

## INDUSTRY PLACEMENT: INFORMATION FOR STUDENTS

All Kenvale College courses have a requirement to work in the hospitality and/or events industry.

### How does the Industry Placement (IP) work?

- Students are required to work a specified number of hours in a relevant job. The number of hours required is determined by which qualification the student wishes to achieve.
- This practical component runs concurrently with classes. Students attend College two days per week and complete their work placement the remaining part of the week.
- Alongside this, students complete a learning component for their work in the form of an enrolled subject called Work Integrated Learning (WIL).
- The number of hours a student works each week will be determined by their employer, and the availability of the student. Please bear in mind that most students are employed on a casual basis, and will have different shifts each week.

Student Type	Hours of work (per week)
<b>Australian Citizen or Permanent Resident</b>	<ul style="list-style-type: none"> <li>• Students normally average 15-25 hours per week. Sometimes more.</li> <li>• Check the following table for the minimum amount of work hours required for your qualification.</li> </ul>
<b>International Student</b>	<ul style="list-style-type: none"> <li>• Because work placement is integrated into the course throughout the trimester, international students are able to work above the normal 20 hour limit of work per week. This is because it is the work component of your course as registered with CRICOS.</li> <li>• The number of extra hours international students can work is based on the number of hours required for the qualification they are working towards – see the following table for the total work hours required for each qualification.</li> <li>• Each trimester international students receive a letter informing them how many extra hours they can work per week. It is the student's responsibility to provide this letter to their employer.</li> </ul>

## The number of hours

Please note that the hours of work in industry are a requirement of your qualification. The following table specifies the minimum number of hours required for each qualification.

Course	Total hours required
Certificate III Commercial Cookery	1449
Certificate IV Commercial Cookery	1449
Certificate IV Hospitality	612
Diploma of Hospitality Management	612
Diploma of Hospitality Management (Certificate III Commercial Cookery)	1755
Diploma of Hospitality Management (Certificate IV Commercial Cookery)	1755
Diploma of Event Management	600
Diploma of Event Management (Certificate IV Commercial Cookery)	1749
Advanced Diploma of Event Management	1216
Advanced Diploma of Hospitality Management	1224
Advanced Diploma of Hospitality Management (Certificate III Commercial Cookery)	1755
Advanced Diploma of Hospitality Management (Certificate IV Commercial Cookery)	2061 for 2.5 year course 1755 for 2 year course
Advanced Diploma of Hospitality Management Advanced Diploma of Event Management	1220

## Evidence of Hours

As the hours of work are a course requirement, the student needs to provide evidence of the hours completed in industry. This evidence must be provided before completing the course. It is strongly recommended to provide evidence at the end of each trimester to keep track of how many hours completed to date.

If a student is having difficulty completing the hours, they are encouraged to approach the Industry Liaison Department for assistance as early as possible – not in the last weeks or months of their course.

## How does a student find a job?

Students have two options to fulfil their IP requirement:

1. The student finds their own job. The place and type of work need to be approved by the Industry Liaison Department; or.
2. The Industry Liaison Department assists the student to find a job. The Industry Liaison Department does this by:
  - a. Helping the student update their resume to an acceptable standard, ready to present to the industry
  - b. Meeting with the student to discuss their career goals, experience, location, and come up with an action plan
  - c. Running workshops on succeeding in interviews

- d. Submitting applications on the student's behalf to industry partners of the College (according to the suitability of the student to the position and company; and to the availability of vacancies in that company at the time)
  - e. Coaching the student through the job seeking process, where required.
3. The Industry Liaison Department also send out email alerts to students about further job opportunities for students to consider. Students can take advantage of these by reading and responding as instructed in the email.

### **What if I want to change my job?**

Students are not obliged to stay with only one employer for the duration of their program. Your mentor and the Industry Liaison Department are available for consulting with when considering changing jobs.

When the Industry Liaison Department assists a student to get a job, it is expected that the student will stay at that employment for at least 6 months before leaving the job. If the student wishes to leave sooner than that, the student needs to discuss with the Head of Industry Liaison why they wish to change.

Regardless of the length of employment, if the job was organised through the College, the student should **always** approach the Industry Liaison Department first if they are seeking to change employment as there is a relationship between the College and the Industry Partner which needs to be maintained and respected.

### **Will the Industry Liaison Department help me find work more than once?**

At the beginning of the program, the Industry Liaison Department undertake to help you find a job. If you wish to find a second job, or to change jobs after 6 months, the Industry Liaison Department will help you within your first year of study.

If in the second year you wish to find another job, the Industry Liaison Department will be happy to receive your updated resume and have it on file if an industry partner alerts them to a suitable job. However, in second year it is expected that you will be more proactive in managing your own career and seeking a job yourself.

