



Faculty of Health

Placement provider orientation package



**Southern Cross
University**
Faculty of Health

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**Prepared by:
The Work Integrated
Learning Unit Faculty of
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A welcome from Acting Executive Dean, Professor Fiona Naumann

On behalf of Southern Cross University (SCU) and the Faculty of Health, thank you for the vital role you play in supporting our students through placement. Your willingness to welcome learners into your service is central to how we educate safe, capable and community-minded health professionals.

As a regional Australian university, SCU is deeply connected to the communities we serve. Our partnerships with health services, community organisations and private practices are more than placement arrangements, they are shared commitments to improving access, outcomes and equity across regional, rural and remote areas. We are grateful for the trust you place in us, and we take seriously our responsibility to ensure placements are well planned, well governed and mutually beneficial.

The Faculty of Health is committed to embedded regional allied health education that grows capability where it is needed most. By training students in real-world settings, and alongside experienced clinicians like you, we strengthen workforce pipelines, support contemporary models of care, and help graduates build the confidence and professional identity that encourages them to live and work in the regions where they train.

This Placement Provider Orientation Package has been designed to make it easy to partner with us, clarifying expectations, outlining key processes, and introducing the Work Integrated Learning (WIL) Unit as your primary point of contact. We are committed to responsive communication, practical support for supervisors, and continuous improvement based on your feedback.

Thank you again for your partnership and for the contribution you make to the future health workforce. I look forward to our continued work together in support of students, services, and the communities we collectively serve.

A handwritten signature in black ink that reads "Fiona Naumann". The signature is written in a cursive style.

Professor Fiona Naumann

Acting Executive Dean



About SCU

SCU is a regional Australian university with a proud commitment to accessibility, diversity, and community impact. With roots on the east coast of Australia, SCU serves a large and diverse student population through both on-campus and online delivery.

SCU plays a critical role in building workforce capacity in areas of need, particularly in health. Many of our graduates go on to work in the communities where they trained, strengthening regional, rural, and remote health services.

Equity and diversity

SCU is proud to welcome students from equity and diversity backgrounds well above the national average.

5%

First Nations students

40%

Regional and remote students

31%

First in family students

Our campus locations

Lismore, Gold Coast and Coffs Harbour, with students also based in Sydney and Melbourne, online and offshore.

What this means for you

Many of our students are the first in their family to attend university, and many travel from regional and remote communities to study. Most balance placement with work, family or caring responsibilities, and most stay in the regions where they trained — the student on placement with you today is often a colleague in your region tomorrow.

About the Faculty of Health

The Faculty of Health is one of SCU's largest and most dynamic faculties, delivering education across a wide range of health and social health disciplines at both undergraduate and postgraduate levels. The Faculty is deeply committed to producing graduates who are clinically competent, professionally ready, and motivated to serve their communities.

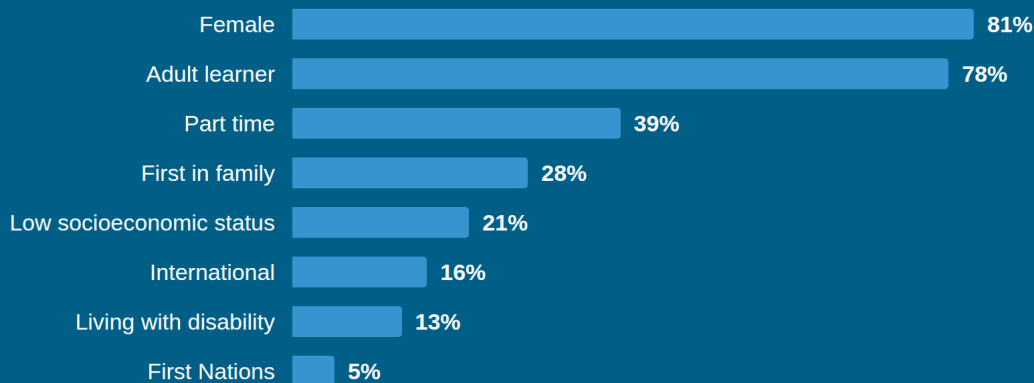
Health disciplines

The Faculty spans 16 disciplines across over 24 courses, including:

Biomedical Science	Healthcare Leadership	Occupational Therapy
Clinical Exercise Physiology	Mental Health	Osteopathy
Clinical Sciences	Midwifery	Physiotherapy
Community Welfare	Naturopathy	Psychology
Diabetes Education	Neurodiversity	Social Work
Exercise Science	Nursing	Speech Pathology

Our students - who you'll be supervising

Understanding who our students are helps you provide the best possible learning environment. Our Faculty of Health students reflect the diversity of the communities we serve.



