



Industry Placement Policy and Procedure

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Modification history

Date	Modification	Person responsible
17/01/2012	New policy	Aida Ashworth and Dr Ian Whyte
27/6/2012	Additions to Policy	Gerald Lipman and Dr Ian Whyte
6/11/2012	Addition of the Changes to the Policy section	Gerald Lipman and Dr Ian Whyte
3/12/13	Removed 'Reflection Paper Submission' from Second Language Study in Lieu of a Placement	Dr Ian Whyte
7/01/2014	Where applicable change reference to degree programs to include all programs – recommended by TEQSA 19/12/2013	Gerald Lipman and Dr Ian Whyte
20/01/2014	Addition of Out of Sequence Placements	Gerald Lipman and Dr Ian Whyte
25/7/2014	Addition of three offer situation	Gerald Lipman and Dr Ian Whyte
15/10/2014	Addition of "repeat industry placement"	Gerald Lipman and Dr Ian Whyte
11/07/2016	Inclusion of section on Resume and change of ITD Manager to IP Manager	Gerald Lipman and Dr Ian Whyte
17//11/16	As suggested by 1/9/16 AB meeting, change wording to allow Principal to approve a repeat placement by an international student in Australia.	Approved by AB 17//11/16 Dr Ian Whyte
12/12/16	Changes in title from 'Industry Training and Development' to 'Industry and Career Development'; 'IP Manager' to 'ICD Manager'.	Dr Ian Whyte
3/10/17	Changes to wording in Out of Sequence Placements to	Gerald Lipman and Dr Ian Whyte
16/10/17	Changes to assessments information due to 9/9/ Academic Board approval of new IP Subject Statements	Gerald Lipman and Dr Ian Whyte

Definitions

Industry Placement: A subject involving approved work and study in industry over one semester. It is considered an academic subject conducted off campus in the workplace

Repeat Industry Placement: An Industry Placement required if a student fails an Industry Placement

Property: Refers to a hospitality outlet such as a hotel, restaurant, catering, food service business, convention centre, resort, cruise ship, winery, motel or other hospitality venue selected for placement.

Host employer/organisation: The hospitality property where the student will complete the requirements of the Industry Placement.

ESOS: Education Services for Overseas Students (ESOS). The ESOS framework protects Australia's reputation for delivering quality education services and the interests of overseas students by setting out standards, roles and responsibilities for education institutions that teach overseas students, as well as providing tuition and financial assurance for students.

SHA: Swiss Hotel Association

ICD: Industry and Career Development is the name of the department responsible for Industry Placement

ICD Manager: The ICD Manager is the person responsible for managing the Industry Placement component of the ICHM degree programs.

Serious misconduct: Breaches of host employer company policy or procedures which are deemed to be so serious that there is a break in the trust between the student on Industry Placement and host employer. Offences include, but are not limited to theft, alcohol/drugs, insubordination, not adhering to the roster, breach of confidentiality, inappropriate behavior, acts of harassment and discrimination, serious breaches of Health and Safety and Security.

Preamble

The Industry Placement program is an opportunity for students to work in a professional environment, using and enhancing the skills and knowledge they have developed during their degree studies. Hospitality industry placements are designed to benefit both the student and the host employer. Students receive practical experience in a hospitality-related career, while employers benefit from trained and motivated personnel, having the opportunity to evaluate possible future employees.

Policy

Industry Placement is a compulsory and formal component of a number of ICHM programs.

Industry Placement semesters comprise 50% of the degree structures and alternate with academic semesters. There are three Industry Placements within the Bachelor of Business (Hospitality Management) and four within the Bachelor of International Hotel Management (Swiss Hotel Association)

Industry Placements are considered subjects within the ICHM programs and therefore require successful completion of the assessments outlined in the Subject Statement for each of Industry Placements.

To be eligible for graduation in either of the bachelor degrees' students must demonstrate they have successfully completed a minimum of 1500 hours of work in hospitality properties.

Student may apply for status in Industry Placement if they can provide evidence of hours completed in hospitality properties either before commencing at ICHM or during their ICHM studies.

Within the formal structure of the ICHM degrees students are required to complete at least one Industry Placement in a Food and Beverage department and another in any other department of an approved hospitality property. Whilst the academic requirements for the subjects exist, the expectation is that the student participates as a normal working member of the host organisation.

To qualify for the Swiss Hotel Association Diploma or the Bachelor of International Hotel Management (Swiss Hotel Association) it is a requirement that students demonstrate fluency in a second language. Students who are not proficient in a second language may, at their discretion, choose to undertake to study a second language in lieu of the third Industry Placement (Semester 6). Students wishing to undertake second language study in an Industry Placement other than the third placement semester must seek permission by writing to the Principal outlining their reasons.

