



University of
**Southern
Queensland**



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2026 Counselling Placement Guide

Master of Counselling

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Introduction to Placement

Professional placement is a vital component of your degree, delivered through a collaborative partnership between UniSQ and the allocated placement agency. It complements academic coursework by offering opportunities to develop practical skills, apply theoretical knowledge, and demonstrate professional competence.

This guide outlines essential information for undertaking placement, including requirements, expectations, conduct, and responsibilities. Students must read this document thoroughly and contact the Work Integrated Learning (WIL) Team or Placement Coordinator with any questions. UniSQ and placement agencies reserve the right to terminate placements if 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 are responsible for:

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

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

The Academic Team

Your Academic Team contact is the Course or Placement Coordinator for your Professional Placement course. They can help with:

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

They can be contacted by phone or email to arrange an appointment.

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)	<ul style="list-style-type: none"> • How do I submit my placement documents? • What are the key deadlines? • Can I change my placement dates? • I haven't received my placement confirmation. • What happens if I don't meet mandatory requirements? 	<ul style="list-style-type: none"> ✉ Email: support@unisq.edu.au 💬 Chat: https://www.unisq.edu.au/current-students/support/contacts ☎ Phone: (07) 4631 2285
Academic or professional concerns during placement	Academic Team (Course and Placement Coordinator)	<ul style="list-style-type: none"> • I'm having issues with my placement supervisor. • I need to discuss professionalism or safety concerns. • Questions regarding grades for a placement course 	<ul style="list-style-type: none"> ✉ Email: Please contact the Course Coordinator for your specific placement course. These details will be listed in the course StudyDesk or course specification.

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.

Program Placement Requirements and Structure

As part of the Master of Counselling (MCCO) program, students are required to complete a professional placement. These placements follow the standards set by the Psychotherapy and Counselling Federation of Australia (PACFA) and the Australian Counselling Association (ACA).

Placements can take place in a wide range of settings, including:

- Non-government organisations (e.g., Headspace, UnitingCare, CentaCare, Anglicare)
- Private counselling and psychology practices;
- Schools, rehabilitation centres, aged care facilities, churches, and domestic violence services
- UniSQ's Psychology and Counselling Clinics in Ipswich and Toowoomba
- Occasionally, multidisciplinary private practices (must include multiple allied health professionals and offer comprehensive training)

All placements, regardless of the setting, must meet the core requirements outlined in the ACA Placement Requirements Guidelines (2023) and PACFA Accreditation Standards for Counselling Programs(2025) including:

Course Enrolment & Structure

- Enrol in COU6050 Masters Counselling Practicum (3 trimesters).
 - Trimester 1: Placement preparation, documentation, placement sourcing and interviews with potential host agencies.
 - Trimesters 2 & 3: Attend the approved placement agency or clinic.
- Complete all COU6050 pre-requisites.

Training & Supervision

- Complete all introductory modules.
- Participate in 10 hours of tutorials (group supervision, personal care, case conceptualisation).
 - Tutorials are held online every two weeks in small groups.
- Receive a minimum of 10 hours of individual clinical supervision:
 - 4:1 ratio for the first 40 hours of client contact.
 - 8:1 ratio for hours beyond 40.
- UniSQ group supervisors must:
 - Be registered with ACA or PACFA.
 - Have 5+ years of experience.
 - Be eligible to supervise under ACA/PACFA.

Counselling Practice Requirements

- Complete a minimum of 200 hours of counselling practice in a professional setting.
- Accrue at least 80 hours of direct client contact. This may be face-to-face and/or telehealth.
- Counselling practice hours may also include:
 - Case notes, staff meetings, counselling observations, and administrative tasks.

Documentation & Logs

- Maintain a professional log signed by your supervisor(s).
 - Only formal, contracted counselling relationships with therapeutic intent are accepted.
 - Casual conversations or non-counselling interviews, or counselling that happens as part of another role (such as case management) are not eligible.
- Include client work details in the log while maintaining confidentiality.

Supervisor requirements:

- Individual clinical supervisors must be:
 - Suitably qualified
 - Registered with their respective professional bodies
 - Experienced counsellors (or allied health practitioners such as psychologists and social workers).
 - Must have the professional and supervisory skills necessary to guide students effectively.
 - Provide counselling supervision that meets PACFA/ACA requirements.
 - Note: The course examiner will determine whether a proposed supervisor meets the minimum requirements.

Additional Requirements

- Complete 5 hours of professional development during placement.
- Placement is not available to students in the Advanced Entry stream.
 - Available to students in qualifying specialisations.
- Strongly recommended to attend placement two full days per week over two trimesters.
 - Discuss alternative arrangements with the Placement Coordinator if needed.

Students may undertake additional hours on placement after their 80 hours is complete, with the consent of the organisation, as part of transitioning or finalising their cases.

Definitions of Key Terms

Professional Placement: Professional Placement means the placement of a student at an agency for the purposes of gaining practical experience in the profession of their study.

Course Coordinator: The Course Coordinator is a UniSQ academic staff member responsible for the overall management, organisation, and delivery of the counselling practicum course. This includes overseeing course content, liaising with placement agencies, and supporting students throughout their practicum experience.

Placement Coordinator (This role is performed by the Course coordinator): The suitably qualified employee of UniSQ who is employed to organise, coordinate and/or supervise the professional placement arrangements and/or experience of students enrolled in an approved course.

Work Integrated Learning (WIL) Officer: University administrative staff within the Work Integrated Learning Team who are responsible for coordinating professional placement arrangements for students

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

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

Clinical supervisor: is a suitably qualified employee of the agency who oversees the student's face-to-face counselling practice of the student. The agency is responsible for providing supervision that meets PACFA/ACA requirements or, if this cannot be arranged internally, allowing the student to engage an external counselling professional supervisor. Normally, the supervisor should be a member of a counselling, social work, psychology, or equivalent professional association, and all supervisors must be eligible for membership with a relevant association. If an appropriate supervisor is not available within the agency, UniSQ will assign a qualified member of the counselling academic team. The Placement Coordinator will confirm whether any proposed supervisor meets the minimum requirements outlined earlier in this document.

