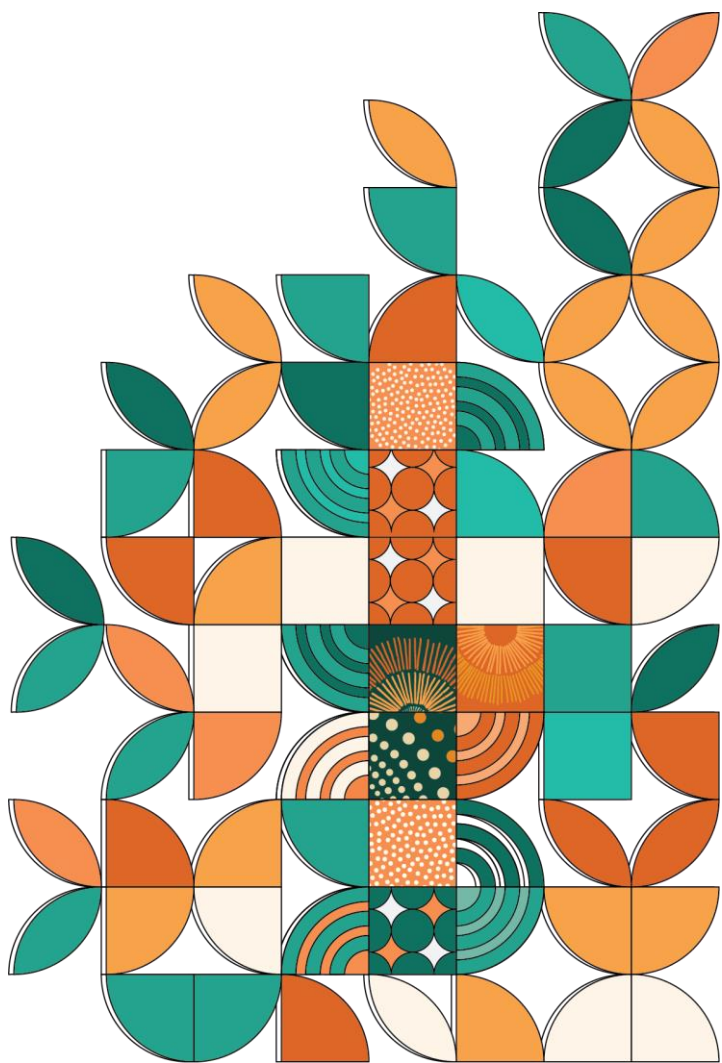


# Professional Experience Placement Procedure



## SECTION 1

### 1. Purpose

1.1 The Professional Experience Placement (PEP) Procedure outlines the step-by-step process for organising, managing, and monitoring student placements at the Institute of Health and Nursing Australia (IHNA). This procedure ensures that students gain high-quality, supervised clinical or professional experience that aligns with regulatory requirements, accreditation standards, and IHNA's curriculum.

### 2. Scope

- 2.1 IHNA students enrolled in courses requiring professional placement.
- 2.2 IHNA academic, administrative and all relevant staff involved in placement coordination and student support.
- 2.3 Facilities/Providers offering professional placement opportunities.
- 2.4 Compliance and quality assurance teams ensuring regulatory adherence.
- 2.5 **Exclusion**

This procedure does not apply to the IHNA students enrolled in the Diploma of Nursing (DON) course.

### 3. Definitions

- 3.1 Refer to IHNA's Glossary of Terms.
- 3.2 Clinsoft: An online professional experience placement (PEP) assessment platform of IHNA that streamlines communication, documentation, attendance monitoring, and assessments during a student's work placement.

## SECTION 2

### 4. Professional Experience Placement (PEP) Procedure

#### 4.1 Placement Allocation and Agreement Process

- 4.1.1 Placement expectations and requirements will be communicated to students during orientation and reinforced throughout their course.
- 4.1.2 Students must comply with all placement prerequisites, including documentation and pre-placement requirements.
- 4.1.3 Clinsoft provides the option to self-upload the documents, which will be reviewed and approved by the student support team. Alternatively, the Student Support Team will collect and upload all placement-related documents in Clinsoft in accordance with the Clinsoft Usage Procedure.
- 4.1.4 Students will be notified if any required documents are incomplete or missing during the approval process in Clinsoft.
- 4.1.5 Trainers and assessors must review students' assessment submissions before placement allocation.

