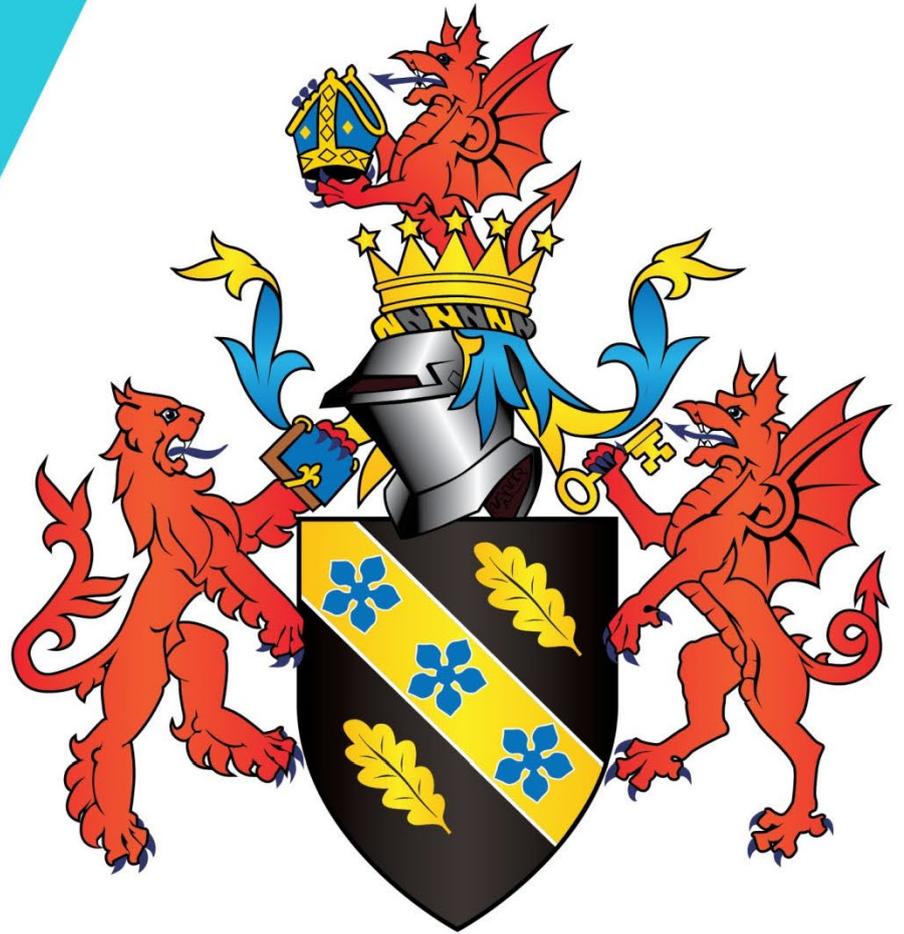




Prifysgol Cymru
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Student Placements Protocol 2023/24

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1 STUDENT PLACEMENTS PROTOCOL

1.1 Introduction and Background

Work placements provide students with an opportunity for vocational learning and personal development. They can be a particularly valuable way for students to enhance their employability skills. Placement learning is when the learner might be considered as student first and employee second, **i.e. they came to the placement experience by virtue of their studies**. This is distinct from work-based learning, when the learner might be considered as employee first and student second; **i.e. they came into the Higher Education experience by virtue of their employment or employer**, e.g. apprenticeship provision. This Protocol is concerned with placement learning only, also known as learning in the workplace, work experience or internship.

Placement learning may include international or domestic placements and is defined as a planned period of learning, normally outside the University, on a full or a part-time basis where the learning outcomes are an intended part of a Programme of Study. Placement modules are an integral part of many of the University's programmes. The guidelines set out in this section shall normally inform the development and delivery of such module(s).