Counselling Supervision Contract (Or Clinical Supervision Contract): A written agreement required by counselling associations, describing the aims and responsibilities of both the supervisor and supervisee.

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

Learning Agreement and Plan: A document that records the placement agreement, plan, learning objectives, and tasks.

Counselling log: A record of the hours of counselling, supervision, and professional development, signed by the clinical supervisor, and submitted as evidence of completing required hours. It also includes a journal of learning activities and reflections made by the student throughout the placement.

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

Mandatory Document Requirements and Resources

COU6050 StudyDesk

It is where you will find all the forms, links and information you require to prepare for your placements. Students must be available for placement at any time during the study period, including breaks and exam weeks. Please consider this when enrolling and making personal arrangements.

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 your program Placement 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 and preferences must be submitted on [InPlace](#) for each course; and
- ✦ when work-based placement applications must be received for each period of study.

Graduate Counselling StudyDesk

The *Practicum Information Section* of the [Graduate Counselling Study Desk](#) is where you will find initial information you require to prepare for your placements, and recommends enrolment into COU6050 to commence the preparatory processes. 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. Hepatitis B vaccinations if wishing to place within a hospital setting). Please refer to the [mandatory document list](#).
- Upload documents as they are completed or updated to [InPlace](#)
- Refer to the [Graduate Counselling Study Desk](#) 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.

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 Placement 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
- ✦ be enrolled in the Master of Counselling (Not the Advanced Practice Stream)
- ✦ 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 agency 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. 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 pre-requisite courses do not satisfy pre-requisite conditions. If a student begins placement with an incomplete result and subsequently fails the pre-requisite course, they will be withdrawn from placement, and any completed hours will not be counted. Students planning to undertake placement across Trimester 1 and 2 should enrol in COU6050YL3 in Trimester 3 (prior). Those planning to undertake placement across Trimester 2 and 3 should enrol in COU6050YL1 in Trimester 1 (prior).

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

Placement is not available to students in the Advanced Entry stream but is available to those enrolled in qualifying specialisations. To be eligible for ACA or PACFA registration, students must successfully complete the COU6050 placement course and its pre-requisites.

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.

Recognition of Prior Learning

UniSQ supports students by recognising prior formal and informal learning, as well as relevant work experience. Recognition of prior learning assesses whether an individual has met the required learning outcomes, competencies, or standards to justify exemption from a specific course. While practical placements are a cornerstone of counsellor preparation, Recognition of Prior Learning (RPL) for these requirements is not standard practice. Professional accreditation bodies do not encourage substituting placements with prior work experience, making such exemptions exceedingly rare in accredited counselling programs. We recommend that students with significant prior experience explore the Master of Counselling (Advanced Practice). This program is specifically designed for seasoned professionals and may provide a more suitable pathway, provided the entry criteria are met.

Inherent Requirements

Each degree at UniSQ includes inherent requirements—core skills, knowledge, and capabilities essential to achieving the learning outcomes and maintaining academic integrity. It is assumed that when a student enrolls in a placement course that they meet the program's inherent requirements. Should a student's circumstances change, and they no longer meet inherent requirements, they can expect significant impact to their ability to attend clinical placement or advance in their program.

Inherent requirements specific to your program are listed in the [UniSQ Handbook](#). Please review and understand these requirements before enrolling in a placement course. For support or questions, contact the [Accessibility and Disability Support 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 agency, 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 and/or Placement Coordinator 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.

Impairments and Criminal Charges (Unsuitability to hold general registration)

If you have an impairment, or a criminal charge listed on your National Police Check, you may not be eligible for placement.

Under the [Health Practitioner Regulation National Law Act 2009](#), an *impairment* is defined, as a

- ✦ physical or mental impairment,
- ✦ disability,
- ✦ condition or disorder (including substance abuse or dependence).

that detrimentally affects or is likely to detrimentally affect capacity to safely practice the profession or a student's capacity to undertake clinical training as part of the approved program of study in which the student is enrolled or as arranged by an education provider.

National Boards may impose conditions on your registration to ensure safe practice if you have an impairment or criminal history. If this applies to you, it is your responsibility to confirm with your National Board whether you will be eligible for registration upon completion of your program.

UniSQ is committed to making reasonable adjustments to support students in their studies. However, adjustments must not compromise the inherent requirements of the program or public safety, and placement agencies are not obligated to provide adjustments that conflict with their operational requirements.

If you have a health or disability concern that may affect your ability to undertake placement, contact the [Accessibility and Disability Support](#) office. In some cases, UniSQ may need to share relevant information (e.g. medical related information or the results of any Criminal History Checks) with the placement agency to determine whether a suitable placement can be provided. In these instances, we will only provide this information to the placement agency with your content or alternatively encourage you to share this information with the placement agency as appropriate. Any information you provide or that is released to a placement provider will be treated with discretion and in line with the privacy policy of the University.

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 relevant [Equity and Diversity](#) services as early as possible. In some cases, the University may need to share relevant personal information with a placement agency 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 or Placement Coordinator. 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](#).

Before Placement Allocations are available

Location Preferences

As part of the placement allocation process, you may submit preferences for the regions where you would like to complete your placement via [InPlace](#). If no preferences are submitted, placement will be allocated based on your address listed in InPlace and agency/placement availability.

WIL Officers will use your preferences as a guide and aim to place you at an agency within one of your preferred regions or within one hour's drive from your address on InPlace. Due to agency availability and competition with other universities, preferences are not guaranteed. As a result, you must be prepared to travel and attend placement in locations outside your preferred regions.

