---|
| Professional practice in the field | 50 hours, assessed through the Placement Portfolio logbook and Assignments 1 and 2. For placements within Queensland Department of Education schools, a standard day is considered to be 5 hours under the supervision of an approved supervisor. For other placement settings, up to 8 hours per day may be recognised, depending on the site's operational needs and placement conditions. The 50 hours may be completed in flexible blocks and do not need to be undertaken on consecutive days, provided arrangements are agreed upon with the site and supervisor. |
| Site Supervision | 8 Hours (Minimum). Refers specifically to your 1-1 supervision/debriefing provided by your Supervisor/s. This could include discussions about a case that you observed for the day/week, any training PD you may have sat in on and discussed after, any discussion at all that your Supervisor/s has provided for you on placement. Assessed by Placement Portfolio logbook. |
| Case Conference (group supervision) | Assessed by participation (Assignment 2a) and case conference presentation (Assignment 2b). |
| | 50 hours of onsite placement within a school or community setting with a Supervisor/s |

The professional experience may consist of:

- Participation in educational and counselling assessments conducted by the Site Supervisor/s;
- Preparation of reports based on educational and clinical data;
- Observation of counselling sessions;
- Participation in case management meetings or other meetings relevant to professional practice;
- Contribution to the development of support plans for students;
- Planning and implementation of interventions to support students (e.g., school well-being strategies).

## Definitions of Key Terms

**Professional Placement (PEx):** Professional Placement means the placement of a student at an site for the purposes of gaining practical experience in the profession of their study.

**Work Integrated Learning (WIL) Officer:** The administrative employees of the University who are members of the Work Integrated Learning Team.

**Site:** An organisation that provides structured and supervised practical experience for students for the purposes of enhancing their work readiness.

**Supervisor:** A suitably qualified individual who has been nominated by the site to supervise the student while undertaking professional placement.

**Liaison:** a designated contact person who acts as a bridge between the university, the placement site, and the preservice teacher during a professional experience placement. Their role is to facilitate a successful placement experience by ensuring all parties are well-informed and supported throughout the process.

**InPlace:** Online platform for placement-related information (mandatory documents, placement allocation details, student logbooks), accessed via inplace.unisq.edu.au.

**Period of Study:** Refers to model of study chosen for the program/course e.g. Trimester, Block etc.

# Mandatory Document Requirements and Resources

## Professional Experience Calendar

The Professional Experience Calendar is provided each year on the Education Placements website. It identifies the dates in which placements will be offered in a period of study. This provides a visual representation of placement so you can understand and plan for when you may be allocated a placement. It will also assist you with submitting your placement information.

## Important Dates

It is important that you plan and prepare for your placements. To assist with this, the WIL Team provide you with an 'Important Dates' document which is available on the Teacher Education Hub. This document provides you with all the keys dates that need to be adhered to, to ensure your placement allocation and commencement goes smoothly.

These include:

- when mandatory documents must be updated for each period of study
- when important personal information must be submitted on InPlace for each course
- when special consideration requests must be provided by for each period of study
- when placement allocations will be released on InPlace for you to view

## Education Placement Website

The Education Placement Website is where you will find all the forms, links and information you require to prepare for your placements. It is important that you use this site to support your success.

## Teacher Education Hub

The Teacher Education Hub is where you will find all the forms, links and information you require to prepare for your placements. It can be found with your other StudyDesks or under 'My Courses' on UConnect under 'Other'. Students are expected to access this information upon commencement of study in the program and ensure that they plan their enrolment in placement courses and submission of mandatory documents to enable them to be allocated placement in the nominated study period of enrolment. It is important that you use this site to assist with your organisation, preparation and support your success.

## Mandatory Document Information

Submitting accurate and complete mandatory documents is essential for your eligibility to attend placement at UniSQ. These documents ensure compliance with university policy, contractual requirements imposed by placement agencies, and help maintain the safety, quality, and integrity of the placement experience.

As a student, you are responsible for uploading and maintaining current documents via InPlace before each placement. Failure to meet submission deadlines may result in delays, cancellation of your placement, or removal from the placement course. Submitting fraudulent or misleading documents may lead to misconduct investigations or have serious consequences for your progression in the course.

These mandatory documents you provide will contain your personal information, including your name, date of birth, contact information or unique identification numbers as well as sensitive personal information including health, vaccination or financial information. This information is collected to verify your readiness for placement and is accessed by authorised internal staff including the WIL Team and Placement Coordinator and may be disclosed to relevant third parties outside of the University who may also require access to the information such as staff at placement facilities or support providers. If you do not provide this information we may not be able to facilitate your placement. UniSQ will not otherwise use or disclose your mandatory documents, or the personal information contained within them, except where permitted or required by law, or where UniSQ has obtained your consent. UniSQ's Privacy Policy and Procedure contain information about how you may access or correct the personal information we hold about you, and how you can make a privacy complaint, and UniSQ will deal with such complaints in accordance with its applicable policies and procedures. For more information about how we use, disclose and handle your personal information please consult our Privacy Policy and Procedure. For more information about how personal information is managed, or to raise a privacy concern, please contact rti-privacy@unisq.edu.au.

To support your placement readiness:

- From your commencement in the program begin preparing documents, especially those requiring extended timeframes (e.g. Blue Card and vaccinations depending on site requirements).
- Upload documents as they are completed or updated to InPlace
- Refer to the Placement Hub for discipline-specific requirements and guidance.
- Be aware of the important timeframes and deadline to submit mandatory documents
- Monitor expiry dates and update documents as needed.
- Contact the WIL Team promptly if you encounter any issues that may affect your ability to meet document deadlines.

Being proactive with your document submissions is critical to ensuring a smooth and successful placement experience. The WIL Team is available to assist you throughout this process.

## Working with Children Check/Blue Card or QCT registration

A valid working with children check is a mandatory requirement to complete professional experience. Those with current Queensland College of Teacher registration (or a student's state equivalent) can provide this in place of a Blue Card/Working with Children Check. The equivalent Working with Children Check (WWCC) information for Queensland as well as other states can be found at here.

If you do not have a valid Blue Card/WWC, or hold suitable teacher registration in the first instance, you should submit your application to the appropriate site at the time of your enrolment at UniSQ. This will enable the receipt of your Blue Card application or Working with Children Check for processing well before your Professional Experience placement. Please be aware there can be a delay in processing Working with Children Check so please submit this as early as possible.

It is the student's responsibility to ensure that they have a Blue Card or equivalent; that it is up to date and will not expire prior to or during the placement period. The WIL Office is required to keep Blue Card/ Working with Children Check details to assure regulatory authorities of student Blue Card/WWCC currency and expiry date. Students can submit their Blue Card details to InPlace for verification. Existing Blue Cards/WWCC will also be linked to UniSQ as an organisation.

The University of Southern Queensland has no jurisdiction over Blue Card Services or equivalent services in other jurisdictions. Please keep details up to date with Blue Card Services or equivalent services. An expired or close to expiry Blue Card or equivalent such as Working with Children Check excludes the student from undertaking Professional Experience placement. It is advisable that students do not enrol in a course that contains a Professional Experience placement opportunity unless they can confirm the Blue Card or Working with Children Check is fully current for the entire study period of course enrolment. Untimely expiry will certainly compromise progression of the placement.

### Resume

A resume is to be uploaded to InPlace. For Queensland State School settings, this will be forwarded to the relevant Senior Guidance Officer (SGO) on your behalf. Students intending to undertake placement in a non-Qld State School setting will need to liaise with the relevant site contact and provide information, potentially including a resume as required by the site. Please refer to the Application & Interview Support website should you need assistance with your resume.

### Nominating Regions

In order for the WIL team to facilitate an appropriate placement, students are required to nominate a region they intend to undertake placement in InPlace. Students undertaking a placement in the Queensland State School setting are to select one of the regions within Queensland as listed. Students intending to undertake placement in an alternative setting will select 'Non-Qld State School Setting' from the options available.

# InPlace – UniSQ Placement Management System

### InPlace Overview

**InPlace** is UniSQ's cloud-based system for managing professional placements. Once you enrol in your first-year courses, your InPlace profile is automatically created overnight automatically. You can log in using your UniSQ credentials. InPlace can also be accessed via a link on your program's Placement Hub.

### What You'll Use InPlace For

- **Upload Mandatory Documents** for verification
- **Submit Personal Information** including placement preferences, special considerations, and facility expressions of interest
- **View Placement Allocations** and confirmation status
    - *Your placement status on InPlace is not linked to your academic results or graduation eligibility so please do not be alarmed if the status is not updated as soon as you complete the placement.*

### Support Resources

A 10-minute video and written instructions are available on the Teacher Education Hub to guide you through uploading documents, submitting personal information, and navigating InPlace.