What this means for supervisors

The majority of our students are adult learners, balancing study, work, family and caring responsibilities. Many are career changers who bring maturity, life experience, and strong motivation to their placements.

Nearly 28% are the first in their family to attend university, and over 20% come from low socioeconomic backgrounds. 16% are international students, navigating a new health system and cultural context.

Understanding this helps set appropriate expectations and fosters a supportive, inclusive learning environment where students can thrive.

Placement at a glance

Work Integrated Learning (WIL) is a cornerstone of health education at SCU. Almost every student in the Faculty of Health undertakes supervised placement or fieldwork as a mandatory part of their degree, ensuring they graduate with the practical skills and professional readiness required by their discipline's regulatory and accreditation bodies.

855

Partner placement
organisations

5,300

Individual placements
confirmed annually

81

Placement availability
windows per year

59

WIL units
managed

20

Courses with WIL
components

"You are one of 855 valued partners who make it possible for our students to gain the hands-on experience they need to become competent, safe and compassionate health professionals."

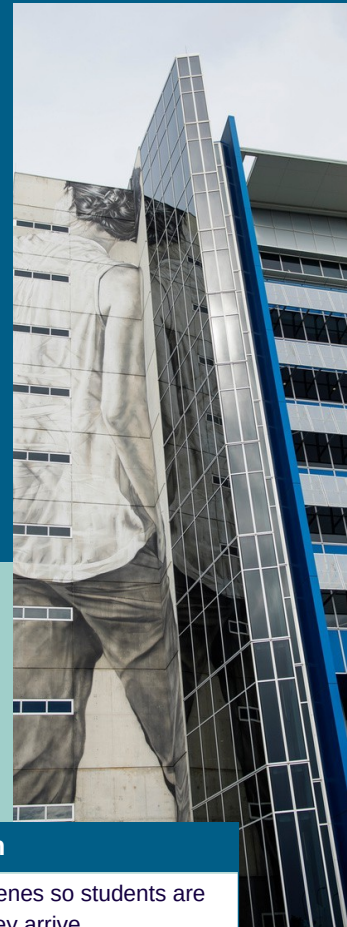
Professor Fiona Naumann, Acting Executive Dean, Faculty of Health

About the WIL Unit

The WIL Unit sits within the Faculty of Health and exists to serve as the operational backbone of placement. We are the bridge between SCU and our placement partners, coordinating, supporting and quality assuring every aspect of our students' placement journey.

Our core functions include:

- Establishing and monitoring placement partnerships with organisations like yours
- Supporting students to be placement ready (compliant, prepared and professionally fit to practice)
- Coordinating placement allocation, matching students to appropriate placement sites and supervisors
- Managing compliance and risk, ensuring all regulatory, legal and safety requirements are met
- Maintaining strong partner relationships. We are committed to being responsive and easy to work with
- Continuous improvement. Using data, feedback and benchmarking to improve our systems, processes and your experience



Our team

The WIL Unit is staffed by dedicated professionals supported by academic colleagues. Here's who you may interact with and what they do.

Role	What they do	Your interaction
Fit to Practice Officers	Administer course Fit to Practice (FTP) requirements, including document verification and student eligibility.	Work behind the scenes so students are compliant before they arrive.
WIL Coordinators	Manage placement coordination — liaising with sites, requesting and allocating capacity, and supporting students and academics.	Your primary contact — capacity, allocations, agreements and operational matters.
Team Leader, Compliance	Leads compliance for student placements: Fit to Practice requirements, site checks, and regulatory and policy adherence.	Questions about compliance evidence, site checks or regulatory requirements.
Team Leader, WIL	Leads placement coordination — allocation processes, workflow planning, and day-to-day coordination.	Escalation for allocation or capacity matters beyond your Coordinator.
WIL Unit Manager	Overall leadership and direction for WIL operations — strategy, performance oversight, and alignment with Faculty and University priorities.	Escalation point when your Coordinator or Team Leader cannot resolve a matter.

WIL Academic Coordinator (WILAC) — sits outside the WIL Unit

Discipline-based academic staff. The WILAC oversees placement curriculum, learning outcomes and assessment, completes the site risk assessment for new sites, conducts site scoping visits, and resolves escalated academic and clinical matters. A WILAC will contact you for site visits or to discuss learning outcomes.



Our culture & ethos

We believe that great placements are built on great partnerships. Everything we do is guided by the following principles.

1



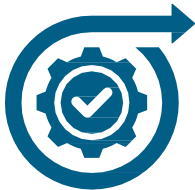
Partnerships - we view placement providers as partners, not just hosts. Your expertise, feedback and capacity shape our courses and our student outcomes.