Facility Expression of Interest

If you wish to attend a specific agency, submit a Facility Expression of Interest via [InPlace](#) within the timeframe outlined in the Important Dates document. You may update your submission any time after enrolment, but the information recorded in InPlace at the cut-off date will be used for placement allocation.

Before completing your InPlace profile, review the list of current agencies on the Graduate Counselling Studydesk. Submit your preferences as soon as possible after enrolling. Please note that preferences are not guaranteed due to agency availability and competition with other universities.

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 be submitted by the due date listed in the *Important Date* document for the period of study in which placement is being completed.

- ✦ 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 option 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.

If planning a pregnancy, ensure you have received any required immunisations beforehand. If already pregnant and not immunised, some vaccinations may be delayed or unavailable until after you have given birth. Please contact the WIL Team to discuss your situation and placement readiness.

Conflict of Interest

You must disclose any real, perceived, or potential conflict of interest (COI) to the WIL Office and Placement Coordinator 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.
- 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.

Working While on Placement

Due to professional and ethical responsibility, you are expected to be well rested and well prepared for placement. Working full or part time hours while on placement may compromise your safety and performance. You may need to request fewer hours from work to achieve placement requirements and comply with work health and safety standards.

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 agency for their placement hours. Students may only be paid for placement hours if they have received formal approval to complete a paid placement at their current workplace.

Interstate Placements

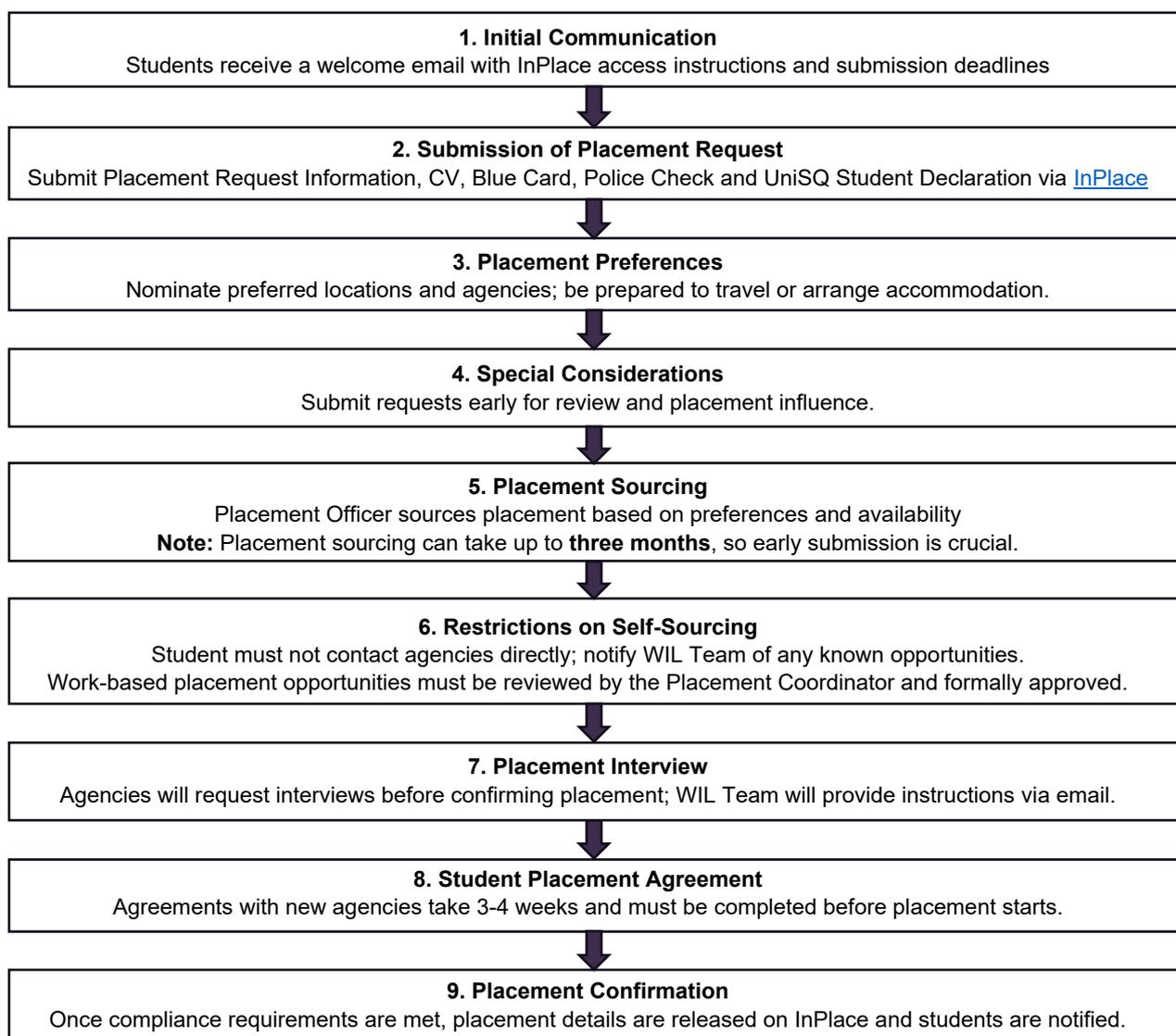
Please note that placements in other states may be limited or difficult to obtain. Students residing outside Queensland must provide a list of suggested local agencies to the WIL Team when submitting their Placement Request Information via InPlace. You may be required to travel within your home state or to Queensland if a local placement cannot be secured.

Placement Allocation Process

To maximise the benefits of professional experience, UniSQ has established processes that ensure consistent governance of professional activities and quality learning outcomes applicable to professionals. Pre-placement planning involves multiple stages of communication with students and placement agencies, starting well before the study period begins.