### Tips for Using InPlace

- **Document Verification**: Upload documents via the 'My Details' page. The WIL Team will be notified to review them.
- **Follow-Up**: Revisit InPlace after a few days to check the verification status or review comments in your To-Do list if documents have been rejected.
- **Document Expiry**: Regularly check the 'My Details' page of your InPlace profile to find out when your documents will expire. Ensure they are kept current for all your placements. The 'traffic light' system only alerts you when a document is very close to expiring and should not be relied upon as your primary notification to renew a document.
- **Browser Compatibility**: InPlace works best with Google Chrome and Mozilla Firefox.
- **Placement Release**: If your placement is not released or has been hidden, you may need to update one or more mandatory documents. Students should not attend placement until the details are confirmed and released on InPlace.

# Placement Eligibility

For students to be eligible to attend placement they must:

- meet the program's inherent requirements
- pass any pre-requisite courses for the placement course/s
- be enrolled in a placement course
- provide all mandatory documents within the specified timeframes
- be allocated an approved and confirmed placement via InPlace
- prepare for orientation and first day arrangements
- provide any additional specific requirements requested by the placement site within the specific timeframes

## Pre-requisite Course and Enrolments

Before enrolling in placement courses, students must review the course specifications to understand the placement requirements set by the University and/or accrediting body. Some placement courses must be completed in sequence and cannot be taken concurrently unless explicitly stated in the program progression.

Students must meet all academic pre-requisite requirements before commencing or continuing placement. Incomplete results for theory courses do not meet pre-requisite requirements. Students may begin placement with an incomplete result for a pre-requisite placement course. However, if a student fails a pre-requisite course after starting placement, they will be withdrawn from placement, and any completed hours will not be counted.

Late enrolment or failure to submit mandatory documents on time may prevent placement from being sourced or allocated within the enrolled study period.

### Support and Enquiries

For questions about course progression or pre-requisites, refer to the UniSQ Pre-Requisite procedures or contact iConnect or the UniSQ Enrolments Team.

## Fitness for Placement

Concerns regarding fitness to practice may arise from, but are not limited to:

- A health condition or disability (chronic or temporary) that affects your ability to undertake placement or professional practice.
- Failure to meet, or disregard for, compliance requirements set by UniSQ, the placement site, or the profession.
- Incomplete or failed pre-requisite courses for the placement course(s).
- Conduct or performance that does not meet professional standards.

If you have a chronic or acute injury, illness, condition, or any other factor that may affect your ability to engage in placement or practice in your profession, you must notify the WIL Team as early as possible before placement allocation. Depending on your circumstances you may be required to provide a Fitness for Practice certificate signed by a medical practitioner before commencing placement.

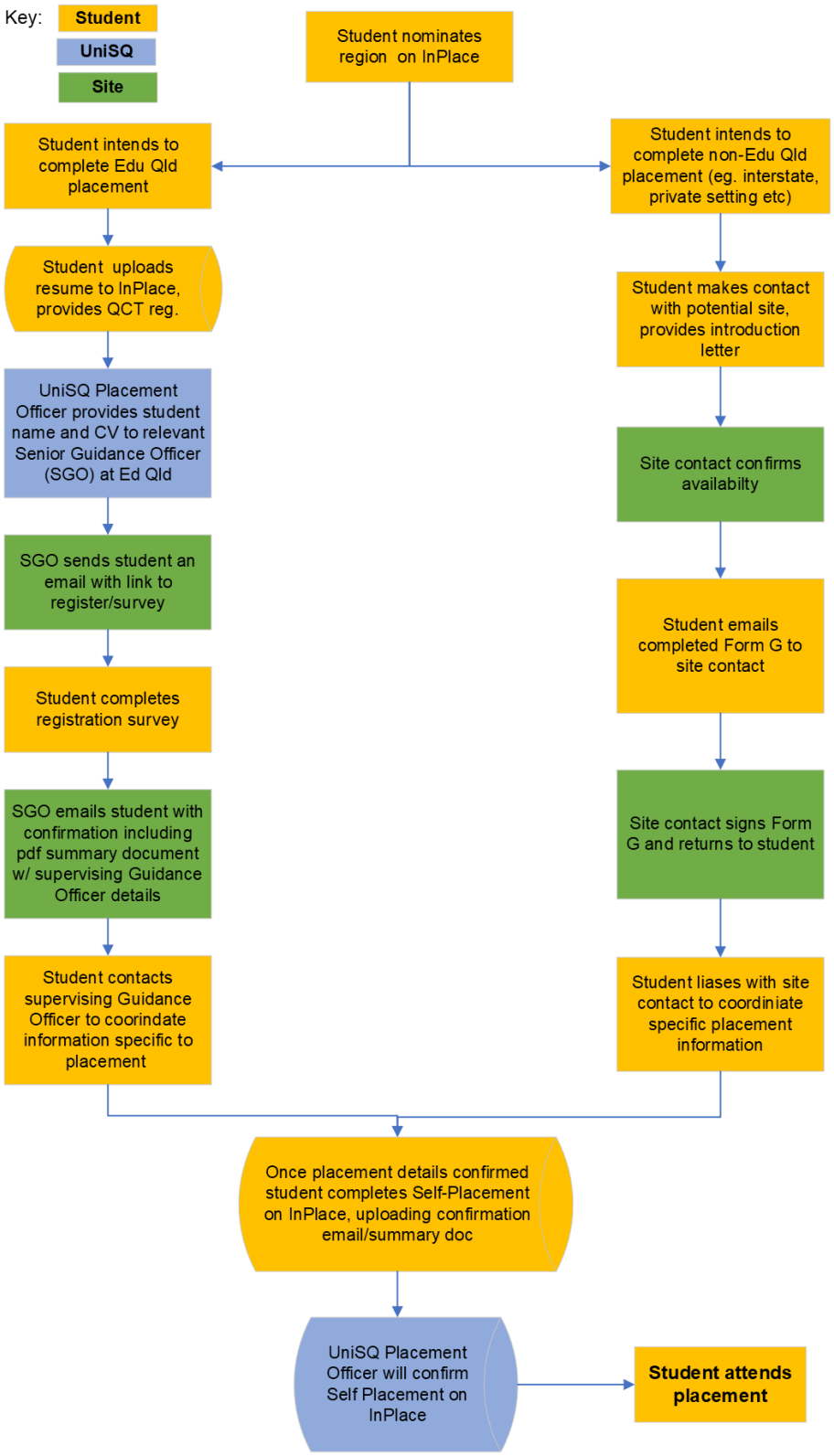
Personal circumstances such as changes in health, family, financial, or legal situations may affect your ability to meet program requirements. If your situation changes, contact your Program Director to discuss your fitness for placement. All information will be handled discreetly. You may also seek confidential advice from the Accessibility Advisor and Disability Support team via disabilitysupport@unisq.edu.au.

## Reasonable Placement Adjustments for Academic Progression

UniSQ is dedicated to providing an inclusive learning environment for students with disability, injury, mental health, or medical conditions that may impact their ability to study. This includes making reasonable adjustments to support students in completing their degree. If you have a health condition or disability that may affect your ability to undertake placement, contact the Equity and Diversity office as early as possible. In some cases, the University may need to share relevant personal information with a placement site to determine whether a suitable placement can be provided. Any information shared will be handled discreetly and in accordance with UniSQ's privacy policy.

Students with a disability who require alternative academic, or placement arrangements should seek advice from the WIL Team. If you already have a Learning Support Plan, it may need to be reviewed in consultation with the Program Director and/or Academic Team to ensure it aligns with placement requirements. All adjustments are made in accordance with the UniSQ *Students with a Disability Policy and Procedure*, which can be accessed here.

# Placement Process Overview



# Before Placement Allocation

## Special Consideration

A special consideration refers to pre-existing circumstances that may affect your ability to attend placement at a specific time or location. To be considered, you must submit a request via InPlace with supporting documentation in line with the Assessment of Special Circumstances Procedure.

- Requests must align with the 'Assessment of Special Circumstances Procedure' and be supported with evidence , such as a letter from an employer or doctor.
- Special consideration requests can be submitted on InPlace for the duration of your degree if it remains applicable or can be updated if your circumstances change.
- Requests must be submitted by the due date to be considered. While the WIL Team will try to accommodate these requests, a suitable placement options cannot be guaranteed.
- If you do not have a Special consideration request, declare this by selecting the appropriate option from the drop down menu on InPlace.

If you do not submit a special consideration request, you must be prepared to attend the placement allocated to you.

