<table>
<thead>
<tr>
<th>Title of Policy</th>
<th>School of Counselling Unsatisfactory, Incomplete or Cancelled Placement Policy – Counselling Placements (UICP Policy)</th>
</tr>
</thead>
</table>
| **Purpose of Policy** | From time to time, a student placement is cancelled or terminated for various reasons including but not limited to:  
- A placement agency or the School of Counselling may choose to cancel a student’s placement due to concerns regarding a student’s performance, skills, attitude, behaviour or professionalism;  
- A placement supervisor may assess a student’s performance on placement as unsatisfactory;  
- A student may wish to cancel or leave a placement without the approval of the Student Placement Manager (SPM) for reasons other than illness or misadventure special circumstances. |
| **Scope of Policy** | This policy applies to all student placements undertaken by currently enrolled students in counselling courses in the School of Counselling (SoC) whilst enrolled at the Australian College of Applied Psychology (ACAP). |
| **Definition of Terminology** | 1. Agency Supervisor is the onsite supervisor overseeing the placement and responsible for assessment and completing placement forms.  
2. Senior School of Counselling staff member refers to a faculty member with relevant counselling background and experience relating to the placement.  
3. Clinical supervisor refers to the SoC Academic Teacher facilitating the clinical supervision group for students on placement or The Senior Lecturer, School of Counselling providing Clinical Supervision for the student.  
4. Student Placement department refers to all staff members reporting to the Manager Student Placement  
5. Placement Lecturer refers to the faculty member responsible for the Clinical Supervision Groups.  
6. Sonia Online is the ACAP student placement management system |
| **Policy Content** | **Management of Student Placements**  
- The School of Counselling Student Placement department will take a proactive approach to preventing unsatisfactory placements by ensuring that students are supported throughout the placement process.  
- Students are responsible for communicating with the Student Placement department regarding any issues or concerns with the placement as soon as they arise.  
- Students are required to complete all placement forms allocated to their placement in Sonia Online |
• Agency supervisors are responsible for contacting the Student Placement department if they have concerns about a student’s performance on placement and are following the Process for Addressing Issues with Students on Placement.

• A Mid Placement Review is conducted by a School of Counselling teaching staff member mid-way through the placement. The Review is an opportunity for the agency supervisor and/or the student to raise concerns as well as discuss strengths.

• If a significant concern/s is raised, the teaching staff member assesses the placement as Result Withheld and informs the relevant Placement Coordinator who will work with the Agency Supervisor and Student to determine what needs to be rectified in the next four weeks (max) in order for the placement to continue.

• As a placement agency is an independent entity and not affiliated with ACAP, the agency’s decision to cancel a student placement is final and there is no appeal against this decision. Should a student wish to appeal the application of the UICP Policy or the UICP process, the student should advise the Manager Student Placement in writing of their wish to appeal outlining the reasons. This will be brought to the attention of the Head of School and actioned through the appropriate channels. A response will be sent to the student within fourteen days.

• Should a student be assessed as satisfactory at the mid placement review, the hours up until that point are recognised as satisfactory placement hours.

Unsatisfactory, Incomplete or Cancelled Placement
If a student’s performance on placement is deemed unsatisfactory, or is cancelled by the supervisor, student or Student Placement department, the following process will be followed:

1. The Student Placement Coordinator (SPC) (or Student Placement Manager if required) responsible for the UICP Policy on the relevant campus, will interview the agency supervisor to fully understand the cause of the cancellation or unsatisfactory placement, and seek information on competencies, professionalism or other areas that do not meet appropriate standards for placement. The Coordinator will also request a summary of the issue by email and if appropriate, a completed Final Placement Report for ACAP’s records.

2. The SPC contacts the Placement Lecturer requesting feedback on the student’s performance in Clinical Supervision group.

3. The student is required to meet with a Senior Lecturer and the UICP SPC to discuss the issues. During this process, the student’s perspective and feedback will be taken into consideration.

4. The SPC in collaboration with the academic staff member and
approved by the SPM will develop a required performance plan or learning contract to address the areas of concern.

5. The student will undertake the interventions as notified by the SPC and Senior Lecturer to a satisfactory level in order to be eligible for a new placement.

6. Depending on the circumstances of the cancelation of the placement, and the student’s performance in supervision group, the student may fail the placement and supervision unit, or may be withdrawn without penalty and re-enrol when a suitable placement has been found.

7. Permission will be sought from Head of School and from the student prior to the SPC un-enrolling the student.

Following the completion of all steps of the process outlined below, the SPC together with the Senior Lecturer will develop a performance plan or learning contract for the next placement.

The student will undertake their own search as well as work with the Placement Coordinator to secure another placement.

Counselling Placements
Counselling placements must meet PACFA course accreditation requirements. Therefore, when a student’s performance on placement is found to be unsatisfactory or the placement is cancelled, the performance plan or learning contract may include:

- specific learning goals designed to assist the student to develop the necessary knowledge, skills, attitude and / or professionalism,
- engaging in clinical supervision sessions with the Senior Lecturer or another School – appointed clinical supervisor,
- attending an on campus development workshop with a learning contract to be achieved,
- meeting daily with the teaching staff member facilitating the workshop to discuss progress towards achievement of the learning goals,
- self-development through attending counselling or coaching
- attending supervision
- writing an essay
- submitting a video of a counselling session
- volunteering in a suitable agency to gain experience
- any other suitable intervention as notified by the SPC and Senior Lecturer.

8. The SPC and the academic staff member will meet with the student to review the learning plan and determine whether the learning goals have been attained. A written report will be provided to the SPC and the student.

9. If the outcome of the meeting is the student’s progress is assessed as unsatisfactory, the student will be required to complete a second workshop later that year addressing the
amended learning goals.

10. The student will be encouraged to complete skills units on campus wherever possible to develop the competencies needed prior to attending the second workshop.

11. The student may be required to undertake other interventions as outline above. The student must achieve the learning goals and complete all interventions before they are eligible for another placement.

If the student is assessed as unsatisfactory after intervention, two workshops, and a second review, the student will meet with the Senior Lecturer and the SPC and/or Course Coordinator to discuss options, including transfer to the Bachelor of Applied Social Science, early exit from the course, or deferral of study for a period of time to gain further experience - for example as a volunteer for a crisis support or welfare related organisation.

<table>
<thead>
<tr>
<th>Procedural Fairness</th>
<th>Any grievances and appeals will be managed using the ACAP Academic Grievances and Appeals policy in an unbiased manner and will follow ACAP’s Principles of Procedural Fairness.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Policy Developer</td>
<td>School of Counselling Student Placement Department</td>
</tr>
<tr>
<td>Person Responsible for Implementation</td>
<td>Student Placement Manager</td>
</tr>
<tr>
<td>Person Responsible for Dissemination</td>
<td>Student Placement Manager</td>
</tr>
</tbody>
</table>
| Policy Stakeholders | Head of School of Counselling  
Undergraduate Program Coordinator  
Post Graduate Program Coordinator  
Student Placement department Staff  
Senior Lecturer  
Placement Lecturer  
Relevant School of Counselling Supervisors and Teaching Staff |
| Policy Endorsed By  | School of Counselling Education Committee |