4.1.6 In consultation with the Placement Coordinator, Campus Manager, and/or delegate, an appropriate placement facility will be identified.

4.1.7 IHNA allocates placements based on availability and suitability.

4.1.8 Students will receive official notification of their placement allocation.

4.1.9 Students must accept their allocated placements unless they have an approved exemption in accordance with clause 4.4 and the Professional Experience Placement Policy.

4.1.10 A Practical Placement Agreement (PPA) is signed by IHNA, the student, and the placement provider.

4.1.11 Students must arrange personal logistics, including travel and accommodation if required.

4.1.12 IHNA does not guarantee placement in the student's preferred location.

### 4.2 Clinsoft System Utilisation

4.2.1 IHNA utilises Clinsoft for PEP allocation and management.

4.2.2 Placement administrators or the Student Support Team are responsible for adding allocations into Clinsoft.

4.2.3 Students have the option to accept or decline the allocated placement.

4.2.4 If a student accepts the placement, further instructions regarding the allocated facility will be provided.

4.2.5 If a student declines the placement, they will be informed of the implications and alternative opportunities, if available.

### 4.3 Pre-Placement Requirements

4.3.1 Students must complete the Pre-Placement Checklist and required declarations in Clinsoft before commencing their placement. A list of necessary requirements is mentioned in Clause 7, Table Pre-PEP Requirements for Students. However, IHNA reserves the right to change and amend the requirement based on the Course, Provider, and relevant regulatory requirements.

### 4.4 Exemption Process and Terms for Allocated Placements

#### 4.4.1 Exemption Process:

- a. Students unable to attend an accepted placement due to compassionate or compelling reasons must submit a formal request for exemption.
- b. The request must include a valid, compassionate, or compelling reason and adequate supporting evidence.
- c. The request will be reviewed and approved by the Clinical Placement Coordinator of the respective campus.
- d. If the request does not meet the policy guidelines or lacks genuine, compassionate, or compelling reasons and/or adequate evidence to substantiate the claim, it will be rejected.

### 4.4.1 Cost Sharing for Alternative Placements:

- a. If an exemption is granted, IHNA will share 50% of the cost of arranging an alternative placement, while the student will bear the remaining 50%
- b. If the exemption request is rejected, the student will be responsible for 100% of the cost of securing a new placement.

### 4.4.2 Timeframe for Exemption Requests:

- a. Exemption requests must be submitted no later than Ten (10) weeks prior to the placement commencement date.
- b. Requests submitted beyond this timeframe will not be considered unless there are exceptional circumstances.

### 4.4.3 Responsibilities:

- a. The student must ensure timely submission of the exemption request and provide necessary documentation.
- b. The Clinical Placement Coordinator will assess requests based on IHNA's policy guidelines and the evidence provided.
- c. The Placement Team will coordinate with placement providers for alternative arrangements if an exemption is granted.

### 4.4.4 Availability of Alternative Placements:

- a. IHNA cannot guarantee that an alternative placement will be arranged at the same facility as the original allocation.
- b. The next booking will depend on placement availability, which may include regional hospitals or distant locations.
- c. Students should be prepared and willing to accept placement at an alternative venue as per availability, and/or wait for the next placement availability with a facility.

## 4.5 Completion and Finalisation of Placement

- 4.5.1 Upon completion of PEP, students must complete all relevant tasks in Clinsoft and upload any additional required documents.
- 4.5.2 Once the student submits the Placement Book, the Placement Coordinator or Educator will be notified for review and sign-off.
- 4.5.3 After final review and sign-off, the placement book must be synced with the IHNA Student Management System (Knowledge Hub (KH)).
- 4.5.4 The Administration Team must verify the completeness of documents, update unit

outcomes for PEP-related units, process the certificate request and inform the student of the next step.

4.5.5 If a student demonstrates poor progress during the placement, a Learning Contract will be prepared and implemented by course coordinators/training managers to provide structured support and improvement strategies.

4.5.6 If a student fails to meet the required placement standards, they will be informed of the failure process, including potential remediation opportunities or the need to repeat the placement as per IHNA's policies.