Local placements are defined as within a one-hour drive of your address provided on InPlace (as per Google maps) or your preferred region. This does not guarantee placement within this radius as facilities have limited capacity. Pending availability you may need to travel longer distances or be allocated to rural or remote placement. If you do not meet the [Special Circumstances Procedure](#) criteria, then you are expected to attend the allocated placement, regardless of location.

Step-by-Step Process



Placement Allocation Communication

All communication between UniSQ students and agency 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 Placement Coordinator or email WIL@unisq.edu.au.

Placement Negotiation

Once all mandatory documents have been submitted, the Placement Officer or WIL Coordinator will begin sourcing a suitable placement on your behalf. Where individual placement sourcing is required, this process may take up to three months or longer, which could delay your placement start date beyond the originally stated timeframe.

While every effort is made to accommodate student preferences, placements are not guaranteed. Students must be prepared to accept any appropriate placement offered and allow sufficient time for arrangements to be finalised.

Once your placement is confirmed, you will be notified of the details and next steps via your UniSQ email account.

Placement Interview

You will be required to attend an interview with the agency delegate before your placement is confirmed. You will either receive instructions from the WIL Team outlining how to organise your interview or be contacted directly by the agency. You are expected to:

- Research the agency and its role in the community
- Consider how you can contribute during your placement
- Present yourself professionally during the interview

After the interview, you must inform the WIL Officer of the outcome by emailing WIL@unisq.edu.au.

Interview Readiness

UniSQ provides access to '[Big Interview](#)', an online resource where you can record and review your responses to interview questions. You can also share recordings with the [UniSQ Career Education team](#) for feedback. Register using your UniSQ email address to access this service for free. Additional support is available via the [Application and Interview Support](#) website.

Placement Agreement

UniSQ requires a formal agreement with any facility hosting student placements, and the WIL Team is responsible for finalising this agreement before the placement begins. If an agency has not hosted a student within the past five years, a new Student Placement Agreement must be established. This process typically takes 3–4 weeks and must be completed in full before a placement start date can be confirmed. Students will be notified via their UniSQ email once the agreement is complete and the commencement date is set.

In addition, each placement site is assessed using UniSQ's Risk Assessment Tool to ensure it meets program accreditation standards and provides a safe and suitable learning environment.

Additional Documentation

Before engaging in any counselling activities, students must complete several compulsory items: an INVIVO risk assessment and the associated training, a Work and Activities Plan, and a supervision contract with their clinical supervisor. The completion of the risk assessment, along with the final submission and approval of these documents, are essential steps. This process ensures consistent governance, quality learning outcomes, and compliance with professional and university standards.

Placement at Current Place of Employment (Work-Based Placement)

You may be permitted to undertake your placement at your current workplace, provided the proposed placement meets accreditation requirements. Students who are considering completing a Work-Based Placement should notify the WIL Team via wil@unisq.edu.au. The WIL Team will then email you providing further information about the Work-Based Placement requirements and providing you with the Work-Based Placement Application Form. This Application Form must be received by the due date outlined in the Important Dates Document.

Once the Placement Coordinator has assessed your Work-Based Placement Application, you will be notified of the outcome via email. Students should allow for up to 3 weeks for the Application to be assessed, and a further 3-4 weeks for the Student Placement Agreement to be signed, if one is not already in place with the agency.

This process ensures that the placement provides meaningful educational value and maintains professional integrity while leveraging your existing workplace environment.

After Placement Allocations are Available

Placement Acceptance

Students are expected to attend any reasonable placement allocated by the WIL Team or Placement Coordinator. 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)

Accommodation and Travel Expectations

Accommodation during placement is limited and varies by location. Most facilities do not provide accommodation, so students must arrange and fund their own. If your placement requires travel or accommodation, funding support may be available (see below).

Students are responsible for all travel costs associated with placement. Public transport options should be reviewed before submitting placement preferences and considered after placement allocation. Consider your vehicle's reliability and your comfort with long-distance or remote travel. Students should also have the appropriate license and points to drive a vehicle.

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.

Orientation Information

Before your placement begins, the WIL Team or Placement Coordinator will provide you with the contact details of your Placement Supervisor. It is your responsibility to contact them to confirm key details and complete the necessary introductory steps. This includes:

- Arranging an interview with your site supervisor
- Negotiating and completing the Student Placement Contract, Learning Plan, and Clinical Supervision Contract
- Ensuring the site supervisor signs all required documentation
- Agreeing on a placement start date within 7 days of the interview
- Submitting all completed documents via the course StudyDesk

In your communication with the supervisor, you should also confirm:

- Placement start and end dates
- Physical address, supervisor's 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 Placement Coordinator

If you do not receive an induction or orientation on your first day, please notify the WIL Team.

Attending Placement

Supervision

1. Clinical Supervision

- Minimum **20 hours** of clinical supervision. A minimum of 10 hours individual clinical supervision and 10 hours of group supervision (via the COU6050 tutorials)
- Supervision ratio: **4:1** for the first 80 client contact hours, then **8:1** for additional hours
- Supervision must be endorsed by UniSQ and the clinical supervisor

2. Supervisor Requirements

- Workplace supervisors must be approved professionals (counsellor, social worker, or psychologist) with **at least 5 years' experience**
- UniSQ group supervisors must be registered with ACA or PACFA and eligible to supervise

Attendance Expectations

To meet the requirements of COU6050, students must complete 80 hours of client contact, 20 hours of clinical supervision, and 5 hours of professional development.

It is recommended that students attend placement two full days per week across two trimesters to allow adequate time for assessments, case notes, preparation, administration, meetings, and other responsibilities. Counselling placements cannot be condensed into a short full-time block, as clients require ongoing support and the emotional demands of counselling are best managed with a maximum of two days per week.

Students must attend 100% of scheduled placement hours, which may include mornings, evenings, and weekends, and must bring all required clinical guides and workbooks to each shift. Placement takes priority over other commitments, and students are responsible for managing any employment and fatigue-related issues to ensure safety and wellbeing.