The scope of this Student Placements Protocol extends only to such learning that is integral to the programme, e.g. that forms a credit-earning element of a Programme of Study, is a non-credit-earning year in industry (sandwich) or is a requirement of a PSRB. Placements that are not an integral part of the programme do not fall within the scope of these guidelines (e.g. voluntary placements that are not linked to modules or programmes). Separate or additional procedures and protocols may govern placements that are conducted as part of professionally accredited programmes of study. Such additional procedures will be detailed in programme of study handbooks.

The Student's Placement Protocol is applicable to UWTSD students studying at collaborative partnership institutions. In these cases the responsibilities attributed to the University are undertaken by partner institution, in liaison with the University as appropriate.

- For partners in the UK: The Placement Protocol should be applied in full, noting that some processes may vary from those in the protocol according to the arrangements at individual partner institutions. Any variance will be approved by the University.
- For partners outside of the UK: The Placement Protocol should be applied as far as possible, and any guidance should be sought from the University where there are differences as a result of local requirements and/or arrangements.

The University will ensure that the work that students undertake in placement contexts reflects the precepts of the UK Quality Code. This will be linked to the guidelines and benchmarks set by the Quality Assurance Agency (QAA), Universities UK (UUK) and the Association of Sandwich Education and Training (ASET). This Placement Protocol has been developed with reference to:

- the UK Quality Code for Higher Education including the QAA Advice and Guidance on Work-based Learning, 2018;
- ASET Good Practice Guide for Work based and Placement Learning and TOOLKIT, 2022;



- ASET Good Practice Guide for Managing the Health, Safety and Welfare for Student Placements, 2021;
- ASET Good Practice Guide for Supporting Students with Disabilities on Placement and TOOLKIT, 2021;
- Universities UK, Suicide-safer Universities: Support for Placement Students, 2022.

1.2 Placement Learning, Learning in the Workplace, Internships

1.2.1 Placement Protocol

A student placement is a period of work experience or internship:

- undertaken as an integral part of a programme, where the achievement of the learning outcomes for the placement is dependent on the arrangements made with the Placement Provider;
- where the student is enrolled at the University during this period;
- where there is a transfer of direct supervision of the student to the Placement Provider.

Student placements are a partnership between the student, the University and the Placement Provider in which each has specific responsibilities.

(1) Student Responsibilities

Prior to placement

Students cannot commence a placement until they have completed all the necessary preparatory work detailed below and received authorisation from the Placement Coordinator.

Prior to the commencement of the placement, students are required to:

- a) Take a proactive and positive approach to securing their own suitable placement (with the exception of students following a professionally accredited programme).
- b) Seek advice on sourcing and securing a placement opportunity from appropriate sources. This should include a dialogue with the Placement Coordinator or Placement Tutor to clarify placement requirements and assessment requirements.
- c) Actively engage in preparatory activities associated with all University and Placement Provider requirements, including health and safety requirements, wellbeing, equality and diversity, codes of conduct and, where relevant, employment contracts. This includes the roles and responsibilities of all parties detailed in the **PL1c Student Placement Information and Personal Details** form, the **PL1h Student Placement Checklist** and the **PL1i Student Placement Flowchart**.
- d) Attend placement preparation briefings, including those covering health and safety.
- e) Familiarise themselves with the **PL1j Student Placement Handbook** that details placement information, including guidance and support routes for, *inter alia*, general and specific student services support, e.g. support for mental health and well-being, disability, bursaries available.
- f) Complete the **PL1c Student Placement Information and Personal Details** online form. This form captures the placement details such as the name and address of the Placement Provider, the duties to be undertaken on placement, and the duration of the placement, among other things. It also requires consideration of any personal factors and protected characteristics that may affect the level of risk, may require reasonable adjustments or may affect the students ability to study or



practice. Protected characteristics include race, sex, sexual orientation, gender reassignment, religion or belief, pregnancy or maternity, marital status, age and disability. Linguistic and cultural issues should also be considered.

