Work Integrated Learning (WIL)
Work Experience Student Handbook
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Purpose Of Voluntary (WIL) Work Experience

The purpose of Voluntary Work Integrated Learning (WIL) work experience is to provide the opportunity for you to gain insight and experience within the health sector.

Work experience opportunities within the health sector are diverse, and may range from working in a policy or regulatory environment, to science and innovation, farming and agriculture, to retail. Voluntary WIL work experiences are often valuable first steps in paving your career path. They provide an opportunity for you to gain a deeper understanding of the varied and diverse range of career options available within health sector, while also gaining important industry exposure. This exposure benefits you in a number of ways, from informing decision making about both course and career progression, to building vital health sector and industry-based networks and contacts.
Work Experience Requirements

Number of Hours

You are required to complete a total of 20 hours of voluntary work experience. Hours will need to be logged in the Voluntary Work Experience Attendance Record and signed by your work experience industry host.

Type of Work Experience

There are a varied range of work experiences that you may undertake as part of your voluntary work experience. However, work experiences should be within a health-related field and should be applicable to your course of study.

See the ‘Finding Suitable Work Experience’ section for more detailed information on work experience types.

Assessment

Voluntary work experiences are not assessed and do not impact your ability to successfully pass the subject. However, you are required to provide evidence of your work experience by filling out the Voluntary Work Experience Attendance Record. You are also encouraged to provide a reflection piece based on your industry work experience.
Finding suitable work experience

Student Responsibilities

• It is your responsibility to secure a suitable work experience placement. You may find additional resources on Careers Connect to assist with this process.

• You should be exploring the health, public health, community health, complementary medicine and medicine sectors, or food industries for work experience opportunities. Work experiences can be in government, for profit or not-for-profit sectors.

• It is your responsibility to ensure that you have an approved Work Integrated Learning Agreement prior to the commencement of your work experience. This agreement is available in your course materials. It must first be signed by you, the student, as well as the industry host. It must then be emailed to wil@laureate.edu.au to be authorised and signed by a Torrens University Representative. You will be advised once it is approved and it will be uploaded into Careers Connect.

Searching For Industry Based Work Experience

The potential opportunities for this work experience are vast, so it is important that you have an idea about what area of the health, nutrition or herbal medicine sectors interests you, and what areas are aligned with the key concepts of the subject. Then, the first step is to make a short list of industry-based providers in your local area that fit this criteria.

These providers may include:

• Government or non-government-based health organisations, think tanks or advocacy organisations that deal with nutrition/food-based policy creation, planning or evaluation.

• Not-For-Profit or charity based organisations that engage in the growing and distribution of food or re-distribution of food waste.

• Food production and herbal medicine manufacturing environments including both small and large scale farms, nurseries, kitchen gardens.

• Independent regulatory organisations and professional associations.

• Institutions, organisations and government departments that are involved in research, development, surveillance and evaluations of the food system.

• Herbal medicine and supplement companies.

• Retail where herbal and nutritional products are sold and distribution based businesses, such as health food shops, food retail stores and practitioner only product distribution companies. Or clinical practices where herbal products are dispensed.
Write yourself a brief introduction so you can be clear and succinct in your phone call or email; outlining your needs to the potential work experience host. Your Success Coach can provide you with guidance and direct you to resources.

Finding a voluntary work experience placement may require some persistence and a little ‘thinking outside the square’. Consider the different types of organisations listed above. These can be in different areas of your town / city or in rural areas rather than focusing on possible providers in your immediate neighbourhood if you are experiencing challenges securing work experience. This provides you with more opportunity to secure a work experience placement in an area of interest. You can also consult Careers Connect for a list of approved host organisations.

Just like applying for a job, you want to show your industry host that you have taken initiative to find out as much as you can about their business. Make sure to do some research before contacting them and remember to follow-up email correspondence with a phone call, as this adds a personal touch and usually has more success.

If you need further advice or support, please get in touch with your Success Coach.
Conduct At Your Host Organisation

When you commence at your work experience you should be made aware of, and abide by, the host organisation’s policies and procedures. This could include the Workplace, Health & Safety, Code of Conduct and a range of other policies. If you are not aware of these, please ensure you ask your industry host if they can provide these to you.