## 5. PEP Agreements

Procedure	Responsibility	Timeline
IHNA develops PEP Agreements with Placement Providers through legal review and approval.	National Training Manager/National Placement Coordinator/Director of Quality Management	Prior to PEP
IHNA reviews and accepts PEP Agreements, ensuring compliance with IHNA's policies.	National Training Manager/National Placement Coordinator	Prior to PEP
PEP Agreements undergo formal review every 3-5 years or as needed.	National Training Manager/National Placement Coordinator	Every 3-5 years
Either party may request a review or amendment with four (4) weeks' written notice.	National Training Manager/National Placement Coordinator	As needed
IHNA collects a Provider Profile for accreditation compliance.	National Placement Coordinator/Placement Coordinator	Prior to PEP
IHNA completes a Professional Experience	Placement Coordinator/Course	Prior to PEP

Placement Risk Management Form for each student cohort and facility.	Coordinator	
PEP Agreements are stored securely on KH, Clinsoft, Monday.com, and/or Placeright/InPlace/Sonia Central.	National Placement Coordinator	Within 5 working days of agreement signing
If unforeseen facility disruptions occur, IHNA and the facility agree on an alternative arrangement.	National Placement Coordinator	As needed
Either party may terminate the agreement with four (4) weeks' notice.	National Placement Coordinator	As needed

## 6. Pre-PEP Requirements for Students

Requirement	Responsibility	Timeline
National Police Check (AFP or state agency)	Students	Before PEP
Overseas Criminal History Check (if applicable)	Students	Before PEP
Immunisation Evidence	Students	Before PEP
Working with Children Check	Students	Before PEP
COVID-19 Vaccination Certificate (3 doses)	Students	Before PEP
NDIS Screening Check & Orientation	Students	Before PEP
First Aid (HLTAID011)	Students	Before

		PEP
Hand Hygiene & Infection Control Certificates	Students	Before PEP
N95 Mask Fit Test	Students	Before PEP
Statutory Declaration Form (for aged care placements)	Students	Before PEP
Clinsoft Orientation and PEP Portfolio	Clinsoft Team	Before PEP
PEP Orientation: OHS/WHS, conduct, uniform, confidentiality	Course Coordinator/Placement Coordinator	Before PEP
Signed PEP Agreement (student, provider and IHNA representative)	Course Coordinator/Placement Coordinator	Before PEP

**\*The specified requirements are subject to change based on the requirements of individual Placement Providers and the specific requirements of each course.**

## 7. Responsibilities During PEP

### 7.1 Student Responsibilities

#### 7.1.1 Students must:

- Set up their profile and familiarise with Clinsoft's basic functions before placement.
- Complete training provided by IHNA Student Admins (overall Clinsoft) and Educators (PEP book) prior to PEP commencement.
- Understand how to complete assigned tasks during the placement period on Clinsoft and ensure timely completion of tasks while maintaining academic integrity and submitting them for final marking.
- Follow placement provider policies and industry standards.
- Maintain confidentiality and professionalism at all times.
- Carry a valid National Police Check during PEP (if required).
- Report absences or lateness to the responsible Supervisor of the Placement Providers and IHNA Course Coordinator.

- h. Notify Placement Providers responsible persons, IHNA Course Coordinators/Training Managers and facility staff immediately in case of critical incidents.

7.1.2 Failure to meet these responsibilities may result in cancellation/termination from the placement.

### 7.2 IHNA Responsibilities

Procedure	Responsibility	Timeline
Assign a supervisor or Educator to oversee student placements.	National Placement Coordinator/Course Coordinator	Prior to PEP
Ensure students complete infection control, manual handling, and safety training before PEP.	Course Coordinator	Prior to PEP
Maintain a student-to-educator ratio of 1:8.	National Placement Coordinator	Ongoing
Upload student compliance documents to Clinsoft/Placeright/InPlace/Sonia Central.	Student Administration	Prior to PEP
Provide two weeks' notice to facilities regarding student placements.	Course Coordinator/Student Administration	Prior to PEP
Liaise with facilities regarding student performance and placement conditions.	Placement Coordinator/Training Managers	Ongoing
Maintain insurance coverage for students (public liability, indemnity).	IHNA Compliance	Prior to PEP

### 7.3 Placement Provider Responsibilities

7.3.1 Assign a qualified and competent Supervisor for the student.

7.3.2 Provide student orientation and access to relevant patient information.



7.3.3 Ensure patient consent for student involvement.

7.3.4 Report student progress and critical incidents to IHNA authority (Placement Coordinator/Training Managers/Course Coordinators/Educators).