- g) International placements must comply with the **PL1k International Travel Policy**. It includes:
-  [International Travel Handbook](#) – this provides details on how to apply the International travel policy and the stage gates in travelling
 - [International Travel Notification Form](#) – to be used to log all international trips.
 -  [International Travel Risk Assessment template](#) – the risk assessment template to be used based on destination risk not necessarily workplace hazards whilst abroad.
 -  [Pre-Travel Checklist](#).
 - [International Travel Health / Emergency Contact Form](#) – to be used by all international travellers.
- h) Complete a Disclosure and Barring Service (DBS) check, (where required). The student will retain the original DBS certificate and must submit a copy to the University. The student must make the Placement Provider aware of any issues arising from the DBS check and discuss any criminal convictions with the Placement Coordinator.
- i) Complete the ethics approval processes, where relevant.
- j) Liaise with the Placement Tutor and Placement Provider to develop suitable learning objectives for the placement, within the context of the learning outcomes specified within the placement module specification.
- k) Complete the defined placement registration and approval process in full. See **Appendix PL1c Student Placement Information and Personal Details**.
- l) Confirm acceptance of the arrangements and responsibilities set out in **Appendix PL1c Student Placement Information and Personal Details**.

During the placement

During the placement, the student is required to:

- a) Comply with all placement organisation policies and procedures.
- b) Report to the University any accidents or incidents in which they are involved or any health and safety concerns, including mental health and wellbeing, they have that are not addressed by the Placement Provider, e.g. an appropriate induction and health and safety training is not provided.
- c) Where changes occur during the placement that might require amendments to the student's Statement of Compensatory Measures (SCM), liaise with Student Services for a review of the SCM/reasonable adjustment.
- d) Carry out the work programme specified by the Placement Provider under the supervision of the Workplace Supervisor.
- e) Keep a log of hours worked.
- f) Monitor their progress in achieving the identified learning outcomes and arrange to meet regularly with the Workplace Supervisor and Placement Tutor (as appropriate) to discuss workload, challenges and ideas.
- g) Conduct themselves in an appropriate manner that reflects positively on their self and the University, adhere to the Student Code of Conduct, ensure confidentiality and treat others with respect and dignity.
- h) Act in a professional manner, including notifying the Placement Provider in a timely fashion in the event that they are unable to attend their placement due to illness etc.
- i) Respect any other requirements of the workplace such as dress codes.
- j) Participate in regular discussion with the University and report any issues or concerns that arise during the placement promptly to the Placement Provider,

Placement Coordinator or Tutor, as appropriate.

- k) Consult with the Placement Coordinator or Tutor prior to seek any changes in the terms and duration of the placement.
- l) Embrace all learning opportunities during the placement with enthusiasm, and capture learning through personal reflection. Complete all relevant academic assessment relating to the placement experience.
- m) Should legal or ethical concerns arise during the placement, raise concerns with the Placement Co-ordinator or Tutor, to consult about the use of the University's Placement Whistleblowing (Public Interest Disclosure) Procedure.

(2) **Placement Provider Responsibilities**

A Placement Provider is a third party (usually an employer), who, during the placement, has responsibility for the direct supervision of the student. Placement providers are required to:

- a) Confirm acceptance of the arrangements and responsibilities set out in **Appendix PL1a Placement Provider Agreement**.
- b) Provide a safe working environment by meeting all relevant obligations under the Health and Safety at Work Act 1974 or other relevant country specific safety legislation. Complete **Appendix PL1b Placement Provider Questionnaire**.
- c) Respect equality and diversity and ensure that the student is treated with dignity. Adhere to the responsibilities set out in the Equality Act 2010, e.g. for protected characteristics such as age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, sexual orientation, and liaise with the University regarding reasonable adjustments if they find that the reasonable adjustments appear not to be appropriate.
- d) Carefully consider student mental health and wellbeing and ensure that the placement setting has a culture that supports disclosure and provides clear routes for support. The provider should raise with the University any serious signs of concern relating to the wellbeing and safeguarding of a student using the Cause for Concern reporting process so that the University can ensure that the student receives suitable support – see [UWTSD Wellbeing Service \(uniticms.com\)](http://uwttsd.ac.uk/academic-quality/academic-quality-handbook/academic-quality-handbook-2020-21/academic-quality-handbook-2020-21-11-12-13-14-15-16-17-18-19-20-21-22-23-24-25-26-27-28-29-30-31-32-33-34-35-36-37-38-39-40-41-42-43-44-45-46-47-48-49-50-51-52-53-54-55-56-57-58-59-60-61-62-63-64-65-66-67-68-69-70-71-72-73-74-75-76-77-78-79-80-81-82-83-84-85-86-87-88-89-90-91-92-93-94-95-96-97-98-99-100-101-102-103-104-105-106-107-108-109-110-111-112-113-114-115-116-117-118-119-120-121-122-123-124-125-126-127-128-129-130-131-132-133-134-135-136-137-138-139-140-141-142-143-144-145-146-147-148-149-150-151-152-153-154-155-156-157-158-159-160-161-162-163-164-165-166-167-168-169-170-171-172-173-174-175-176-177-178-179-180-181-182-183-184-185-186-187-188-189-190-191-192-193-194-195-196-197-198-199-200-201-202-203-204-205-206-207-208-209-210-211-212-213-214-215-216-217-218-219-220-221-222-223-224-225-226-227-228-229-230-231-232-233-234-235-236-237-238-239-240-241-242-243-244-245-246-247-248-249-250-251-252-253-254-255-256-257-258-259-260-261-262-263-264-265-266-267-268-269-270-271-272-273-274-275-276-277-278-279-280-281-282-283-284-285-286-287-288-289-290-291-292-293-294-295-296-297-298-299-300-301-302-303-304-305-306-307-308-309-310-311-312-313-314-315-316-317-318-319-320-321-322-323-324-325-326-327-328-329-330-331-332-333-334-335-336-337-338-339-340-341-342-343-344-345-346-347-348-349-350-351-352-353-354-355-356-357-358-359-360-361-362-363-364-365-366-367-368-369-370-371-372-373-374-375-376-377-378-379-380-381-382-383-384-385-386-387-388-389-390-391-392-393-394-395-396-397-398-399-400-401-402-403-404-405-406-407-408-409-410-411-412-413-414-415-416-417-418-419-420-421-422-423-424-425-426-427-428-429-430-431-432-433-434-435-436-437-438-439-440-441-442-443-444-445-446-447-448-449-450-451-452-453-454-455-456-457-458-459-460-461-462-463-464-465-466-467-468-469-470-471-472-473-474-475-476-477-478-479-480-481-482-483-484-485-486-487-488-489-490-491-492-493-494-495-496-497-498-499-500-501-502-503-504-505-506-507-508-509-510-511-512-513-514-515-516-517-518-519-520-521-522-523-524-525-526-527-528-529-530-531-532-533-534-535-536-537-538-539-540-541-542-543-544-545-