Students with extenuating circumstances may request a shift change by speaking with their agency supervisor. If a shift change extends the placement beyond the original end date on [InPlace](#), students must notify the WIL Team at WIL@unisq.edu.au.

Reasonable Work Hours

You are required to work the shift hours allocated by the agency in accordance with the policy and employment practice of the agency. For example, a student cannot choose to work a 9-hour shift when the agency requirements are an 8-hour shift.

Meal Break Entitlements Table

Breaks may vary slightly depending on the agency, but the general guidelines are:

Shift Length	Paid Breaks	Unpaid Breaks	Total Rostered Hours (including unpaid breaks)
8 hours	2 x 10-minute breaks (can combine to 1 x 20-minute break)	1 x 30-minute unpaid break	8.5 hours
12 hours	3 x 10-minute breaks (can combine to 1 x 30-minute break)	2 x 30-minute breaks (1 unpaid)	12.5 hours

Logbook Guidelines

- Record hours your 200 placement hours accurately and honestly
- Ensure daily supervisor sign-off
- Scan and save your time sheets for future reference

Public Holidays

Students are **not** permitted to work a public holiday if your supervisor is **not** working on that day, and there is not adequate support or supervision within the workplace.

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 agency'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 agency via their preferred communication channel
- Your Placement Coordinator
- The UniSQ WIL Team (WIL@unisq.edu.au)
- Submit an Extension Application if the placement is not completed by the designated assessment deadlines.

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 Placement Course Coordinator 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 Hours

If you have not completed the required placement hours, you must arrange make-up hours during your placement period. Coordination of additional placement days can occur directly with your Agency Supervisor. If your placement needs to extend beyond the original end date, notify the WIL Team at WIL@unisq.edu.au immediately so this can be reflected on your InPlace profile.

Students are expected to make every effort to attend all scheduled placement hours and complete any make-up shifts within the timeframe offered. Securing make-up hours can be challenging, especially toward the end of your program. To support accurate tracking, students must maintain a counselling log documenting all clinical hours completed or missed and submit this to InPlace for verification.

Reasonable Adjustments to Allocated Placements

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

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

Student Initiated Placement Withdrawal

If you need to withdraw from a placement due to exceptional circumstances, you must first consult with your Course Coordinator. You will then be required to inform the WIL Team of your decision. Formal confirmation is required before withdrawing, as consultation with the agency and UniSQ staff may be necessary to determine appropriate academic or placement adjustments. Withdrawing without prior approval may result in a **Fail** grade for the course.

Please note that academic or financial penalties may apply depending on the timing of your withdrawal within the study period. Students should refer to the university calendar showing important dates such as Census Date before withdrawing from a course.

Agency or Supervisor Initiated Placement Withdrawal

Agencies 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 placement may also be terminated by an agency or supervisor if a student:

- Consistently performs unsatisfactorily despite supervision
- Negatively impacts 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.

Information that must be provided to the university by the agency following a placement termination

- Agency name
- Days completed
- Nature of the practice
- Learning outcomes achieved
- Learning outcomes not attempted
- Learning outcomes attempted and not achieved, and where appropriate the reasons why outcomes were not achieved.

Placement Termination 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 reallocate 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 the Placement Coordinator 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.

Course Outcome

Students may achieve different outcomes in clinical practice from the grades received in pre-clinical courses. This may be for a variety of reasons. Clinical skills are developed and assessed differently from knowledge acquisition. If a student does not receive the outcome they were expecting, please:

- Review feedback received during placement
- Reflect on contributing factors (e.g., personal, academic)
- Develop strategies to improve future performance
- Contact your Placement Coordinator or Course Coordinator for support

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 for International Students – [UniSQ International](#)

Support for First Nations Students – [College for First Nations](#)

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 agency'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

Students are responsible for identifying and managing risks during placement. If you feel unsafe or encounter a hazard, notify the Placement Supervisor immediately and Placement Coordinator 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](#).

Safety During Late or Night Shifts: For late or night shifts, familiarise yourself with the security officers and relevant contact numbers for the agency. Park in well-lit areas and stay vigilant in your surroundings when working to and from your transport. Security officers may be available to escort you to your car or public transport.

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 agency's security conditions when leaving after hours.

Paid Employment and Fatigue Management during Placement

While UniSQ recognises that students may need to undertake paid employment, it is essential that work commitments do not compromise placement responsibilities or breach fatigue management policies. Students must not work full-time while attending placement, as this contravenes health facility safety standards and poses risks to patient care.

You must not complete a paid shift immediately before or after a placement shift. For example, finishing a night shift as an Assistant in Nursing (AIN) and then attending a morning placement shift is strictly prohibited. This practice violates Queensland Health and private facility WH&S policies. If you are unsure about these requirements, contact the WIL Team for clarification.

Placement obligations take precedence over paid employment. Please notify your employer in advance to ensure work does not interfere with your placement schedule.

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 agency contact and adhere to the agency's disaster management protocols.

If you feel unsafe or encounter a risk during placement, immediately notify the Placement Coordinator using the contact details provided in the *Placement Contacts – Who to Contact and When* section.

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 \(usq.edu.au\)](https://www.usq.edu.au/students/safer-communities/sexual-misconduct-response-procedure) 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 \(simplicity.com\)](https://www.usq.edu.au/students/safer-communities/share-a-concern) 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 your Placement Coordinator. For example, a counselling student may be exposed to a traumatic event such as a suicide of a client. 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.