The ICD Managers will support students throughout the Industry Placement process. Students will be allocated an ICD Manager based on their destination preference. ICD Managers manage a portfolio of destinations. Whilst each ICD Manager is responsible for their own destinations, from time to time destinations may be allocated to another ICD Manager.

To successfully complete an Industry Placement a student must achieve:

- A minimum 50% on aggregate over the three graded assessments, and
- A Non Graded Pass grade in each of the following two assessment components:
 - Industry report on student performance
 - Minimum hours

Failure to successfully achieve the above will result in a student receiving a Fail grade for the Industry Placement. Receiving a Fail grade for an Industry Placement will require that the student undertake a "repeat" Industry Placement.

A student will be required to source their own "repeat" Industry Placement. If an international student fails an Industry Placement they forfeit the right to undertake the "repeat" Industry Placement in Australia. The international student may appeal to the Principal, outlining any compassionate or compelling circumstances why they should not forfeit the right to undertake the "repeat" Industry Placement in Australia.

A student will not be permitted to undertake an Industry Placement in a property owned by their family or where an immediate family member is the General Manager.

Students on Industry Placement will be provided with 24-hour emergency ICHM contact details.

Procedure

Suitability of students to undertake an Industry Placement

It is in the interest of all parties that students embarking on Industry Placement are capable of performing to the standard required by industry and are suitable ambassadors for ICHM. Whilst students have the ability to advise on their preferred destination, it is the function of the ICD Managers to source hospitality properties willing to accept Industry Placement participants, and submit students' resumes to the property. When selecting students for a particular property, the ICD Managers will assess a range of skills and personal qualities and matched against those required by the hotel.

In a situation where a student rejects for the third time to be put forward for a position which the ICD Manager, has deemed suitable and meeting course requirements, the ICD Manager is deemed to have fulfilled their responsibility and the student will be required to source their own placement. The student may appeal this decision via the ICHM Academic Grievance Policy.

Under the Course Progression Policy, the ICHM Academic Committee may recommend to the Principal that a student not be permitted to undertake an Industry Placement if the student is not making satisfactory course progress in courses relevant to the duties to be performed during the Industry Placement and/or where the student has failed 50% or more of the subjects attempted in a study period.

The following may restrict the type of placement offered to the student:

- A fail grade in the subject Food and Beverage Service Standards will result in the student not being able to undertake a Food and Beverage placement until the subject is passed.
- A fail grade in the subject Rooms Division Service Standards will result in the student not being able to undertake a Rooms Division placement until the subject is passed

Concerns with a student's performance, attitude, reliability, attendance, responsibility, health and wellbeing may also be reported to the Academic Committee for review of the suitability of the student to undertake an Industry Placement.

Students sourcing own placement

Students may choose to source their own placement. Students must inform an ICD Manager of this decision and take advice on the suitability of properties. Before accepting an offer of placement, the position and property must be approved by an ICD Manager.

A student who has failed to adhere to the requirements of the Internship Rules and Conditions, stipulated in the Industry Placement Manual, may be required to source their own Industry Placement. Failure to meet requirements includes:

- Failure to submit resumes and all other forms by the due date, and after reasonable reminders.
- Changing destinations once the resume has been put forward to a property, resulting in the need to withdraw the student's application
- Failure to complete the interview guide and/or attend the interview preparation session and as a result, the student is unsuccessful for the position
- Failure to attend a scheduled interview
- Declining an offer of employment without reasonable explanation
- Being terminated from a placement due to unsatisfactory performance and/or conduct

International students who hold a student visa, and choose to source their own placement in Australia, should note that if an Industry Placement position is not sourced, approved and confirmed within a 3-week period after leaving campus, the student will be deemed as not meeting course requirements and will be required to return to their home country to undertake a placement.

Student termination or dismissal from a property

It is the expectation of ICHM that students will exhibit the highest standard of personal and professional conduct at all times and abide by the policies and procedures applicable to the college and place of employment. In the event that the placement is terminated the following will apply:

Serious misconduct

If the student's placement is brought to an end by the host employer because of an offence which is deemed serious, the student will be reported to the Principal under the Personal Conduct Policy.

If the student is permitted to remain within the ICHM degree program and receives a Fail grade for the Industry Placement, the student will be required to source his/her own alternate placement. All hours earned at the terminated property cannot be used towards the minimum 500 hours requirement to pass the Industry Placement subject.