546-547-548-549-550-551-552-553-554-555-556-557-558-559-560-561-562-563-564-565-566-567-568-569-570-571-572-573-574-575-576-577-578-579-580-581-582-583-584-585-586-587-588-589-590-591-592-593-594-595-596-597-598-599-600-601-602-603-604-605-606-607-608-609-610-611-612-613-614-615-616-617-618-619-620-621-622-623-624-625-626-627-628-629-630-631-632-633-634-635-636-637-638-639-640-641-642-643-644-645-646-647-648-649-650-651-652-653-654-655-656-657-658-659-660-661-662-663-664-665-666-667-668-669-670-671-672-673-674-675-676-677-678-679-680-681-682-683-684-685-686-687-688-689-690-691-692-693-694-695-696-697-698-699-700-701-702-703-704-705-706-707-708-709-710-711-712-713-714-715-716-717-718-719-720-721-722-723-724-725-726-727-728-729-730-731-732-733-734-735-736-737-738-739-740-741-742-743-744-745-746-747-748-749-750-751-752-753-754-755-756-757-758-759-760-761-762-763-764-765-766-767-768-769-770-771-772-773-774-775-776-777-778-779-780-781-782-783-784-785-786-787-788-789-790-791-792-793-794-795-796-797-798-799-800-801-802-803-804-805-806-807-808-809-810-811-812-813-814-815-816-817-818-819-820-821-822-823-824-825-826-827-828-829-830-831-832-833-834-835-836-837-838-839-840-841-842-843-844-845-846-847-848-849-850-851-852-853-854-855-856-857-858-859-860-861-862-863-864-865-866-867-868-869-870-871-872-873-874-875-876-877-878-879-880-881-882-883-884-885-886-887-888-889-890-891-892-893-894-895-896-897-898-899-900-901-902-903-904-905-906-907-908-909-910-911-912-913-914-915-916-917-918-919-920-921-922-923-924-925-926-927-928-929-930-931-932-933-934-935-936-937-938-939-940-941-942-943-944-945-946-947-948-949-950-951-952-953-954-955-956-957-958-959-960-961-962-963-964-965-966-967-968-969-970-971-972-973-974-975-976-977-978-979-980-981-982-983-984-985-986-987-988-989-990-991-992-993-994-995-996-997-998-999-1000) .
- e) Work within the student-facing policy framework for the University especially in relation to the Non-Academic Misconduct Policy, the Support for Study Policy, the Fitness to Practise Policy and the Safeguarding Policy. Providers need to inform themselves fully of the University's student-facing policy framework in order to adhere to it. If a Provider wishes to terminate or temporarily suspend a placement, they should contact the University as soon as possible to discuss the situation.
- f) Provide a designated Workplace Supervisor who will:
 - act as the first point of contact for regular communication and collaboration with the University, including recruitment and selection of placement students; the organisation of University visits to the Placement Provider (where relevant), any problems or queries during a student's placement, and who will contact the University immediately in cases of serious accidents, incidents or breaches of discipline involving the student;
 - conduct or make arrangements for the day-to-day supervision of the student including periodic progress checks and instruction regarding hazards and health and safety precautions;
 - provide the University with student attendance data, where required, and in the event of unexplained or unnotified absence, to flag to the University, concerns for a student's welfare as soon as possible.
- g) Support staff development for workplace supervisors of students on placement, liaising with the University for its provision, where appropriate.
- h) Provide the student with a full and clear induction to the organisation and its