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 Health, Psychological and Medical Sciences) 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 Health, Psychological and Medical Sciences. 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 Agency 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 the Placement Coordinator.
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 experience an injury or an incident while you are on placement, **you must report it to your Placement Supervisor and the health care agency contact immediately. You must also notify the placement coordinator of the incident via email or phone directly.**

You will be required to complete an incident report for the agency. 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 “Assign to” section as part of the application:

- Assign incident to Manager/Supervisor – Relevant Course Coordinator
- Business Unit/Faculty – School of Health, Psychological and Medical Sciences

How To Access SafeTrak to report an incident or hazard



Vehicle Use during Placement

In accordance with the University's insurance policy, students should not drive vehicles belonging to the placement organisation; students should only travel in vehicles belonging to the organisation as passengers and must be accompanied by an agency employee/supervisor during any trips made in motor vehicles. Should the need arise and if authorised by the placement agency and UniSQ to drive the agency's vehicle, the student must be familiar with and adhere to the agency's motor vehicle policy prior to operation.

It is important to check the details of the insurance policy of your placement agency if you are requested to drive their vehicles to ensure coverage for any damages or in the event of an accident. 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.

Support Contacts

Contact Name/Service	Role	Contact Method	Availability
Placement Coordinator	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

During placements, students are expected to uphold the highest standards of professionalism, as they are entrusted to learn in environments where client safety and dignity are paramount. The practicum experience in counselling is demanding and extends beyond completing required hours—it involves emotional resilience, availability, energy, and the ability to manage geographical and logistical challenges. These demands differ significantly from typical coursework, and both the placement organisation and its clients rely on students to meet these expectations reliably and ethically.

If you feel that the demands of placement may be overwhelming, it is your responsibility to discuss your concerns with the Course Examiner. Open communication ensures that appropriate support or adjustments can be considered, maintaining both professional integrity and client care.

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 agency.
- 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, as appropriate.
- 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.

Student Presentation

You are to wear appropriate work attire that are suitable for an office environment. For counselling interns, generally it is smart casual, however given the wide variety of contexts you may be placed at, check the organisational expectations with your line supervisor.

Student ID – You have the option to obtain a student identification card suitable to wear while on placements. This is an ID that has less personal information visible and replaces using your normal university identification. Please contact [iConnect](#) to obtain one.

Professional Interactions

Clients and staff should be treated with the highest level of professionalism and respect. Ensure you use appropriate titles and salutations when addressing staff at the organisation where you are completing practice education (i.e., use 'Dr' for medical staff).

Code of Conduct

While on placement, you represent the University of Southern Queensland (UniSQ) and must comply with the UniSQ Student Code of Conduct Policy. You are expected to:

- Follow all workplace procedures and reasonable directions from placement supervisors.
- Demonstrate respect, professionalism, and courtesy toward clients, staff, and peers.
- Maintain appropriate behaviour at all times.

All placement sites are encouraged to report both exemplary and concerning student behaviour. Breaches of conduct may result in removal from placement and disciplinary action under UniSQ's [Student Code of Conduct Policy](#), [Student General Misconduct Procedure](#), or [Academic Misconduct Policy](#).

Ethical Standards

Students must adhere to the [PACFA](#) and [ACA](#) Code of Ethics while on placement. In accordance with these policies, behaviours that may result in harm to other students, professionals and/or clients and or inappropriate conduct including unsafe, illegal, unprofessional or unethical practice may result in students being withdrawn from field education, receiving a fail grade for the placement topics and no credit for hours worked.

Confidentiality

Students are entrusted with sensitive information and must uphold strict confidentiality standards equivalent to those expected of healthcare professionals. Any information obtained directly or indirectly during placement—whether related to clients, agency operations, or clinical cases—must be treated as confidential unless explicitly stated otherwise.

Confidential information must not be discussed in any setting outside the placement, including at home, in class, or online (e.g., social media, messaging apps). This includes client identities, agency details, and intellectual property. Breaches may result in removal from placement and potential legal consequences.

All students must comply with the **Commonwealth Privacy Act 1988** and **Information Privacy Act 2009 (Qld) (IP Act)** or your State's equivalent legislation. Please ensure you are aware of your responsibilities and obligations under this Act.

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 or 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 agency 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 agency 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 agency 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 Placement Coordinator. Students must not comment publicly on any aspect of their placement, including agency 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 your Placement Coordinator in the first instance to seek advice and/or assistance when possible.

Subpoenas

If served with a subpoena, notify your Placement Coordinator immediately.

Placement Agency Requests

All students are required to contact their Placement Coordinator in the first instance before providing a verbal/written statement to the clinical placement agency 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 host organisation's own policies (e.g. harassment, discrimination, privacy breaches).
- Students undertake placements at the invitation of the host organisation. The organisation 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 agency 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 Placement Coordinator 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, agency supervisor, or Placement Coordinator. The Placement Coordinator 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, Placement Coordinator, and Course Coordinator. The Program Coordinator 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, Placement Coordinator, or Agency Supervisor, they are encouraged to raise the concern directly with the individual involved where appropriate. If the issue cannot be resolved informally, students should contact their Placement Coordinator 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

When a student undertakes a professional placement, responsibilities are shared between the **Student**, the **Placement Agency**, and the **University**. While placement outcomes reflect this collaborative arrangement, the University retains responsibility for determining the final grade or outcome for the placement.

Student Responsibilities

Students are expected to:

Engage in Placement

- Attend and actively participate in placements arranged by the University.
- Complete all placement-related activities efficiently and to the best of their ability.
- Take responsibility for their learning, including seeking timely feedback from their Placement Supervisor.
- Maintain current contact details with UniSQ and be reachable during the study period.
- Inform the WIL Team and Placement Coordinator of any pre-existing medical conditions that may affect safety or participation whilst on placement.
- Seek assistance when unsure about procedures, expectations, and treatments.
- Provide client-centred care only under approved professional supervision and guidance.
- Practice safely, respectfully, consistent with level of competency and within their scope of practice in the agency and within the profession.
- Take responsibility for personal belongings.