Please note the Industry Liaison Department are always available to speak to for advice and guidance. At the same time it is appropriate to assist you to take more ownership of the process as you progress through your course, so you will be more confident in the process when you graduate.

### **When the Industry Liaison Department can no longer help you find work**

The Industry Liaison Department is happy to help students find work to start their career. Thanks to the reputation of the College in the industry, Kenvale students have an extra advantage.

Industry Liaison Department support of students to find work can only continue when certain conditions are met. Industry Liaison will withdraw their assistance when there is inappropriate and/or unprofessional behaviour on the part of the student.

The Department will give students 3 chances before withdrawing assistance. Each chance is called a “strike”. If 3 strikes have been accumulated, the student needs to find their own work.

Each time a strike occurs the student will be notified by email. Once 3 strikes are reached, the Industry Liaison Department will no longer actively seek work for the student. The student is still able to apply for jobs the department sends out as email job alerts, but need to be aware that if employers ask Industry Liaison for feedback department staff will need to give honest feedback. Similarly, it is not appropriate to list Industry Liaison as their referee.

Each case will be considered individually. If a student receives notification that they have reached 3 strikes, they have 20 business days from notification to submit an appeal through the student appeal process. For more details about the appeals process, please refer to the document *10-01-021 Complaints and Appeals Policy (Students)* which is available of the Kenvale website.

### What is a strike?

A strike is:

- Not fulfilling your commitments/promises eg to provide your resume within a reasonable timeframe
- Being late for interviews or attending them unprepared
- Repeatedly not responding to our communication
- Not showing up to meetings with Industry Liaison
- Rejecting reasonable job offers
- Reasonable requirements not complied with eg the prospective employer asks for documents and you don't provide them or you take too long to provide them
- Not replying to emails, messages or phone calls from a potential employer
- Not showing up to an interview
- Being fired
- Quitting a job within the first three months without an exceptional reason
- Any other inappropriate or unprofessional behavior with the Industry Liaison Department or our Industry Partners

### Is there a criterion for getting my own work placement?

- Students may make independent arrangements for casual or permanent part-time employment. All student placements need to be approved by the College. This is for two reasons:
  - To make sure it complies with the requirements of your qualification, and
  - To protect the student and their rights. For example, cash in hand jobs are not acceptable and experience gained in these positions will not be recognised as work placement. Cash in hand employment is illegal. They also leave the student vulnerable and students are not entitled to any compensation in the case of an accident at work. The College also wants to ensure students employee rights are respected in terms of minimum wage, award wages, superannuation and penalties. The Industry Liaison Department can provide you with more information about these things.

## Guidelines of what is an Appropriate Work Placement

- What constitutes a suitable establishment?
  - Minimum 3-star Hotel or Motel
  - Restaurants
  - Bistro or Café
  - Conference, Function or Catering Centre
  - Events or Hospitality Team of a Corporate Business
  - Meetings & Events Centre
  - Registered Licensed Club eg RSL, Golf, Leagues etc.
  - Resorts
  - Other venues with professional industrial kitchens (eg hospitals, aged care facilities)
  
- What operations areas are acceptable? They may offer one or more products or services listed below:
  - Accommodation
  - Room Service
  - Food & Beverage
  - Function & Catering
  - Meetings, Events, Conventions, Conferences, Seminars

What types of roles are acceptable? Most likely, you will be offered an entry-level position in operations areas such as –

- Concierge: Porters
- Front Office: Receptionist, Reservation Agents, Guest Service Agents
- Accommodation: Housekeepers, Room Service Attendants
- Food & Beverage: Food & Beverage Attendants, Bar Tenders, Wait Staff
- Functions / Events: Food & Beverage roles
- Housekeeping: Cleaner, Laundry Staff, General Areas Housekeeper
- Kitchen: Kitchen Hand, Cook

What types of roles are NOT acceptable? This may be due to the fact that the areas are not within the scope of qualifications offered by Kenvale such as –

- Gaming / TAB Staff or Attendant
- Tour Guide / Tour Coordinator
- Travel Consultant / Ticketing Staff
- Fast Food Customer Service Staff
- Take-away Shop Attendant.

If you think you have found the appropriate work placement, please talk to the College's Industry Liaison Department to discuss it. The College may ask you to provide:

- Evidence of your job offer or appointment
- Job title or position
- Department you will be working in
- Tasks or responsibilities expected of you
- Commencement date
- (If available) name and contact details of your immediate supervisor/ manager.

**Unpaid Work**

The Industry Liaison Department helps you find paid employment as its first priority. In some cases the Industry Liaison Department may recommend or offer opportunities for unpaid work experience to add to your skills and experience. This is optional but can be very beneficial and often allows you to progress faster and/or further in your career.

**More Questions**

Please contact the Industry Liaison Department if you have more questions regarding your Industry Placement: [industryliaison@kenvale.edu.au](mailto:industryliaison@kenvale.edu.au).