## Pregnancy

If you become pregnant during your studies, you may need to adjust your enrolment or placement schedule depending upon your circumstances. If you are enrolled in a placement course in the study period when you are due to give birth, you must notify the WIL Team by the special consideration due date. You are discouraged from commencing placement within six (6) weeks before or after their estimated due date.

A special consideration request can be submitted via InPlace and must include a letter from your doctor confirming your estimated due date and fitness to undertake placement. The WIL Team will review your request and work with you to find a suitable placement option. If you wish to commence placement six weeks post-partum, you must also provide documented clearance from your medical practitioner confirming your fitness to do so.

## Variation to Professional Experience Placement (Change of Date)

Professional Experience placement is a mandatory component of designated courses and is essential for completing related assessment tasks. Professional Experience dates are scheduled to align with course content, enabling students to apply theoretical knowledge and gather evidence for assessment.

- Students must not enrol in a course with a Professional Experience placement during a study period in which they cannot meet the placement requirements.
- Additional courses taken in the same study period are not obligated to accommodate placement commitments when considering extension requests. Following your recommended enrolment pattern can help avoid assessment conflicts.
- Requests to vary placement dates will be reviewed by the WIL Team and/or Professional Experience Director in accordance with the UniSQ Assessment Policy. Supporting documentation that meets policy criteria is required. Requests without valid evidence may be declined and could delay program progression.
- All variation requests must be submitted in writing to WIL@unisq.edu.au as soon as possible after enrolling in a placement course. Requests submitted after placement allocation may not be approved and could delay the start of your placement.

## Conflict of Interest

You must disclose any real, perceived, or potential conflict of interest (COI) to the WIL Office via your InPlace profile. This includes, but is not limited to being allocated to a site:

- where you currently work.
- where the only qualified supervisor is your colleague or superior.
- involves a current or past relationship with the supervisor.
- where a spouse/partner/family member (children or sibling)/close friends employed.
- Where you currently or recently held employment in any capacity e.g. teacher aide, sport coach, administration, casual teacher).
- where you or a family member was previously a preservice teacher in the last 5 years.
- any other situation that may affect impartiality or professional boundaries.

You must also disclose any COI that may impact your ability to successfully meet academic or practical requirements of the placement, including financial interests, affiliations with organisations, political parties and / or ideologies, or religious groups and / or ideologies that may influence clinical or academic decisions.

## Payment for Placement

As placements are required to be a learning experience with a teacher/ student relationship, free from expectations of payment and the employer/employee relationship, students cannot be paid by the site for their placement hours.

## Interstate and Overseas Placements

Students who live in states outside Queensland and who wish to do placement locally to their residing address must indicate this on InPlace from the region drop down menu. Please be aware in some instances the WIL Team may need to investigate implications of an overseas placement on the program accreditation.

# Placement Allocation Process

To ensure that students gain maximum benefit from their placement, UniSQ has developed processes that ensure consistent governance of professional activities and quality learning outcomes applicable to professionals. If you work at a site, you must advise the WIL Team via InPlace in the Conflict of Interest section as soon as possible as this may impact your placement allocation.

## Placement Opportunities within Education Queensland

Placement opportunities within Education Queensland are facilitated by a Senior Guidance Officer in collaboration with the WIL Team. Students intending to undertake their placement at a Queensland State School are **NOT** to approach schools (including Senior Guidance Officers/Guidance Officers) directly for placement. UniSQ will provide student details to Education Queensland, (once they have been received from the student) who will then contact the student directly.

## Placement Opportunities in a non-Education Queensland Setting

Students intending to undertake placement outside of the Queensland State School setting are to liaise directly with the relevant site contact at the intended placement site. An introductory letter will be provided to you by the University via InPlace to assist you with approaching these sites and express your interest in attending placement in an alternative setting. Please note Supervisor/s must possess appropriate professional qualification (Course Coordinator can provide clarification if you are unsure of a potential Supervisor's qualifications).

## Self-Placement Process

Once your placement details—such as the location, dates, and supervisor—have been confirmed by the host site, you are required to formally notify the Work Integrated Learning (WIL) team by completing the electronic Self Placement form via the InPlace platform. This step is essential to ensure your placement is officially recorded and approved by the university.

To complete the self-placement process:

1. Log in to InPlace using your student credentials.
2. Navigate to the Self Placement form section.
3. Enter all relevant details including:
    - Placement site name and address
    - Contact person/supervisor details
    - Confirmed placement start and end dates
    - Any additional information required by your discipline
4. Submit the form electronically. This will alert the WIL team to review and process your placement.

For a step-by-step visual guide, please refer to the Placement Overview flowchart, on page 14 which outlines each stage of the placement process from initiation to completion.

Additional resources, including guidelines and support documents, can be accessed via the 'Shared documents' section on InPlace. These materials are designed to help you navigate the placement process smoothly and ensure all requirements are met.

## Placement Communication

All communication between UniSQ students and site staff must be conducted via your UniSQ email account. It is your responsibility to regularly check your UniSQ email, StudyDesk, and InPlace to stay informed about your placement allocation and to meet all related responsibilities promptly. For placement-related queries, contact the WIL Team via WIL@unisq.edu.au.

## Travel Expectations

Students need to be aware that placement may require them to travel and/or live away from home. It is important, therefore, that students undertake in advance the necessary planning and budgeting to ensure they are able to fulfil the placement requirements of their course. Please be aware this placement may not necessarily be in the same location or at a location of your choosing.

Local placements are within a one-hour drive of your address provided on InPlace (as per Google Maps) or preferred region. This does not mean you will be allocated a placement within this radius as sites only offer a certain number of placements at any one time. Please be aware that you may be required to travel longer distances than this to an allocated placement.

# After Placement Allocations are Available

## Placement Acceptance

Students are expected to attend any reasonable placement opportunity as offered by the placement site. A student's failure to attend, withdraw, or cancel a placement without sufficient notice may result in administrative withdrawal from the placement course. You will then need to re-enrol in the next available offering. Late withdrawals or cancellations may incur academic or financial penalties. Refer to the UniSQ Academic Calendar for key dates, including Census Date.

## Student Responsibilities

Students are responsible for all aspects of attending their placement. This includes:

- Making arrangements to attend the allocated placement, if changes cannot be made
- Organising childcare
- Covering costs for travel, parking, and accommodation
- Adjusting personal work commitments to prioritise placement
- Submitting bursary or funding applications if applicable
- Contacting the International Office to confirm visa conditions (for international students)

## Scholarships and Bursaries

UniSQ offers a wide range of scholarships to assist with textbook, practical experience, accommodation, or living expenses. Some scholarships will be one-off payments, while others will continue for the length of your degree. Placement bursaries are also available to assist students who are undertaking their placement in rural or remote areas or away from where they usually reside and the associated costs.

Please refer to the UniSQ Scholarships website for more information about available scholarships, bursaries and the eligibility criteria.

In addition, the Commonwealth Prac Payment (CPP) is a new Australian Government initiative that provides financial support to eligible nursing, midwifery, teaching, and social work students during mandatory placements. Starting July 2025, eligible students may receive $331.65 per week to help offset placement-related expenses. For more information on the initiative or eligibility criteria, please refer to UniSQ Commonwealth Prac Payment website

## Liaison Communication

The UniSQ Liaison is your first point of contact for any issues once your placement has commenced. You should be proactive in communicating with them early in the placement experience. Your UniSQ Liaison details will be made available via InPlace once your placement is allocated. In situations where difficulties arise or you have been identified as being at risk of failing your placement, the UniSQ Liaison must be contacted. If you are unable to communicate with your UniSQ Liaison, contact the WIL Team via WIL@unisq.edu.au.

## Orientation Information

You must contact Placement Supervisor before your placement begins to confirm key details, including:

- Placement start and end dates
- Physical address, supervisor name, and contact information
- Time and location of your first meeting
- Any pre-placement paperwork or reading requirements
- Daily schedule, including start/end times and break periods (may be confirmed on your first day)
- Expected duties, responsibilities, and learning opportunities (may also be discussed on your first day)
- Dress code requirements specific to the site
- Confirmation that the supervisor will complete an evaluation form to be shared with you and the Site Coordinator
- Please notify the WIL team if you do not receive an induction or orientation on your first day of placement

# Attending Placement

## Uniforms

UniSQ provide Education placement shirts and name badges as an optional purchase for placement. Orders can be placed online through School Locker. Be aware of the context of your environment. Some sites have strict dress codes, therefore you are advised to contact the site to confirm their specific requirements.