working practices, procedures and requirements, including layout of the work environment, different areas of work activity, health and safety, safeguarding issues, introductions to supervisors, and expectations for interactions with clients of the Placement Provider. For example, the need for client confidentiality (where appropriate), intellectual property rights and compliance with regard to data protection. Post-induction, provide the University with the completed **PL1f Induction Checklist**.

- i) Ensure that the student is fully informed about responsibilities, including those contained in any statutory legislation and/or honorary contract.
- j) Provide the student with appropriate instruction and training in working practices to enable them to carry out their duties efficiently and safely. Where possible, offer opportunities to assist students with career choices.
- k) Liaise with the Student and Placement Tutor to ensure the placement offers opportunities for learning and development and to develop suitable learning objectives (which must be agreed by the student, the Workplace Supervisor and the University).
- l) Facilitate access to the student for visits by the Placement Tutor, where appropriate.
- m) Maintain clear and accessible records of any issues raised with the student and/or Placement Tutor in line with the Cause for Concern process of the Fitness to Practise Policy.
- n) During and on completion of the placement, provide feedback to the University on the student's performance and confirmation of the hours in practice, (where required) with any suggestions/recommendations for future enhancement. **Appendix PL1g Post-placement Review and Feedback** is available for this purpose.

(3) **University Responsibilities**

The University has a responsibility to:

- a) Recognise that students remain students throughout the placement and commit appropriate levels of staff and other resources to placement governance activity to ensure strategic oversight for the learning to be delivered and managed by the Placement Provider. This will normally include the identification of (i) a Placement Coordinator, whose duties would normally include the authorisation of placements including organising and managing the placement arrangements in liaison with the Placement Provider and student, and (ii) a Placement Tutor, who will act as the student's first point of contact, and will be responsible for providing training for the Workplace Supervisor, visit the student on placement, (where appropriate) and assess the student.
- b) Provide training for University staff (Placement Coordinator and Placement Tutor) who design and manage placement activity in order to develop their competence in supporting the process and enhancing practice. The Placement Coordinator or Placement Tutor will offer training to the Workplace Supervisors.
- c) Provide guidance on sourcing, securing and learning from placement opportunities.
- d) Provide students with an appropriate briefing on physical and mental health and well-being, the importance of maintaining a positive work-life balance, self-care, health and safety support, equality, diversity and inclusion prior to commencement of any placement. Students must be advised and supported in the transition from student to working environments and vice versa.
- e) Ensure that any placement learning that forms part of a programme of study has associated learning outcomes which:
 - are clearly defined;



- contribute appropriately to the overall aims of the programme;
 - are appropriately assessed. In cases where it is considered appropriate for the assessment to be jointly conducted by the University and the Placement Provider, the Placement Tutor will provide training for the Workplace Supervisor and will establish and document the procedure by which this shall be achieved.
- f) Assess the suitability of a proposed placement through appropriate and proportionate placement due diligence procedures using a risk-based assessment process. The approval process will require the Placement Coordinator or Placement Tutor to undertake a Risk Profile for each placement using the **PL1d Placement Risk Assessment Guidance** and record the outcomes in **Appendix PL1e Placement Risk Assessment Template**. This risk assessment activity will include consideration of the information supplied in **Appendix PL1a Placement Provider Agreement, Appendix PL1b Placement Provider Questionnaire** and **Appendix PL1c Student Placement Information and Personal Details** (online form).
- g) International placements must comply with the PL1k International Travel Policy. It includes:
-  [International Travel Handbook](#) – this provides details on how to apply the International travel policy and the stage gates in travelling
 - [International Travel Notification Form](#) – to be used to log all international trips.
 -  [International Travel Risk Assessment template](#) – the risk assessment template to be used based on destination risk not necessarily workplace hazards whilst abroad.
 -  [Pre-Travel Checklist](#).
 - [International Travel Health / Emergency Contact Form](#) – to be used by all international travellers.
- h) Ensure that Disclosure and Barring Service (DBS) checks are conducted, where relevant.
- i) Offer access to wider support services to all students and provide specialist advice and guidance for those with additional support needs. This includes consideration of students mental health and wellbeing and the provision of clear routes for support. Access to counselling is not available outside the UK.
- j) Ensure any students with additional requirements are referred to the appropriate expert colleagues within the University for resolution. Where there are unique learner needs, reasonable adjustments are to be negotiated with the Placement Provider in cases where students are assessed under the terms of the Equality Act, 2010. This relates to a range of 'protected characteristics' including race, sex, sexual orientation, gender reassignment, religion or belief, pregnancy or maternity, marital status, age and disability.
- k) Comply with the requirements of the General Data Protection Regulations, 2016. Ensure that explicit consent is sought from students to share relevant personal information (such as protected characteristics) with the Placement Provider. This information should only be passed to people to whom it is relevant (e.g. to HR managers or Placement Provider Workplace Supervisors).
- l) Provide a **PL1j Student Placement Handbook** that details placement information, including guidance and support routes for, *inter alia*, student services support, mental health and well-being, disability, bursaries, etc.
- m) Clearly define appropriate points of contact and lines of communication between the University, the Placement Provider and the student. These should include:
- Mechanisms for the Placement Provider to raise concerns or complaints about any aspect of the placement, including an individual student's performance or conduct.
 - University emergency contact details.
 - a schedule for maintaining contact (check-ins) with students and Placement

Providers, including frequency and method.