Performance issues

It is an expectation of the host employer that students be given an opportunity to gain feedback about their performance, and where possible, given further training and the opportunity to improve. If there fails to be improvement by the agreed date, the host property may decide to terminate the placement.

In cases where the performance issues are related to unacceptable attitude, poor time keeping & attendance, the student will receive a Fail grade for the placement. The student is required to source his or her own alternative placement. All hours earned at the terminated property cannot be used towards the minimum 500 hours requirement to pass the Industry Placement subject.

In cases where the student has not met the performance expectations of the employer, yet they have tried everything to improve their skills and have not been able to achieve these within the accepted timeframe, the ICD team will assist the student in sourcing a suitable alternative position. The student will be permitted to keep the hours already worked toward the minimum 500 hours requirement. The ICD Manager where possible, will attempt to find an alternative placement in the same destination, however this is not always possible and the student may be required to return back to their home country or to another state, where reasonable.

Termination by the student earlier than the agreed leave date

Industry Placement start and finish dates are agreed at the time of offer by a host employer. Students are required to honour the terms and conditions of the contract provided by the host employer and this includes adhering to specific start and finish dates. Leaving earlier than the contracted date, even if the minimum 500 hours has been achieved, is not permitted.

Only under extenuating circumstances will these start and finish dates be flexible and in this case students must contact their ICD Manager to discuss the personal situation prior to contacting the host employer.

If a student decides to terminate the placement earlier than the agreed end date, they will receive a Fail grade for the Industry Placement subject and must source an alternative position. Any hours worked at the property will not be permitted to be used toward the minimum 500 hours requirement.

Not achieving minimum hours in an Industry Placement

It is the responsibility of the student to maintain a record of their hours by completing the fortnightly logbook, and sending copies to the ICD Coordinator. The student should do everything reasonable to ensure they are working the required hours which will result in at least 500 hours by the end of the placement period. Not achieving 500 hours by the end of the placement period may result in the student achieving a Fail grade for the Industry Placement subject.

If it is evident that there may be a shortfall of hours during the placement, the student should communicate with their ICD Manager at the earliest opportunity.

If a student has not been offered hours by the host employer, through a downturn in business and the student has made best efforts to work all hours available, with confirmation from the host employer, credit for hours worked will be granted and the student may make up the shortfall in a subsequent semester.

Responsibilities of the student

Prior to placement

- Undertake all activities as stipulated by the ICD Manager in preparation for undertaking the placement and in particular the identification of positions and properties suitable for such.
- Advise the ICD Manager of any factor which may affect their capacity to safely undertake the placement, such as a disability or personal health concern.
- To accept the negotiated position offered to them.
- To obtain any visas necessary to work in the destination where the placement will be undertaken. All costs associated will be the students' responsibilities, unless paid for by the Host Employer.
- To arrange and pay for all flights and accommodation to the destination where the placement will be undertaken, unless the host employer provides these items.
- To complete all administration as required by the host employer.
- To provide the ICD team with change of address and contact details within 7 days of leaving campus.
- Preparation of the Student Resume
 - It is the responsibility of each student to ensure that their resume is complete and updated with all relevant details prior to submitting to the ICD team. A specific due date will be stipulated by the ICD team each semester
 - Initial tuition will be provided to all new students with advice on the correct format, content and application of the use of the ICHM Resume template
 - It is the student's responsibility to ensure that their resume meets the ICHM corporate standards for both content and format
 - Where these requirements are not met, the ICD Manager may refuse to source and pursue an internship until the student addresses the feedback provided and amends their resume in order to meet the required ICHM Standards.

During the placement

- Comply with all requirements as stipulated by the program.
- If the student is an international student, comply with all conditions of their student visa under the ESOS act.
- Notify the ICD team of any changes of address and contact details.
- Start and finish the placement on the dates as agreed with the Host employer and the ICD Manager.
- Be available for all shifts as rostered and ensure punctuality.
- Holidays are normally not permitted during the course of the placement period, unless the hotel requires the student take holidays due to policy or a decrease in business levels. Any leave of absence (other than roster days off) must be approved by the ICD Manager.
- In the case of illness or inability to work, comply with your host employers' Absence Policies and Procedures. The ICD Manager must be advised of any absence requiring longer than 7 days.
- Behave in an ethical and professional manner at all times and in accordance to the host employers' policies and procedures.
- Adhere to professional ethics and codes of conduct appropriate to the hospitality Industry, as outlined by the ICD team, and the host employer
- Maintain communication with department heads/supervisors within the host property, and the ICD Manager as required.
- The ICD Manager must be made aware of any issues relating to the student's employment, particularly if the student is at risk of losing the placement or must leave the placement earlier than the agreed finish dates.