## Attendance Expectations

Placement requires an on-ongoing commitment. It is expected that you will attend 100% of your placement during the scheduled dates as negotiated and agreed with the placement provider. Note that attendance times will vary from site to site (e.g., maximum of 5 hours per day in Qld schools). Please give your current employer plenty of notice in advance of your placement commencement, so your employment does not impact on your ability to attend your placement.

In case of illness, rescheduling days promptly is crucial to minimize disruptions to professional experience.

## Staff Professional Development Days

With the Site Supervisor's permission, Guidance and Counselling students may participate in Staff Professional Development Days as part of their professional experience. These days are counted as a legitimate part of your professional experience. However, in some instances, a student may not be able to be accommodated due to individual school activities that are planned for the Staff Professional Development Day. In these cases, the students will be required to negotiate a make-up day, so that the required total number of days is completed successfully.

## Absence While on Placement

Student health and wellbeing are a priority. If you are unwell or not fit to practice, you must stay home and follow the site's absence procedures, including notifying your supervisor via email, phone, or text.

Absences are only accepted for illness or extenuating personal circumstances. If you are absent during placement, you must immediately notify:

- The placement site via their preferred communication channel
- Your Liaison
- The UniSQ WIL Team (**WIL@unisq.edu.au**)

**Absence Requirements:**

- Absences of three days or more require a medical certificate or statutory declaration (whichever is appropriate) be submitted to the WIL Team within 10 working days of the absence via email (WIL@unisq.edu.au).
- Failure to meet these requirements may result in a **Fail – Not Participate** grade, unless approved by the PE Director under extenuating circumstances.

**Prolonged Absence**
If you experience a prolonged absence for valid reasons (such as illness or injury) you must provide a medical certificate confirming you are fit to return before resuming placement. You will receive an IDM (Incomplete) grade until the placement is completed, which may affect your progression and graduation timeline.

## Make-up Days

Where you have not completed the required number of placement hours for the course, make-up hours will be necessary. You must negotiate the make-up for any absence, public holiday, show holiday or any missed day with your site Supervisor/s and so that the full, specified number of hours are completed. Once these have been organised, please contact the WIL Team via WIL@unisq.edu.au so adjustments can be made to the placement record and final reports.

## Reasonable Adjustments to Allocated Placements

Requests for placement extensions or flexible arrangements must be discussed with and approved by the PEx Director If your circumstances change during placement, notify your Liaison immediately to develop an appropriate action plan.

Placement reallocation will only be considered if deemed necessary by the PEx Director for valid reasons.

## Student Initiated Placement Withdrawal

It is recommended that a student discuss their withdrawal from placement with the Liaison prior to doing so. The student's reasons for withdrawal need to be discussed to assess subsequent academic action that is appropriate to the circumstances.

In the event of a student not commencing or discontinuing a placement, it is the student's responsibility to notify the site, liaison and the WIL Team. Failure to do so can result in a fail grade for the placement. Please be aware academic or financial penalties may apply depending on when in the Trimester you withdraw from placement

Please follow these procedures if you make the decision to withdraw from your placement:

- Inform the Supervisor/s, WIL Team and Liaison immediately if you decide to discontinue with your placement.
- If you are withdrawing from the course, you will need to withdraw via UniSQ Study Desk Enrolment (dependent on dates of withdrawal there will likely be academic and/or financial penalties). You will need to contact your Program Director for course progression advice.

## Site Initiated Placement Withdrawal

Sites may request termination of a placement due to operational changes, such as staffing issues, supervisor illness, or lack of appropriate learning opportunities to offer.

A site and / or a Supervisor may also request withdrawal if a student:

- Consistently performs unsatisfactorily despite supervision
- Negatively impacts the learning experience of others, or the safe workplace culture of the agency
- Breaches legal, ethical, or professional standards
- Demonstrates gross negligence in assigned duties
- Engages in misconduct or gross misconduct
- Fails to disclose relevant information that affects their ability to meet duty of care requirements to themselves and agency clients or staff.

## Placement Discontinuation and Failing Placement

A placement may be terminated if the agency is no longer able to support the placement agreement due to operational constraints. If this occurs before the required hours are completed and is unrelated to student performance, UniSQ will make every reasonable effort to support the reallocation of the student in a timely manner. However, this may result in delays to course or program completion.

Students are expected to maintain a professional demeanour throughout their placement. In cases where a student fails to meet expected performance standards or engages in unprofessional conduct, the placement may be suspended or permanently terminated. Reasons include but are not limited to:

- Breach of relevant Codes of Conduct or workplace procedures
- Acting outside the scope of practice
- Behaviour that may cause harm or is considered discriminatory, offensive, or inappropriate
- Withdrawal from placement without valid documentation or explanation

Decisions regarding suspension or termination may be made by the placement site or appointed UniSQ staff members in consultation with relevant academic leaders. The rationale for termination will be communicated to the student, and a follow-up meeting will be held to discuss the incident and develop a plan or behavioural contract for future placements.

If a student cancels or fails to attend a placement without valid explanation or supporting evidence, they will receive a Fail – Not Participate (FNP) grade or be withdrawn from the course. Reallocation within the same semester will not occur without appropriate documentation.

Students have the right to appeal any placement withdrawal decisions through standard university procedures.

## Other Reasons for Failing a Placement Course

Reasons for failing a placement include, but are not limited to:

- Failure to upload mandatory documents to InPlace by the deadline, resulting in ineligibility for placement
- Withdrawal from placement without valid documentation or explanation
- Non-attendance due to illness or injury without notifying your Liaison and WIL Team, and without providing a medical certificate or requesting an extension. Failure to complete the prescribed placement hours constitutes non-fulfilment of course requirements.
- Lack of progress or unsatisfactory performance despite feedback
- Breach of UniSQ or professional codes of conduct, laws, or workplace procedures
- Unprofessional behaviour, acting outside scope of practice, or engaging in conduct that may cause harm or be considered discriminatory, offensive, or inappropriate
- Failure to complete placement assessments and paperwork within the required timeframe

## Feedback, Complaints and Advocacy

UniSQ provides a fair and transparent process for resolving concerns, complaints, and appeals. Students can submit feedback, lodge a formal grievance, request a review of a decision, or appeal an outcome through the procedures outlined on the Feedback, Complaints and Advocacy page. The site also explains informal resolution options, timelines, and available support services, including advocacy and student wellbeing resources.

# Professional Support

Your health and wellbeing are important to us at UniSQ. If you require personal support, you can engage in UniSQ's free, confidential and professional counselling and wellbeing services. An appointment can be made by phoning +61 7 4631 2372, or booked online, or by sending an email to supportforlearning@unisq.edu.au

UniSQ is committed to supporting the wellbeing and academic success of all students, with tailored services available for both International and First Nations students:

- **International students** can access dedicated wellbeing resources, counselling, and academic support to help navigate life and study in Australia.
- **First Nations students** are supported through the College for First Nations, which offers personalised assistance via First Nations Student Success Officers, the 'Ask Aunty' support hub, and culturally informed academic guidance through First Nations Learning Advisors. These services foster a culturally safe and inclusive environment, empowering students to thrive throughout their educational journey.

## Support Contacts:

- Support for International Students – UniSQ International
- Support for First Nations Students – College for First Nations
- 1300YARN – A First Nations Lifeline support service providing 24/7 confidential assistance.

Please note, this is not a crisis service and is only open from 8:00 am- 4:00 pm AEST Monday to Friday. If you require more urgent or immediate support, the free services listed below can provide support 24 hours a day, 7 days a week:

- Lifeline - 13 11 34
- Suicide Call Back Service - 1300 659 467
- Mental Health Access Line- 1300 642 255
- **Emergency medical treatment – 000**

If you require support at any stage of your study, you can access Student support services for counselling and wellbeing via UConnect for *confidential* support including emergency contact details.

There are several policies to ensure that students get proper support and perform their placements upholding university's reputation. These are as follows:

Support for Students Policy
Student Discrimination, Bullying, Harassment and Sexual Misconduct Response Procedure
Student General Misconduct Procedure
Student General Misconduct Procedure
Assessment of Special Circumstances Procedure
Students with a Disability Policy and Procedure

# Insurance, Health, Safety and Emergencies Management

If an injury or adverse incident occurs during placement, you must follow the site's Work Health & Safety (WH&S) procedures in the first instance. Any incidents are then to be communicated to UniSQ and reported in SafeTrak. Refer to the 'Reporting an Incident' section for guidance.

## Risk Management

are responsible for identifying and managing risks during placement. If you feel unsafe or encounter a hazard, notify the Site Supervisor immediately and Liaison as soon as possible thereafter. Stay informed by reviewing safety communications and procedures.