7.3.5 Allow students to complete required competency assessments.

## 8. Managing Critical Incidents

Incident	Response
Injury/Accident	Notify Educator and Course Coordinator within 1 hour.
Medical Emergency	Call 000 and follow facility provider protocols.
Student Misconduct	Suspend placement and notify IHNA authority including Placement Coordinator/Training Managers/Course Coordinators/Educators.
Placement Cancellation/Termination	IHNA reviews the case, provides support, and determines the next steps.
Bullying/Harassment/other relevant privacy incidents	Confidential reporting process and IHNA support services available.

## 9. Follow-up and Continuous Improvement

Procedure	Responsibility	Timeline
Follow-up on student incidents, complaints, and progress	Course Coordinator/Placement Coordinator	Ongoing
Conduct regular feedback sessions with students and facility staff	Placement Coordinator/Educators/Training Managers	Post-PEP
Evaluate the effectiveness of placements through surveys and audits	Training Managers/Placement Coordinator	Annually
Implement process improvements based on feedback	IHNA Management	Ongoing

## 10. Monitoring and Review

- 10.1 IHNA reviews this procedure and placement arrangements every three years or as required for continuous improvement and regulatory changes.
- 10.2 IHNA conducts regular internal audits to ensure compliance with relevant regulatory requirements, State and Commonwealth contracts, and eligibility criteria for programs such as VET Student Loans, Skills First Program, Department of Training and Workforce Development (DTWD), and Smart and Skilled. These audits assess adherence to funding agreements, reporting obligations, and quality assurance standards, ensuring ongoing regulatory compliance and operational integrity.
- 10.3 IHNA actively incorporates student feedback to enhance the quality and effectiveness of placement programs, ensuring continuous improvement and alignment with industry expectations.
- 10.4 IHNA reserves the right to review and update placement procedures in response to industry developments, regulatory changes, and best practice standards, ensuring placements remain relevant and compliant.

## 11. Responsibility

- 11.1 The National Training Manager and the Head of Placement/National Placement Coordinator are responsible for the overall implementation of this procedure. Other responsibilities are outlined throughout this document, providing further details on roles, expectations, and procedural requirements.

## SECTION 3

### 12. Associated Information

<b>Related Internal Documents</b>	<ul style="list-style-type: none"> <li>• Professional Experience Placement Policy</li> <li>• Student Practical Placement Agreement (Tripartite)</li> <li>• Clinsoft Usage Procedure</li> <li>• Acceptance of Responsibilities Regarding Placement Expectations - Agreement</li> <li>• Student Complaints and Appeal Policy</li> <li>• Student Complaints and Appeal Procedure</li> <li>• Students Code of Conduct Policy</li> <li>• Students Code of Conduct Procedure</li> <li>• Social Media Policy</li> <li>• Social Media Procedure</li> <li>• Professional Experience Placement tool</li> <li>• PEP Orientation Guide for Students and Clinical Educators</li> <li>• Student misconduct policy</li> </ul>
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	<ul style="list-style-type: none"> <li>• Access and equity policy</li> <li>• Academic Participation and Progress Policy</li> <li>• Academic Participation and Progress Procedure</li> </ul>
<b>Related Legislation, Standards, and Codes</b>	<ul style="list-style-type: none"> <li>• National Vocational Education and Training Regulator Act 2011</li> <li>• 2025 Standards for RTOs</li> <li>• Outcome Standards for RTOs</li> <li>• Education Services for Overseas Students Act 2000 (ESOS Act)</li> <li>• National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)</li> <li>• Fair Work Ombudsman Student Placements Fact Sheet</li> <li>• Relevant State and Commonwealth contracts and eligibility documents (VET Student Loans, Skills First Program, Department of Training and Workforce Development (DTWD), Smart and Skilled)</li> <li>• Privacy Act 1988 (Cth)</li> <li>• Fair Work Act 2009 (Cth)</li> <li>• Relevant State and Commonwealth Work Health and Safety (WHS) Laws and Regulations</li> </ul>
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<b>2025 Standards for RTOs</b>	Outcome Standards for RTO

### 13. Change History

Version Control		Version 3.1
Version No.	Date	Brief description of the change, incl. version number, changes, who considered, approved, etc.
V.2.0	13/03/2021	Separated procedure document from policy, revised and updated with pertinent sections
V.2.1	28/10/2021	Minor changes incorporating critical incident management

V.3.0	23/07/2023	Updated in the new template and logo, moved definitions into the Glossary of Terms
V.3.1	08/05/2025	Changed Standards for RTOs 2015 to 2025 Standards for RTOs, Outcome Standards for RTOs, Added Quality Area