2



Communication - we maintain regular, proactive contact, and not just when things go wrong. We provide clear information and responsive support.

3



Student readiness - we ensure students arrive at your site compliant, prepared and informed. We invest in our Fit to Practice preparation so you can focus on clinical teaching and supervision.

4



Compliance & safety - we take regulatory and safety obligations seriously. Every partnership is underpinned by formal agreements, risk assessments and clear governance.

5



Continuous improvement - we actively measure, review and refine our processes. When we identify compliance challenges, we review, identify improvements and action.

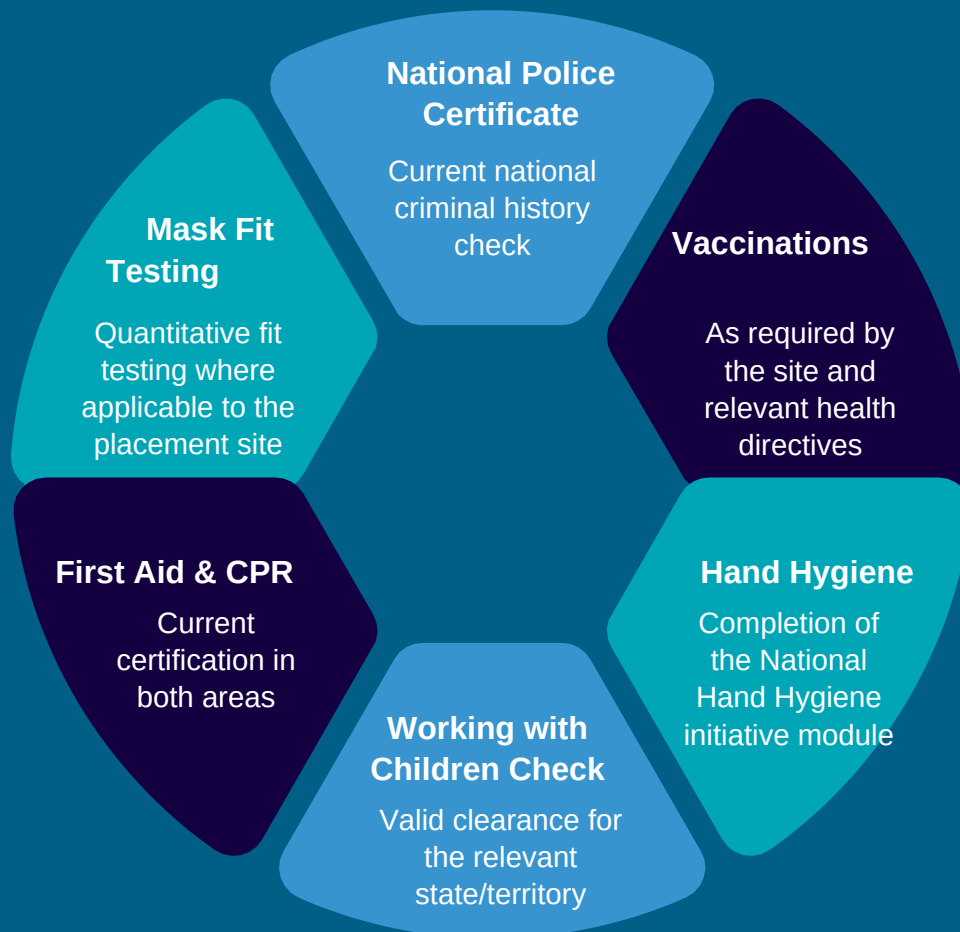
6



Respect for your time - we know you're busy. We aim to minimise the administrative burden and make every interaction purposeful.

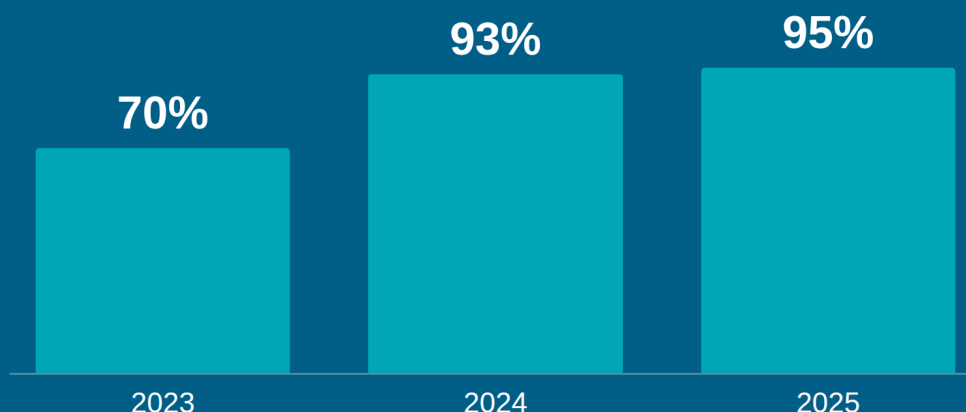
Student compliance

Before any student attends your site, they must meet all Fit to Practice (FTP) requirements. This is non-negotiable, and it is our responsibility to manage. We continue to work to improve our compliant student cohort and you should never receive a non-compliant student at your site.