### Student Travel

**Travel Arrangements and Insurance:** Students are responsible for arranging their own travel to and from placements, including any necessary insurance for private motor vehicles. If using a private vehicle, students do so at their own risk and expense. Please ensure your vehicle is comprehensively insured, as Compulsory Third Party (CTP) insurance does not cover third-party property damage. Student must also adhere to university procedures, including the Travel Procedure, the Motor Vehicles and Travel Fatigue Procedure and the Incident and Hazard Reporting and Investigation Procedure.

**Travel to Rural or Remote Placements:** Traveling to rural or remote placements can be tiring. The Queensland Government recommends taking breaks every two hours and limiting driving to 8-10 hours per day. Plan your rest stops and check StudyDesk or forums for potential travel companions. Ensure your vehicle is safe for long distances, keep the fuel tank filled, or ensure your EV is charged and you have researched charging locations. Have a roadside assistance policy and keep your mobile phone charged. Ensure you have planned your route in advance and are aware of the distances between towns. Inform someone of your whereabouts when traveling to remote locations.

**Safe Driving Practices:** It is important that you practice safe driving. Consult your General Practitioner if you are on prescribed medications to ensure it is safe to drive. Park in designated areas and follow the site's security conditions when leaving after hours.

### Disaster Management

In the event of a disaster or emergency at your placement site (e.g. flood, fire, utility failure, ward closure, or violent incident), follow the instructions of the supervisor or site contact and adhere to the site's disaster management protocols.

If you feel unsafe or encounter a risk during placement, immediately notify the Liaison via the details shard on InPlace.

## Bullying, Discrimination, Harassment and Sexual Misconduct Concerns

Most students have a positive experience on placement, though occasionally situations arise that can cause concern. If you believe you are experiencing bullying, discrimination, harassment or are a victim of sexual misconduct while on placement, refer to Student Discrimination, Bullying, Harassment and Sexual Misconduct Response Procedure - University of Southern Queensland (usq.edu.au) to explore how you might handle the situation. Depending on the nature of the circumstances, you might feel comfortable to raise your concern directly with the person involved or speak to your Placement Supervisor. If you feel unsafe or are not comfortable addressing the situation yourself, please contact your Placement Coordinator and/or UniSQ Safer Communities to discuss the matter further and seek appropriate support. Safer Communities and the Wellbeing Team can provide you with free support and guidance while a risk management plan is developed. All students can use the Share a Concern | UniSQ Share a Concern (symplicity.com) online form to seek confidential support from Safer Communities at any stage of their studies, including during placement.

### Psychological Risk

Psychological risks, also known as psychosocial hazards, are recognised workplace and placement-related concerns that organisations actively seek to mitigate through established strategies. When a student on placement encounters such risks, they should have access to appropriate support services—either through the placement provider or UniSQ Safer Communities via the PEx Director. For example, a student may be exposed to a traumatic event such as a serious injury or the death of a patient. While such experiences can be psychologically impactful, they are inherent to the nature of the role and do not necessarily indicate wrongdoing by any party.

UniSQ Safer Communities is available 8.00am – 4.00pm, Monday – Friday:

- 07 4631 2372
- safercommunities@unisq.edu.au

For after-hours support related to gender-based violence, including sexual assault:

- National domestic family and sexual violence counselling service – 1800RESPECT (1800 737 732)

If you are in immediate danger or need urgent medical attention, call police/ambulance – 000

## Vehicle Use during Placement

Students should not drive vehicles belonging to the placement organisation; students are only permitted to travel in vehicles belonging to the organisation as passengers and must be accompanied by a site employee/supervisor during any trips made in motor vehicles. The University's motor vehicle policy only covers university vehicles e.g. pool and salary packaged vehicles. It does not extend to third-party vehicles or personal vehicles, even if used in the course of a University approved activity.

## Insurance Coverage during Placement

For insurance purposes, placement activities refer to the compulsory aspect of your course/ program where a practical experience provider provides you the facilities or opportunities, to engage in practical work experience, research or training. If you are undertaking a placement through UniSQ, you will be covered by the following types of insurance (as applicable, subject to terms and conditions):

- Public Liability
- Professional Indemnity
- Medical Malpractice
- Student Personal Accident

To qualify for UniSQ's insurance coverage you must:

1. Be an enrolled student while on placement; and
2. Comply with the Professional Experience Guidelines (as applicable to the School of Education and Creative Arts) including having submitted all mandatory documentation, which is verified by the University; and
3. Be attending a placement activity that has been approved by the School of Education and Creative Arts. You can find out more about whether your placement is approved by checking InPlace; and
4. Not be receiving any payment or other form of remuneration in relation to the placement activity (other than expense reimbursement or expense allowance e.g. bursaries, allowances or grants). If you are going to be remunerated for your placement, please contact the University for insurance options.

**Note:** Personal belongings and private vehicles are not covered by the university's insurance policies. Students should ensure their vehicles are registered and comprehensively insured to cover damages to their own vehicle or personal injury or property damage to a third party in the event of an accident.

## Injury during Placement

If injured or unwell during placement and Emergency Department consultation is required, follow the below steps:

1. Notify the Site Supervisor immediately as they will have internal protocols that need to be followed
2. Contact the WIL Team immediately via (07) 4631 2359 and email your Liaison.
3. You may be transferred to a public or private Emergency Department (ED). UniSQ recommends attending a public ED to avoid personal costs.
4. If you choose a private hospital ED, the University will **not** be responsible for any costs incurred for consults and treatment
5. In this instance of leaving the hospital, the University will **not** be responsible for any costs incurred for consults and treatment
6. Follow all treatment recommendations and consult your GP as needed.

## Reporting an Incident

If you have an injury or an incident while you are on placement, **you must report it to your Placement Supervisor and the site contact immediately**. **You must also notify the Liaison of the incident via email or phone directly.**

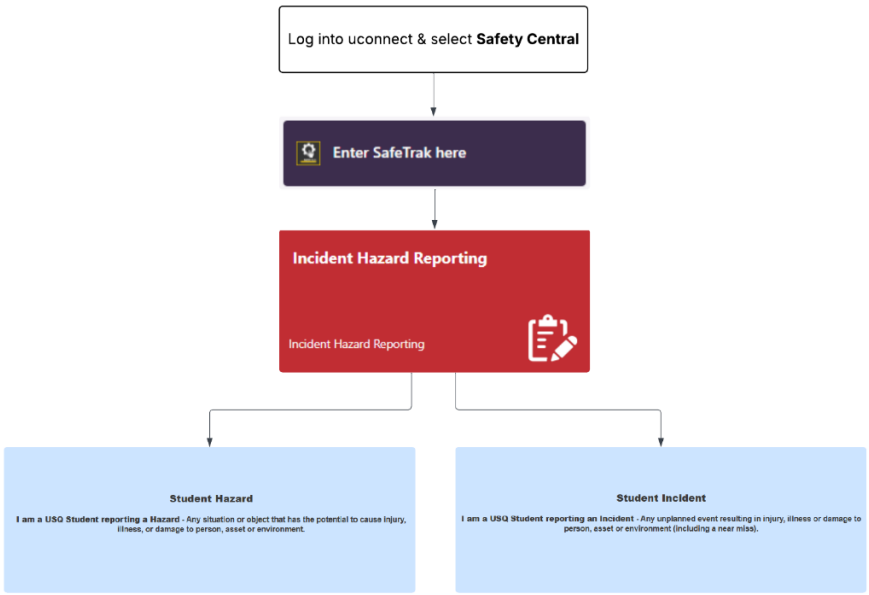
You will be required to complete an incident report for the site. This must be done as soon as possible after the incident. Once this is completed, please make sure you keep a copy of this report.

You will then need to notify the University by logging onto SafeTrak on UniSQ Safety Central and completing a UniSQ Incident Form.

When submitting a SafeTrak incident please ensure that the below information is included in the “Assing to” section as part of the application:

- Assign incident to Manager/Supervisor – Relevant Course Coordinator
- Business Unit/Faculty – School of School of Education and Creative Arts

### How To Access SafeTrak to report an incident or hazard



## Support Contacts

| Contact Name/Service | Role | Contact Method | Availability |
|---|---|---|---|
| **Liaison or PE Director** | Course Contact for Placement | Email/Phone via StudyDesk | Business Hours |
| **UniSQ Safer Communities** | Confidential Support for Safety Concerns | safercommunities@unisq.edu.au / 07 4631 2372 | Mon–Fri, 8:00am–4:00pm |
| **UniSQ Wellbeing Team** | Counselling and Wellbeing Services | supportforlearning@unisq.edu.au / Book via UConnect | Business Hours |
| **1800RESPECT** | National domestic family and sexual violence counselling service | 1800 737 732 | 24/7 |
| **Emergency Services** | Police/Ambulance | 000 | 24/7 |

# Student Professional Expectations

These guidelines outline your responsibilities and expected conduct during placements. As a student, you are entrusted to learn in professional environments where patient safety and dignity are paramount. You must uphold the highest standards of professionalism at all times.