Maintain Professionalism

- Uphold standards of professional practice and behaviour.
- Comply with relevant Codes of Conduct (UniSQ and Agency), including dress code and workplace policies.
- Be punctual and represent UniSQ positively and professionally.
- Follow reasonable and lawful directions from the Placement Supervisor or assigned delegate.
- Act ethically and respectfully toward staff, students, and clients.
- Address issues promptly and cooperatively with the Supervisor or Course Coordinator.
- Contribute to a placement environment free from discrimination, bullying, and harassment.

Complete Assessments

- Discuss learning objectives and expected outcomes with the Placement Supervisor.
- Plan early for signing off placement assessment documentation.
- Contact the Supervisor or Course Coordinator if there are any difficulties with meeting the course objectives or assessment requirements.
- Ensure all assessment paperwork is completed and submitted on time.

Students must not:

Act Outside UniSQ Guidelines

- Attend a cancelled placement.
- Make public comments on behalf of the Agency or UniSQ (except when required to provide evidence in a court of law or is otherwise legally obliged or authorised by law).
- Remove or misuse resources from the University or Agency, including taking photos without consent.

Engage in Unprofessional Conduct

- Act outside professional codes of conduct or scope of practice. For ACA's Scope of Practice, click [here](#). For PACFA's Scope of Practice, click [here](#).
- Provide patient/client care without supervision from a registered health professional.
- Misrepresent their skills, knowledge, or status.
- Engage in behaviour that may cause harm or be interpreted as harassment, discrimination, or offensive.
- Enter into relationships that exploit the trust inherent in professional roles—consent or initiation by the client is not a defence.
- Accept gifts or benefits that could influence care decisions or impartiality.

Supervisor / Agency Responsibilities

The Placement Supervisor is responsible for supporting student learning and ensuring safe, professional practice throughout the placement. Each agency must nominate a qualified individual to supervise, mentor, and guide the student in the workplace and advise the Placement Officer of this appointment. Agencies may designate both a site supervisor for administrative support and a clinical supervisor for professional oversight; in most cases, these roles are combined.

Demonstrate Professional Behaviour

- Act as a role model and introduce students to appropriate professional conduct.
- Maintain high standards of professional practice.
- Adhere to relevant Codes of Professional Conduct.
- Provide an orientation session covering agency policies on confidentiality, privacy, and Workplace, Health and Safety.
- Ensure students are informed of all legislative, health and safety, security, confidentiality, privacy, and workplace policies and procedures relevant to the placement.
- Obtain informed consent from clients for student involvement and access to records.

Provide Learning Support

- Understand the University's placement requirements as outlined in provided documentation.
- Actively engage in the student's learning and support their development.
- Discuss clinical objectives and expected learning outcomes early in the placement.
- Establish a plan with the student for signing clinical assessment documents.
- Schedule regular meetings to review goals, progress, and any challenges.
- Clarify expectations and observe student performance regularly.
- Provide ongoing verbal and written feedback to support continuous improvement.
- Complete assessment documentation and notify the Course Coordinator promptly if the student is not meeting objectives.
- Offer feedback to the university to support ongoing improvement of the placement program.

Provide Clinical Support

- Obtain informed consent from patients/clients for student involvement in care and access to records.
- Ensure students are competent for assigned tasks and conduct themselves safely and professionally.
- Contact the Course Coordinator regarding any clinical or professional concerns.
- Notify the university if a student is unwilling or unable to meet placement expectations.
- Ensure all assessment documentation is completed and signed on time.
- Facilitate a positive learning environment, including orientation, briefing, and debriefing sessions.
- Provide a range of learning experiences aligned with placement goals.

University Responsibilities

An important element of professional coordination is fostering productive and reciprocal partnerships between agencies, the university, and students. The Course Coordinator, and/or Work Integrated Learning (WIL) Team are responsible for overseeing the academic and administrative aspects of placement.

Organise and Plan Placements

- Maintain regular contact with placement facilities and conduct site visits as needed.
- Be accessible via phone and email for placement-related communication and respond promptly.
- Coordinate pre-placement requirements, including orientation checklists, criminal history checks, immunisations, and CPR certification.
- Evaluate the safety and suitability of placement sites to ensure a positive learning environment.
- Ensure that all professional participants (student, liaison workers, supervisors, and other staff members) are adequately qualified, trained, inducted, and supervised to undertake the proposed professional placement.

Manage Academic Requirements

- Retain final responsibility for academic decisions, including whether a student passes the placement.
- Ensuring that the agency supervisor has an educational qualification in a related discipline that is equivalent to or higher than the qualification level they are supervising and has sufficient experience.
- Be available for consultation and support for both students and supervisors.
- Respond to problems in a timely manner.
- Collaborate with agencies to resolve complex professional issues.

Communicate and Support

- Provide students and supervisors with clear information about placement expectations, assessment criteria, policies, and obligations (e.g. confidentiality).
- Manage all disciplinary matters and mediate any issues between students and supervisors.
- Advise students to disclose any medical or health conditions that may impact their placement experience.
- Maintain equitable opportunities for all students and ensure inclusivity through reasonable adjustments, in line with UniSQ policy.

Placement Assessment Requirements

Initial feedback on skills

As soon as possible in your first few hours of client contact, ensure clinical supervisor or appropriate agency delegate has viewed at least one session of your counselling, live or by video. Record sessions only with agency and client consent. This will ensure any issues are identified and addressed early.

Mid-practicum Report

Between 30 and 40 hours of counselling and 10 hours of supervision, ask your supervisor for a mid-practicum interview and to fill out the mid-practicum report. Submit to the Course Examiner as soon as complete via the submission instructions provided on the COU6050 studydesk. This report is assessable and provides opportunities to acknowledge skills and strengths in the placement, and also areas that may need further development.

The course examiner will contact both you and your line supervisor to discuss the report.