- Ensure that accurate records are maintained in regards to timesheets and that these are verified by a work supervisor and provided to the ICD team, on a fortnightly basis.
- Fulfil the assessment requirements of the placement.

Accidents while on placement

Students' safety and well-being is paramount to the college. Students are expected to:

- Comply with any occupational health and safety guidelines, as specified by the host employer.
- Wear protective and safety equipment as necessary in the course of their duties and as required by the host employer.
- In the event of an accident, injury or damage whilst undertaking a work placement activity, students should advise their department supervisor/head, the HR department and their ICD Manager. The student should complete any documentation as required by the host employer.
- In the event of an accident or injury occurring whilst the student is not undertaking a work placement activity, it is advisable that the student contact their ICD Manager especially if the accident/injury will prevent the student from attending work. Should the accident or injury be of a serious nature, the ICD Manager will use ICHM's Critical Incident Response Policy as reference.
- Keep all relevant medical certificates and accounts for any insurance claims that may be made.

Responsibilities of the Industry Placement Manager

Prior to placement

- Ensure that all host employers are informed of and agree to all requirements and obligations of the ICHM placement program.
- The ICD Managers will be familiar with and adhere to all relevant sections of the ESOS Act.
- Ensure the student is aware of the requirements for a successful placement, including ethical behaviour and communicate these via different sessions.
- Ensure the highest level of professionalism when conducting all business as a representative of ICHM.
- Be the liaison between campus and industry and inform the student of options and any limitations affecting their choice of destination.
- Match the student to hotel needs and positions available, being mindful to adhere to equal opportunity and anti-discrimination legislation at all times.
- Provide advice, guidance and the skills to the student so that they may be successful at interview.
- Provide on campus counselling and seek further guidance and assistance from management and the Student Welfare Manager, as necessary.
- Update College records accurately and report on information as necessary.
- To ensure the students have all relevant requirements for work, as stipulated by the host employer.

During the placement

- Be a point of contact and support, for students on placement and make contact with the student at least once per month.
- Make contact with the host employer at least 3 times in the semester, to review students' progress.
- Record and monitor student logbook submissions to ensure that students are achieving an acceptable number of hours at work to complete their placements, and in the cases of International Students, that they are meeting course requirements, under ESOS regulations and intervene and offer guidance where host employers cannot provide adequate hours.
- To communicate and counsel the student in relation to issues affecting their placement.

- Respond to any concerns communicated by the host employer, where students are not achieving performance standards as required by the host employer.
- In cases of serious incidents occurring to students on placement, the ICD Manager will refer to the Critical Incident Response Policy.
- When travelling to any destination where students are undertaking a placement, all effort should be made to make contact with the student, and if possible, meet personally with them.
- Ensure that the reputation of ICHM is upheld at all times.

Responsibilities of the host employer

In order to ensure the placement is mutually beneficial for all parties, the host employer is expected to:

- Provide the student with all information pertaining to his/her employment.
- Provide a safe workplace to students undertaking placement, complying with all regulations under occupational health, safety and welfare legislation.
- Adhere to equal opportunity and anti-discrimination legislation. Students on placement should be treated in the same way as any other employee in terms of the legislation.
- Ensure that all terms and conditions as stipulated in the contract of employment, be honoured.
- Ensure that the student is properly inducted into the organisation.
- Ensure the student is informed of whom their workplace supervisor is and whom they should communicate with for issues relating to their training.
- Inform relevant managers, supervisors and staff of the presence of the student, and the reason and purpose of the placement.
- Train the student on the product, its policies and expected standards of service.
- Provide emergency care for students in case of accident or illness whilst on placement and contact the relevant ICD Manager as soon as practical.
- Allow visits by ICHM staff to assess and monitor the student's progress.
- Inform the ICD Manager if the student is absent from work for medical reasons, for any period exceeding 7 days, or without explanation for more than 2 days.
- In the cases of poor conduct and/or performance, the host employer should follow procedures in place in the organisation; however, the ICD Manager should be advised whenever there are concerns with the student's performance or conduct.
- Apart from cases of serious misconduct, the host employer will give the ICD Manager an opportunity to counsel the student on their performance/conduct and allow the student the opportunity to improve.
- If there is a possibility that any such performance/conduct would result in the termination of the student's employment, the ICD Manager should be informed as soon as practically possible, ideally before the termination has taken place.
- Allow appropriate access by students to property departments for the purposes of learning and completing assignments.
- Ensure that a performance assessment is completed for each student undertaking a placement. These assessments should consider the overall performance of the student and be fair and constructive, so as to provide a learning opportunity for the student.
- Allow ICHM the right to publish the organisation's name in the public domain.
- Provide adequate public risk insurance cover in relation to loss, damage or injury suffered by students in the course of the placement. Whilst on placement, students are not covered under the college's insurance policy.
- Provide students, where possible, with the hours required to complete their placement. If the full amount of hours cannot be provided a letter stating this must be given to the student at the end of the placement