## Getting the Most out of Your Placement

**You** are responsible for making the most out of the learning opportunities while undertaking your placement. You should:

- Introduce yourself to staff in your assigned area or site.
- Arrive prepared with learning objectives.
- Engage actively in all assigned tasks.
- Be punctual and dress professionally.
- Communicate regularly with your supervisor to align expectations, placements goals and personal strengths.
- Seek feedback after each shift.
- Complete all assessment tasks satisfactorily.
- Attend all scheduled placement hours.
- Bring required documentation (e.g., placement guide, workbook) daily.
- Submit assessments via StudyDesk by the due date.
- Maintain a professional attitude and be open to feedback.
- Supervisor report: you may request a report from your supervisor for your professional portfolio. This is not a mandatory course requirement. There is a template on the course StudyDesk if you wish to supply it to your supervisor.

## Student Presentation

It is the expected that students will present to placement well-groomed and in professional attire. Smart casual dress is usually appropriate however it is wise to be aware of the context of your environment. Some sites have strict dress codes, and you would be advised to contact the site to confirm their specific requirements.

## Professional Conduct

Guidance, Counselling and Careers students must ensure their professional conduct is consistent with registered teacher requirements, the Department of Education requirements and standards for counselling practise relevant to context and associated professional body, such as the Queensland Guidance and Counselling Association (qgca.org.au/), Australian Counselling Association (theaca.net.au/), Australian Psychologists and Counsellors in Schools (apacs.org.au/), or the Career Development Association of Australia (cdaa.org.au/).

Supervisor/s and Guidance, Counselling and Careers students must ensure the safety and wellbeing of their students/clients. You should know the whereabouts of your Supervisor/s and should be able to summon him/her immediately in cases of where urgent assistance is required and if professional guidance is required.

Sites are under legal and ethical obligations to manage confidential information about students/clients and their families. You are expected to maintain this confidentiality according to relevant legislative and ethical standards. A situation may arise where a student/client at your host site discloses personal information that relates to sexual assault, neglect or abuse. Staff members have legal obligations depending on the type of information disclosed which may require reporting specific events to police, even if this means breaking the student's confidence. The site will have a policy and procedure to follow. You must ensure you know and understand this information and report any incident to the Supervisor/s.

Guidance, Counselling and Careers students have a significant duty of care for all students/clients within the site. Relationships with students must be based on respect and trust, considering the best interests of the student first. It is inappropriate for you to engage in a personal relationship with a student even after the Professional Experience has been completed.

Abuse of confidentiality and/or criticism of site personnel in a defamatory way could result in a civil court action taken against you by a person who believes he/she has been defamed. Guidance, Counselling and Careers students who are unsure how to act or respond in a particular situation should consult with their Supervisor/s or contact their Liaison.

## Code of Conduct

While on placement you are a representing the University of Southern Queensland (UniSQ) and as such are required to comply with the UniSQ Student General Conduct Policy, adhere to workplace procedures, and follow all reasonable directions by your Supervisor/s. Please behave appropriately with respect, humility and good manners with staff, students, families, and other members of the university and profession. All persons involved in dealing with students have been asked to report both exemplary and negative behaviours. If there is a breach of this policy, students may be asked to leave a placement and will be dealt with as per the UniSQ Student General Misconduct Procedure.

Students working in Qld school settings are bound by the relevant code of conduct which shapes and guides the standards of practice required of teachers. The Queensland College of Teachers (QCT) determines that individuals working in Queensland schools are fit and suitable to teach. Any serious legal infringement may result in failure to be registered with the QCT and therefore not able to teach in Queensland schools.

**Other relevant resources:**

- Academic Misconduct Policy
- QCT: Code of Ethics for Teachers Queensland: Code of Ethics for Teachers Qld | QCT
- QCT: Professional Boundaries: A Guideline for Queensland Teachers: Professional Boundaries for Teachers Qld | QCT

## Duty of Care

Supervisor/s have a legal responsibility for the physical and intellectual wellbeing of their students at all times.

However, should harm come to any student through negligence, or poor judgment on the part of any student it might be expected that both student and the Supervisor/s could be held responsible, especially if such harm had been reasonably foreseeable by either party.

You should know the whereabouts of your Supervisor/s at all times and should be able to summon him/her immediately if necessary. You should take particular care where students work with potentially hazardous materials (e.g. a sharp pencil in a student's mouth is a potential hazard). The exercise of professional judgment is at all times essential.

## Policies and Ethical Guidelines

### Confidentiality

Students should exercise great caution before releasing any information obtained directly or indirectly about the people, projects or site business connected with their placement, whether it relates to specific cases or to policy matters. In particular, any information related to users of the site's services must be presumed confidential unless stated otherwise.

You must maintain confidentiality at all times and never discuss stakeholders using identifying information at home, in the classroom or online, including via Facebook, Twitter or other social media sites. Confidential information also includes intellectual property pertaining to the particular site. If in doubt about the confidentiality of material, you should seek advice from your Liaison. You must adhere to the *Information Privacy Act 2009* (Qld) (IP Act), and ensure you are aware of your responsibilities and obligations under this Act.

### Student Information Disclosure

A situation may arise where a student at your host site discloses personal information that relates to sexual assault, neglect or abuse. Staff members have legal obligations depending on the type of information disclosed which may require reporting specific events to the police, even if this means breaking the student's confidence. The site will have a policy and procedure to follow. You must ensure you know and understand this information and report any incident to your Supervisor/s.

### Defamation

Abuse of confidentiality and/or criticism of site personnel in a defamatory way could result in a civil court action taken against you by a person who believes he/she has been defamed.

### Corporal Punishment

Corporal punishment is illegal in Australian schools.

### Relationship with Students

Teachers are recognised as having a significant duty of care for all students, so the relationships established with students must be based on respect and trust, considering the best interests of the student first. It is **never** appropriate for you to engage in a personal relationship with a student even after the placement has been completed. This would be a significant abuse of the trust placed in the site community (including students) by a student's family.
Legislation has been passed to comprehensively protect students from sexual abuse and other inappropriate conduct by those working with children. Students who are unsure how to act or respond in a particular situation should consult with their Supervisor/s , Liaison, or contact the WIL Team. The QCT website also provides access to further resources and information on this area.

## Prohibited Use of Substances

Consumption of alcohol, recreational drugs, or any illicit substances before or during placement is strictly prohibited. Students must ensure a zero-blood alcohol level and avoid any substances that may impair performance. Smoking and vaping are only permitted in designated areas.

## Mobile Phones and Electronic Devices (Photographs or Recordings)

Use of mobile phones or electronic devices during placement is not permitted unless explicitly approved by the supervisor for placement-related tasks. If the student must be contactable by mobile phone (emergency only) permission must be gained from the supervisor. Devices must not be used to capture images, video, or audio under any circumstances.

## Social Media

Social media refers to any online or mobile tool where you share information of any kind and in any format. As a student you are not to post any information about your placement, clients, the site or your fellow students or anything else related on any social media forum including private group pages. You may be dismissed from placement and possibly excluded from returning to the site if anything posted contravenes any of the laws or codes that apply.

Students are strongly advised to exercise judgement and caution in the use of social media about their placement, as well as whilst on placement. This includes but is not limited to using mobile phones for personal calls whilst on placement, ensuring the privacy and confidentiality of the site in the use of social media sites such as Facebook and TikTok, not taking photographs for personal use during placement and ensure professional use of the internet during placement.

## Media Requests

All media inquiries must be directed to the PE Director. Students must not comment publicly on any aspect of their placement, including site operations, clinical cases, or patient information.

## Legal Documentation Requests

**Police Requests**
From time to time students will be requested or required by a police officer or the courts to perform a task or provide a statement for an incident. Whilst you are required to follow all legal requirements, it is requested that you contact PE Director in the first instance to seek advice and/or assistance when possible.

**Subpoenas**
If served with a subpoena, notify PE Director immediately.

**Placement Site Requests**
All students are required to contact PE Director in the first instance before providing a verbal/written statement to the placement site in response to an incident.

## Managing Student Performance and Behaviour During Placement

While most placements proceed without incident, it is essential that any concerns regarding student performance or behaviour are addressed promptly and fairly. UniSQ follows principles of natural justice and procedural fairness in managing placement-related issues.