- n) Retain a full and detailed record of each placement.
- o) Ensure that any concerns, complaints, incidents or breaches of codes of conduct or discipline are dealt with in line with its student-facing policy framework, Safeguarding Policy and the Placement Whistleblowing (Public Interest Disclosure) Procedure.
- p) Monitor all placement activity, ensuring that milestones are established, maintained and recorded, and identifying and addressing promptly any issues of concern and promoting the sharing of good practice.
- q) Liaise with PSRBs or external accreditation bodies to ensure that placement opportunities meet their requirements
- r) Ensure that all parties are clear about the arrangements that will be made in the event that a placement terminates prematurely.
- s) Encourage connections and networks between placement students before they begin their placement to create a supportive environment for individuals in similar circumstances.
- t) Arrange appropriate opportunities for gathering feedback from students, Placement Providers and Placement Tutors, including suggestions for improvement (see **Appendix PL1g Post-placement Review and Feedback**).
- u) Support students in the transition back to the University, e.g., by reviewing reasonable adjustments or offering refresher sessions.

1.2.2 **Complaints Procedure**

In the event that a student has a complaint about a placement, they should seek to discuss the matter, in the first instance, informally with the Placement Tutor, Placement Coordinator or Academic Director. In the event that the student is dissatisfied with the response, they shall follow the formal Student Complaint Policy associated with Chapter 12 of the Academic Quality Handbook.

The University can only consider student complaints about a placement where the service provided by the placement provider has impacted on the learning experience for which the University is responsible. The University may advise the student to raise their complaint directly with the placement provider in the first instance, e.g. to seek a local remedy or allow a comprehensive investigation.

1.2.3 **Fitness to Practise Policy**

The University, in conjunction with the placement provider, has a responsibility to ensure that the student exhibits principles, values and behaviours during the course of their studies that demonstrate that they are 'fit to practise' and are adequately prepared to function at a professional standard upon successful completion of the Programme of Study.

The University expects that concerns relating to a student's fitness to practise are raised in the first instance through the Cause for Concern process outlined in the Fitness to Practise Policy. Actions and outcomes of cause for concern should be recorded by the Placement Provider and communicated to the University.

Where there are serious concerns in relation to the fitness to practise of a student, the Fitness to Practise Policy and/or Support for Study Policy will be instigated.



1.2.4 **Leaving a placement before the agreed end date of the placement**

Should a Placement student need to leave the Placement earlier than the agreed date, they must seek approval from the Placement Coordinator who will evaluate the circumstances in liaison with the student. Approval should usually be sought in advance of the departure but in urgent circumstances may be as soon as possible afterwards. Placement Coordinator approval will be granted only in cases where there are valid or exceptional circumstances and any further Placement opportunities will be undertaken without penalty, which may be subject to the usual Extenuating Circumstances application approval.

Should a Placement student leave the Placement early, either (i) without valid reason and approval by the Placement Coordinator or (ii) as a result of dismissal by the Placement Provider arising from poor performance or inappropriate behaviour, the student will receive a mark of zero for the Placement module or specific component(s) thereof. At the discretion of the Examining Board, the student may be eligible for a resit opportunity, which may be with an alternative Placement Provider, at a time determined by the Examining Board. In such instances, all resit Placement related paperwork must be submitted by the student and approved by the Placement Coordinator before the commencement of the resit Placement.

1.3 **Document version control**

Version No:	Reason for change:	Author:	Date of change:
0.1	Draft Protocol to Chair of ASC	KJ	29.06.2021
0.2	Approved Protocol	KJ	29.06.2021
0.3	Minor revisions to appendices references	CJ	12.09.2022
0.4	Draft revised Protocol, incorporating new ASET/UUK guidance, to Chair of ASC	KJ	22.09.2023



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