Completion of placement

Academic & Course Completion (COU6050)

Once you have fulfilled the required 80 hours of client contact, 20 hours of supervision, and 5 hours of professional development, you must begin the course completion process. First, request a final interview and report from your line or counselling supervisor. This Final Practicum Report and associated logs must then be submitted to the Course Examiner, following the specific submission instructions provided on the course StudyDesk. After submission, the Course Examiner will contact both you and your line supervisor to discuss the report. A final grade is issued only after all these steps are complete. To successfully pass COU6050, all assessment requirements must be met.

Organisational Off-boarding

In addition to the academic requirements, you must also complete a professional exit from your placement organisation. Before your final day, check with your supervisor about their specific off-boarding procedures. This is a critical step and often includes requirements for how to appropriately transition clients, the finalisation of all case records, and the return of any organisational property such as keys, ID cards, or equipment.

Placement Timesheets – Counselling Log

It is your responsibility to retain copies of all placement assessments and timesheets throughout your course, as these may be required to verify placement completion or support professional association membership upgrades. The WIL Team does not retain copies of these documents, so it is strongly recommended that you save both physical and digital versions in an organised manner for future reference.

Documentation Requirements:

- Maintain a professional log signed by your supervisor(s).
- Only formal counselling relationships with therapeutic intent can be counted toward client contact hours. See [here](#) for a detailed description of eligible client contact hours.
- Ensure client confidentiality is upheld in all documentation.

Other Counselling Related Activities

- Non-contact practice hours may also include writing case notes, attending meetings, observing counselling sessions, and administrative tasks. These are not logged as contact hours but as 'Other hours'.

Assessment items for professional placements include the following documents:

- Portfolio. This includes Professional Placement Learning Agreement, Learning Plan, Clinical Supervision Contract
- Placement Performance 1. This is a Mid Practicum Report completed by your line / clinical supervisor
- Placement Performance 2. This is your Final Practicum Report completed by your line / clinical supervisor
- Reflection (personal/clinical). This is your Reflective Journal and Placement Log.
- Presentation. This is your Case Formulation & Presentation.

Students must also engage with the course coordinator as required, attend the scheduled course tutorials (which serve as group supervision – for dates and times see Study Schedule on the COU6050 studydesk page) and participate in the Mid and Final Practicum Report review meetings with their clinical / line supervisors.

Learning Agreement and Learning Plan

The Learning Agreement functions as the contract between the student and the agency and should be used as a guide for identifying the activities that will be undertaken on placement. Prior to commencing the professional placement, students should be thinking about their learning goals and/or what they wish to achieve during the professional placement and note these (in consultation with their agency supervisor) in the agreement. The student must advise the Course Coordinator of any changes to the Learning Agreement.

Engagement and Placement Review

Engagement for professional placements provides the student and other stakeholders with the opportunity to discuss the placement process, raise concerns and provide feedback about student capabilities. It may include but is not limited to face-to-face meetings, video conferencing and telephone. The placement agency or student may initiate a meeting with the course examiner. After the course examiner has marked the mid review, an invitation will be emailed to acknowledge the review and an invitation will be made to both student and supervisor checking if either or both wanted to meet to discuss further.

Finalise Placement Requirements

Students must submit all assessment documents within one week of the last day of the professional placement to the study desk. It is the responsibility of the student to ensure the timely submission of these documents.

Feedback collected during the placement, evidenced completion of total hours, satisfactory submission of assessments will together contribute to determining if a student has achieved the required learning outcomes.

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 agencies 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 (Placement Hub) regularly

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

- Submit all required mandatory documents 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.
- Ensure I am available to attend placement at the required times during my enrolled study period, including breaks and exam periods.
- 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 Agency promptly.

During and after my placement, I will:

- Present professionally in appropriate attire for the organisation.
- 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 such a length of time that it may be disruptive to my placement experience or agency.
- 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 and UniSQ Student Code of Conduct Policy and agree to uphold all stated expectations.
- I will promptly notify the WIL Office and Placement Coordinators 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 Placement Coordinator 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: _____

Placement Preparation Checklist

Item	Requirement	Yes
1.	Visit the Placement information section on the Graduate Counselling Studydesk: Familiarise yourself with all available resources to support your placement journey	<input type="checkbox"/>
2.	Read the Placement Guide: Understand what to expect and how to succeed during your placement	<input type="checkbox"/>
3.	Check Your Student Email Regularly: Important placement updates and notifications will be sent here.	<input type="checkbox"/>
4.	Know Who to Contact: Save the contact details for your Course Coordinator, and the WIL team.	<input type="checkbox"/>
5.	View the Mandatory Documents List: Start gathering the required documentation early.	<input type="checkbox"/>
6.	Log into InPlace: Begin uploading and updating mandatory documentation	<input type="checkbox"/>
7.	Check the Important Dates Document: Find the document deadline for your trimester and mark it in your calendar.	<input type="checkbox"/>
8.	Provide location preferences and site suggestions via the Placement Request Section on InPlace: Add or update your region preferences, facility expressions of interest (EOIs), and any special considerations.	<input type="checkbox"/>
9.	Plan Travel & Accommodation (if applicable): Start looking into transport and accommodation early, especially for rural or away placements.	<input type="checkbox"/>
10.	Check Bursary Opportunities: Review the Placement Hub or Contact the Scholarships Team to see if you're eligible for financial support.	<input type="checkbox"/>
11.	Set Personal Goals: Think about what you want to learn or improve during your placement.	<input type="checkbox"/>
12.	Maintain Professional Behaviour: Always demonstrate respectful, ethical, and professional behaviour in all interactions.	<input type="checkbox"/>
13.	Safety on Placement: If any issues, concerns, or incidents arise, promptly inform your Placement Supervisor, Course Coordinator, and the WIL Team. For urgent matters, refer to the emergency contact details provided in your placement guide.	<input type="checkbox"/>



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