### General Considerations:

- Some matters may be addressed under the site's own policies (e.g. harassment, discrimination, privacy breaches).
- Students undertake placements at the invitation of the site. The site may choose to terminate a placement without following UniSQ's procedures.
- UniSQ may decline to investigate a concern if there is insufficient information or if the matter falls outside the scope of the University's responsibilities.

In accordance with Section 4.2 of the *Work Integrated Learning Activities Procedure*, the following steps outline the process for managing concerns during placement:

### Step 1: Early Identification and Support

If a student is experiencing performance issues or learning difficulties, the supervisor should discuss these with the student as early as possible. Together, they should develop and document strategies to support improvement. These strategies should be reviewed regularly during supervision sessions. The Liaison must be informed promptly to ensure appropriate support is provided and to help facilitate a positive outcome.

### Step 2: Escalation and Formal Meeting

If the issue persists or is more serious (e.g. breach of professional conduct, failure to meet practice standards, or risk of placement termination), a formal meeting should be arranged. This meeting may be initiated by the student, supervisor, site coordinator or liaison. The liaison should be provided with written details of the concern, including relevant dates, individuals involved, and a description of the issue. Meeting outcomes and agreed strategies should be documented, including review timelines.

### Step 3: Monitoring and Further Action

A follow-up meeting should be held with the student and liaison. The PEx Director may also be involved if appropriate. Outcomes should be documented, and further strategies implemented as needed. If additional concerns arise before the scheduled review, an earlier meeting should be convened. In some cases, the placement may be cancelled.

Where student behaviour or conduct is deemed inappropriate or in breach of professional or ethical standards, the following outcomes may apply:

- The placement may be cancelled, and the student may receive a fail grade for the course.
- The student may be awarded an incomplete grade, with the opportunity to undertake a future placement under revised conditions.
- If the behaviour constitutes a breach of UniSQ's Student Code of Conduct or professional standards, the matter may be referred for further review under the University's misconduct procedures.

All decisions must be documented and communicated clearly to the student, including any implications for progression and available review or grievance options.

### Advice for Students

If the placement is cancelled due to student misbehaviour or misconduct, outcomes may include a fail grade or an incomplete grade with future reallocation. Students dissatisfied with the decision may seek a Stage 2 Review of Decision or lodge a Formal Grievance, depending on the outcome. Further information is available via UniSQ's Feedback, complaints and advocacy page.

If a student experiences an issue with their supervisor, site coordinator or liaison they are encouraged to raise the concern directly with the individual involved where appropriate. If the issue cannot be resolved informally, students should contact the PEx Director for further support and guidance. UniSQ is committed to ensuring students feel safe and supported throughout their placement experience.

## Related University Policies

Student General Conduct Policy
Student Academic Integrity Policy
Student Discrimination, Bullying, Harassment and Sexual Misconduct Response Procedure
Work Health and Safety Policy
Assessment of Special Circumstances Procedure
Student General Conduct Policy
Student Grievance Resolution Policy
Student Grievance Resolution Procedure
Privacy Policy
Privacy Procedure

# Roles and Responsibilities for Placement

This section outlines the role expectations of all involved in the professional experience placement. It is important that Supervisor/s are aware of their role as well as what is expected of students and UniSQ liaisons.

## Student

There are expectations that all students are required to meet. These expectations should be seen as information provided about courses, programs, assessment, and administrative procedures as identified in the UniSQ Student expectations and responsibilities policy. The role of the student includes:

- Contacting the Supervisor/s before commencing professional experience placement.
- Pre-planning with the site before professional experience.
- Applying appropriate professional knowledge, practice, engagement, skill and conduct while attending the professional experience.
- Engaging with the feedback provided by all teaching staff.
- Demonstrating initiative and commitment to the role of a Guidance Officer.
- Communicating in a professional manner with all members of the community at the site and professional staff at UniSQ.
- Considering the Code of Ethics and Professional Conduct in all interactions with staff and students.
- Exercising a duty of care for all students/children and following reasonable instructions for your own safety.
- Upholding professional dress standards and behaviours especially in relation to mobile technology.
- Collecting evidence of your professional experience including observation and feedback of your teaching practice.
- Returning all resources and teaching materials and thanking all staff involved in your placement at the completion of placement or the point of withdrawal.
- Attending all required days of the placement in a timely manner. Illness days should be rescheduled as urgently as possible for minimising placement disruptions and ensuring optimal opportunity to collect appropriate data for assessment requirements if/as required.

## General Activities

Practicum students should only engage in work where they have the expertise to do so. This might include:

- Attending case meetings and other guidance related PD activities which have been organised
- Observing the Supervisor/s at work
- Participating in supervision sessions between the Supervisor/s (as appropriate)
- Observations of students in classroom and playground settings
- Co-leading group activities
- Interviewing/meeting with a student (under supervision)
- Attending team meetings

## University

UniSQ is committed to providing support to sites and Supervisor/s in a range of ways including professional development, university liaisons and contact with the relevant Professional Experience Director to assist where required.
A professional experience guide is available online for pre- service teachers, sites and site staff to access at any time. This documentation is provided to support the site in understanding the student's development and a framework for evaluating their progress.

## WIL Officer

An important element of professional coordination is fostering productive and reciprocal partnerships between sites, the university and students. WIL Officers ensure that all professional participants (student, liaison, Supervisor/s, and other staff members) are adequately qualified, trained, inducted and supervised to undertake the proposed professional.

WIL Officers have responsibility for the following areas:

- Developing and maintaining administrative resources to ensure best practice during the professional placement.
- Ensuring that all information has been provided to the students, sites and Supervisor/s, with the placement arrangements confirmed in writing.
- Managing the mandatory documents associated with placements on InPlace.
- Responding to student queries in a timely manner.
-

## University Liaison

The UniSQ Liaison is the contact point between all parties. It is a requirement that a liaison is allocated and visits the site either physically or by virtual connection during the placement. The role of the liaison includes

- Connecting with the Supervisor/s prior to the placement.
- Connecting with the student prior to the placement.
- Contacting the Supervisor/s on the first day of placement to confirm attendance of students.
- Maintaining regular contact with the site to ensure the student is achieving the goals and expectations of the placement.
- Maintaining contact with the student to ensure they are achieving the goals and expectations of the placement.
- Observing (where possible) the student undertaking relevant tasks and providing feedback on performance.
- Reminding the site of reporting requirements, assisting where necessary or requested.
- Reminding student of the requirement to collect, store and upload their professional experience reports where necessary.
- Advising the placement team of any concerns as soon as they are identified.
- Supporting the site as necessary to make an At-Risk decision, thus implementing the full process.
- Completing the At-Risk forms for actioning an 'A team' member.
- Receiving and forwarding the Formal Feedback report generated by the Supervisor/s /s to support the decision of actioning the At-Risk process.

## Senior Guidance Officer in State School setting

The Senior Guidance Officer (SGO) is responsible for sourcing Guidance and Counselling placements and will liaise with potential sites on your behalf. They are responsible for:

a) Ensuring the student is placed in appropriate learning environments.
b) Facilitating an introduction of the student to the Supervisor/s.
c) Distributing professional experience guides to the Supervisor/s or the online link to access all necessary documents.
d) Discussing expectations of placement with the Supervisor/s

## Supervisor/s in School settings

The following information about Supervisor/s is specific to school contexts and the role of a Guidance Officer in Queensland:

a) Advocate, provide counselling, psychoeducational assessment and individual student support, recommendations and advice to students, teachers and parents concerning educational, behavioural, career development, mental health and family issues.
b) Work as part of a multidisciplinary team and facilitate effective working relationships and partnerships with parents, school personnel and external support sites in order to provide a comprehensive support, case management and referral service that optimises students' access and engagement in educational programs.
c) Provide a counselling and referral service to assist students in decision making about critical educational, personal, social, emotional and career development, and provide ongoing support during the implementation phase of their decision.
d) Conduct activities such as student observation and psychoeducational assessment in order to determine the nature of student learning difficulties, disability, developmental levels or psychological and emotional status in order to make recommendations for educational adjustments and interventions.
e) Assist schools in the implementation of student protection, gifted and talented education, behaviour support policies and risk management processes that may involve the development of individualised student plans, including Educational Support Plans.
f) Provide specific support in secondary schools that may include involvement in the process of Senior Education and Training (SET) planning, career development and future pathway options counselling.
g) Balance the ethical issues of privacy and confidentiality for each student with the appropriateness of sharing information with others and maintain a comprehensive and professional record keeping system that complies with policy and legal requirements of parental and legal access to official records.
h) Participate in relevant professional development and prepare and implement professional and personal skill development programs and in service activities for administrators, teachers and parents.
i) Provide leadership and specialised support in response to student protection issues; critical incidents and emergencies; and the transition of students into alternative education programs, and their reintegration back into mainstream schooling.