Second language study in lieu of a placement

To qualify for the Swiss Hotel Association Diploma or the Bachelor of International Hotel Management (Swiss Hotel Association) it is a requirement that students demonstrate second language fluency. Students who are not proficient in a second language may, at their discretion, choose to undertake to study a second language in lieu of the third Industry Placement (Semester 6). Students wishing to undertake second language study in an Industry Placement other than the third placement semester must seek permission by writing to the Principal outlining their reasons.

Where a student undertakes second language study in lieu of an Industry Placement they are required to:

- Undertake 200 hours of tuition at an approved language school, providing hours studied by submitting timesheets to the ICD team on a fortnightly basis. Where a language course is undertaken in the country of the language being studied then the student's immersion in the local culture and the related use of the local language can be used to contribute to the 200 hours of tuition.

Proof of language fluency must be provided to ICHM's Administration team. In the event that the student does not obtain fluency by the end of the placement, permission by the Principal is required for the student to continue into the Bachelor of International Hotel Management (SHA) program.

Out of Sequence Placements

Policy

The ICHM program is designed with alternate academic and Industry Placement semesters.

There can be rare occasions where a student finds that they require taking a placement out of the traditional sequence, and with permission from ICHM Principal this can be approved. In granting permission, the Principal will consider such factors as but not limited to:

- the student's prior academic performance and course progression
- the students' performance in industry

A negotiated placement of 12-month is an example of Out of Sequence Placement.

There could also be situations where an articulating student is required to undertake further industry experience prior to commencing academic studies. Students articulating into the ICHM programs are required to have completed a minimum of 400 hours industry experience prior to entering Year 2 academic studies or 800 hours prior to entering Year 3 academic studies

Procedure

All Out of Sequence Placement requests must be forwarded to the Principal for consideration and approval.

All Out of Sequence Placements require a prepayment fee of \$2,500 for international students.

The Out-of-Sequence Placement fee is credited to reduce the tuition fees applicable for the future Academic Semester, when it is undertaken. However, if the student does not return to ICHM to undertake the future Academic Semester, the fee is forfeited.

Examples:

1 Extended placement

Where a student on a traditional 6-month placement wants to extend their placement for another 6 months for whatever reason, they will apply to the Principal, and one of the conditions of extension will be payment of the Out of Sequence Placement fee. This amount must be paid before the completion of the original 6 months. There are rare occasions where the extension of a 6-month placement will be approved by the Principal.

Where a student arranges a negotiated 12-month placement (normally on a location outside Australia) one of the conditions will be that the student will pay the Out of Sequence Placement fee before the commencement of the second 6 months. Unless there are exceptional circumstances, it is expected that an extended placement will be undertaken in the same location.

2 Placement prior to commencing Academic Studies

Where a student is required to undertake a placement prior to commencing academic studies at ICHM the student will be required to pay the Out of Sequence Placement fee prior to commencement of the placement (in addition to other New Student Fees.)

3 Continuing students undertaking Industry Placement 4 prior to Year 4 academic studies

ICHM will enrol all students in the Industry Placements of the program they are undertaking and record grades for each. The 3-year Bachelor of Business (Hospitality Management) has 3 Industry Placements and the 4-year Bachelor of International Hotel Management (Swiss Hotel association) has 4 Industry Placements.

Where students wish to claim status for Industry Placement and this status is approved by the Principal a Status grade will be awarded for the relevant Industry Placement

Where a student enrolled in both the Bachelor of Business (Hospitality Management) and Bachelor of International Hotel Management (Swiss Hotel Association) has completed ICHM's Year 3 academic semester and wants to graduate with the Bachelor of Business (Hospitality Management) in the following semester without undertaking Industry Placement 3 (because they already have 1500 hours), but nonetheless they want to go on placement, they will be awarded Status for Industry Placement 3 and will be enrolled in Industry Placement 4 from the Bachelor of International Hotel Management (Swiss Hotel Association). In such case they are required to pay the Out of Sequence Placement fee prior to commencing Industry Placement 4. This fee will be forfeited if the student does not return to Year 4 academic studies.

Changes to the Policy

The Chief Executive and Principal must approve any change to this Industry Placement Policy and Procedure.