Work Experience Agreement (Insurance & Indemnity)

Torrens University arranges insurance cover for you when undertaking an external work experience. This cover includes Personal Injury, Public Liability and Professional Indemnity. To be covered by insurance you must have a completed and approved Work Integrated Learning Agreement. Please see section 4: Student Responsibilities for details. Failure to lodge the appropriate documentation will render you ineligible for insurance cover. Students engaged in work experience do not receive any remuneration and therefore have no claim on the industry host’s worker’s compensation insurance.

Immunisation Requirements

Some individual workplaces, such as public health facilities that involve direct client contact, may require you to provide evidence of your immunity status or for you to be vaccinated against chicken pox, hepatitis B, influenza, tuberculosis, diphtheria, tetanus, pertussis, measles, mumps and rubella prior to commencing work experience. Please check with your industry host prior to commencing work experience placements.

Professional Behaviour

You are expected to comply with all of the standards and practices of the work experience workplace. You should also be aware that you are a representative of Torrens University, and as such, should behave in a professional manner at all times.

In addition, you are expected to:

- Work with colleagues irrespective of gender, age, race, disability, sexual orientation, religion or belief
- Maintain a high standard of hygiene and promote safe practices in the workplace
- Respect the rights and dignity of any clients
- Maintain professional and ethical conduct
- Maintain appropriate professional boundaries with colleagues
- Be punctual – typically you will observe the usual working hours of the workplace
- Take personal responsibility for seeking out learning opportunities
- Observe confidentiality and privacy obligations relating to personal and organisational information

You must not:

- Attend work experience under the influence of alcohol, illicit substances or any drug that inhibits capacity to safely undertake tasks
- Engage in any behaviour which could be considered to be bullying, threatening, abusive or intimidating
- Attend work experience if you are unwell
Professional Misconduct

There are many types of professional misconduct. Examples include when you:

- Breach professional and personal boundaries
- Breach workplace confidentiality/privacy
- Use workplace equipment for non-work purposes

In cases of serious professional misconduct, the Program Director will be required to meet with you. Depending on the outcome you may be withdrawn from work experience for the remainder of the teaching period and may be subject to student misconduct procedures.

You have the right to appeal through normal Torrens University procedures.

Please ensure that you are familiar with the industry host's workplace policies and procedures and the Torrens Student Conduct Policy.

What to do if You Can’t Attend

If you are unable to attend your external work experience due to sickness, carer responsibilities or other personal emergencies, you must contact your industry host to advise them of your absence as soon as you can, and no later than your expected starting time. In the event that you require an extended absence, or are unable to complete your work experience, it is your responsibility to advise your industry host as soon as possible. You may be required to renegotiate a later work experience at the current workplace, or an alternative work experience to ensure you complete the recommended hours.

Reach out to your Success Coach if you need support or advice.

Dress Code & Hygiene

The dress standards of the workplace should be observed, and all clothing and shoes clean and in good repair. You should consult with workplaces in regards to specific safety requirements associated with dress code.

Personal hygiene must be maintained in the work setting. You are expected to have bathed and used deodorants or antiperspirants as needed prior to attending your work experience.

Failure to comply with any aspect of dress, grooming or hygiene standards may see you sent home. You will need to make up any hours missed.

Reporting Incidents and Accidents

As part of our responsibility, and for your safety, Torrens has developed guidelines for reporting incidents and any unforeseen events that occur during work experience.

An incident is defined as an adverse event where there is some injury or potential injury to you.

You should report the incident as soon as possible to your industry host and seek appropriate treatment; as soon as practically possible contact your Success Coach or Student Services.

You will be provided with a Torrens incident report form to complete. You will also be required to follow the incident reporting procedures of your industry host.

For any other types of incidents or issues that cause you concern while you are on work experience, please contact your Success Coach or Student Services.
Conclusion

Exposure to different aspects of the health sector will help to inform your course progression, diversify your career options and establish vital networks and contacts. All of which will provide you with a significant advantage as a new graduate.