## Supervisor/s in all other settings

The Site Supervisor/s play a critical role in the nature and quality of the professional experience placement. The role of the Site Supervisor/s includes:

a) Possessing professional qualifications and relevant professional registration suitable for counselling practice (e.g. Guidance Officer, Psychologist, Social Worker).
b) Being familiar with UniSQ professional experience requirements as well as assessment and reporting requirements.
c) Being available to speak to the student before placement for pre-planning purposes.
d) Providing written and verbal feedback to the student on their progress on a regular basis.
e) Discussing the requirements for successful completion with the student, including demonstrations of particular skills as required.
f) Being available to meet the UniSQ liaison and coordinating (where possible) liaison observation opportunities.
g) Alerting the UniSQ liaison and the WIL Team immediately should there be instances of unprofessional behaviour; excessive absences or where the student is at risk of failing (Refer to At-Risk process) generally before Day five (5) of the placement.
h) In most cases, when a student needs to be placed At-Risk, opportunities are afforded to improve specific practices before a fail grade can be applied. The exception occurs in the case of gross misconduct where dismissal is immediate.
i) Where the student does not meet the requirements of the At-Risk action, they will receive a fail grade. Exceptions to the At-Risk process need to be discussed with the Professional Experience Director who can be contacted through the WIL team.

## Professional Development Opportunities for Supervisor/s

Teachers involved in supervising students can avail themselves of opportunities for university based professional development through a range of mediums. This section provides links to opportunities provided by the University of Southern Queensland. These opportunities also include training for supervising students.

The University of Southern Queensland's focus on community engagement means there are a range of professional development options available to the industries in which we operate.

The University is also committed to providing opportunities for Supervisor/s to advance their skills in supervising and supervising our students and suggest the following training:

- Professional development opportunities available under the Queensland College of Teachers website at: Professional Development for Teachers - CPD Record | QCT
- Professional development opportunities available with the Department of Education and Training (VIC) found at Information for schools | schools.vic.gov.au

# Placement Assessment Requirements

Students must receive a satisfactory level in all assessment items to indicate that they have successfully met all requirements of the unit. Formative Assessment is ongoing and is provided through supervision with the EDU6214 Course Coordinator (or delegate) and your Supervisor/s during Professional Experience.

Course Assessment requirements include:

- A Placement Portfolio that includes all the documentation required as evidence of your Professional Experience and Supervision
- A Case Report (Assignment 1). Students may request to access placement specific documentation (e.g., previous reports, school crisis management procedure) to support the preparation of their case report.
- Presentation of a case in the Case Conferences (Assignment 2).

## Assessment Activities

The following conditions apply to students taking a placement in a Queensland state school with Guidance Officer/s (GO/s).

- Students should not administer any R2 tests or R1 tests that require training (e.g. the ABAS is an R1 test that GOs are required to be trained in) though they may observe an assessment. GOs are not able to train practicum students in any restricted tests.
- If training in a test has been arranged for Guidance Officers to attend, practicum students may also attend the training and have access to test kits during the session (but not after the training has concluded).
- Practicum students may look through the restricted tests held by the GO, but the test kits should not be removed from the GO's office. Test security is of high importance.
- If the student has completed a psychoeducational assessment subject, they may administer an R1 test under the direct supervision of the GO and only if the GO is proficient in the administration and interpretation of the test and the practicum student has demonstrated the prerequisite skills.

When consent is sought for the school Guidance Officer to work with a student and the practicum student will be involved, consent will also be obtained for the practicum student. The parent needs to be fully informed of the practicum student's role e.g. observe a test being administered, co-lead a group activity.

# 2026 Student Placement Declaration

This document is a mandatory pre-placement requirement for all students enrolled in a placement course at the University of Southern Queensland. It outlines key responsibilities to UniSQ and its partner sites before, during, and after placement. By signing this declaration, you are acknowledging your understanding and commitment to meeting these obligations.

This signed declaration must be submitted via InPlace.

**Overarching requirements are**:

- meeting the academic pre-requisites for the placement course
- ensuring you are enrolled in any placement courses for the relevant period of study
- checking student emails and other communication channels regularly

To prepare for my placement prior to its release, I will:

- Submit all required documents and information by the listed deadlines, ensuring their accuracy and currency for the entire placement period.
- Declare any extenuating circumstances, pre-existing medical conditions that could impact my safety, or perceived, potential or actual conflicts of interest through InPlace by the specified deadlines.
- Prepare to travel over an hour to my placement and acknowledge that preferred locations are not guaranteed.
  To prepare after my placement is released, I will:
- Organise personal commitments, leave, uniform, and ID card;
- Review insurance and emergency contact information.
- Provide any additional requirements requested by my placement site promptly.
- Apply for accommodation and financial bursaries if eligible.

**During and after my placement**, I will:

- Present professionally in my uniform with my student ID card.
- Adhere to professional expectations, codes, standards and practices for my discipline.
- Promptly inform the UniSQ WIL Team if I do not receive an induction or orientation
- Promptly inform the UniSQ WIL Team if I am absent from placement for any reason and of any make-up days that are organised thereafter.
- Manage my workload to comply with fatigue management policies and ensure personal wellbeing during placement.
- Report any incidents while on placement as per the UniSQ guidelines.
- Retain copies of all placement assessments and timesheets
- Follow the guidelines of the placement agency with respect to Workplace Health and Safety, Infection Control, and disease outbreaks.

**General**

- I confirm that I have read and understand the Placement Guide, Placement Hub, and UniSQ Student Code of Conduct Policy, and agree to uphold all stated expectations.
- I will promptly notify the WIL Office and PEx Director of any issues or inability to meet placement obligations at any stage of my program, and understand that not meeting mandatory requirements may result in unenrolment or a fail grade for the course.
- I have read and understood the information provided to me in this document, including in particular how the personal information in my mandatory documents is collected, used and disclosed by the University (including disclosing relevant personal or health information to placement facilities or support providers) and I consent to the University handling my personal information in this way.
- I will inform the PEx Director immediately of any written notices from accrediting bodies or associated bodies of my program of study.
- I understand and accept my responsibilities as outlined in the Placement Guide.
- I acknowledge that not meeting Inherent Requirements (with reasonable adjustments) may prevent my acceptance for placement and prevent program progression.

Student Name: _____

Student Signature: _____

Date: _____

University of Southern Queensland

# Placement Preparation Checklist

| Item | Requirement | Yes |
|---|---|---|
| 1. | **Visit the Teacher Education Hub/Website:** Familiarise yourself with all available resources to support your placement journey | ☐ |
| 2. | **Read the Placement Guide:** Understand what to expect and how to succeed during your placement | ☐ |
| 3. | **Check Your Student Email Regularly:** Important placement updates and notifications will be sent here. | ☐ |
| 4. | **Know Who to Contact:** Save the contact details for your Liaison, and the WIL team. | ☐ |
| 5. | **View the Mandatory Documents List:** Start gathering the required documentation early. | ☐ |
| 6. | **Log into InPlace**: Begin uploading and updating mandatory documentation | ☐ |
| 7. | **Check the Important Dates Document:** Find the document deadline for your trimester and mark it in your calendar. | ☐ |
| 8. | **View the Placement Calendar:** Take note of the block dates for your placement course to avoid scheduling conflicts. | ☐ |
| 9. | **Update Preferences/Site Suggestions in InPlace:** Add or update your region preferences, facility expressions of interest (EOIs), and any special considerations. | ☐ |
| 10. | **Plan Travel & Accommodation (if applicable):** Start looking into transport and accommodation early, especially for rural or away placements. | ☐ |
| 11. | **Check Bursary Opportunities:** Review the Placement Hub or Contact the Scholarships Team to see if you're eligible for financial support. | ☐ |
| 12. | **Set Personal Goals:** Think about what you want to learn or improve during your placement. | ☐ |
| 13. | **Maintain Professional Behaviour:** Always demonstrate respectful, ethical, and professional behaviour in all interactions. | ☐ |
| 14. | **Safety on Placement:** If any issues, concerns, or incidents arise, promptly inform your Placement Supervisor, Liaison, and the WIL Team. For urgent matters, refer to the emergency contact details provided in your placement guide. | ☐ |

# Appendices

University of Southern Queensland

# EDU6214 Professional Experience Log of Hours

| | |
|---|---|
| **Guidance and counselling student** | |
| **Location/organisation:** | |
| **Supervisor/s** | |

| Date activity performed | Hours of attendance | Client contact hours | Supervision hours | Supervisor/s 's signature |
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