Students compliant at the Fit to Practice deadline

Percentage of the cohort fully compliant on the deadline date





Onboarding steps & risk assessment

1

Determine capacity requirements

Identify how many students need placement for the relevant unit(s)

Who? WILAC and WIL Coordinator

2

Review capacity within existing sites

Check whether current partner sites can meet demand

Who? WILAC and WIL Coordinator

3

Identify new placement site

Source and approach a potential new placement provider

Who? WILAC

4

Conduct site visit and scope discussion

Visit the site (in person or virtual) to assess suitability and discuss options

Who? WILAC

5

Manage agreements and risk assessments

The WILAC completes the site risk assessment; your WIL Coordinator establishes the formal agreement

Who? WILAC and WIL Coordinator

6

Request capacity

Confirm placement numbers and dates with the provider

Who? WIL Coordinator

7

Allocate students and monitor site compliance

Assign students and ensure ongoing compliance

Who? WIL Coordinator

8

Academic oversight and resolve escalated issues

Support learning outcomes and manage any concerns

Who? WILAC

Risk assessment

Before approving a new placement provider, the following factors are evaluated:

- **Work Factors** - nature of tasks, exposure to hazards, supervision ratios
- **Travel & Transportation** - distance, road conditions, remote travel risks
- **Location/Region** - remoteness, communication challenges
- **General/environmental health** - natural hazards, hygiene standards, cultural considerations
- **Insurance Limitations** - adequacy of coverage for placement activities



What to expect

Before placement

We will contact you and arrange the formal placement agreement. The WILAC will complete a site risk assessment. Together we confirm how many students you can take and when, then allocate students to you with their details. Every student is verified as fit to practice before an allocation is confirmed.

During placement

Academic Oversight - is provided by the WILAC and/or Unit Assessor for the relevant course.

Your WIL Coordinator - remains available for logistical queries, issues or concerns.

Students - are expected to follow your site's policies, procedures, codes of conduct and WHS requirements, and the University's placement requirements at the same time. Local site policies may differ from the University's — on absence and leave, for example. Students must follow your site's policy while on site, and must also meet the University's separate requirements, which may not be the same. If the two conflict, contact your WIL Coordinator.

Site Specific Requirements - orientations, inductions, online modules, additional clearances or vaccinations, and any site hurdles will be completed by our students.

Learning Outcomes - scope of practice and assessment information will be provided with each allocation.

After placement

Feedback - we welcome and value your feedback on your experience with our students and how the placement process flowed for you.

Check Ins - your WIL Coordinator will maintain regular contact with you between placement periods.

Annual Re-Orientation - we will offer you an annual re-orientation refresher session to ensure you are up to date with all the information you need.

Tell us when things change

If anything changes at your site — staffing, services, models of care — please let us know so we can adjust accordingly. We may conduct an updated risk assessment or additional site engagement where required.

Raising concerns

We want you to feel confident raising concerns at any time. Early communication prevents small issues from becoming big problems. We would prefer you give us a call and we can talk through any issues you might have.

Student conduct



Contact the Unit Assessor

The academic contact name is provided with your allocation details



What happens next?

SCU may enact formal processes for managing unsatisfactory progress or non-academic misconduct.

Logistics



Contact the WIL Coordinator

Your day-to-day contact for capacity, allocations and site matters



What happens next?

Your WIL Coordinator will resolve the issue or escalate as needed.

Safety



Contact the WIL Coordinator

Immediately

Do not wait for the end of placement



What happens next?

SCU's Work Health and Safety Unit will be engaged as required.



IMPORTANT

For concerns involving student performance or conduct, please reach out to SCU immediately. Don't wait until the end of placement. Early intervention leads to better outcomes for everyone.



FAQs

You might be wondering....

Who contacts me about placements?

Will students be compliant when they arrive?

What if a student isn't performing well?

Do I need to sign a placement agreement?

Will someone visit my site?

What are students expected to do on placement?

How can I give feedback?

What if something changes at my site?

Here's the answer

Your **WIL Coordinator**. They are your primary point of contact for all placement logistics.

Yes. Compliance is verified before allocation. Our compliance rate at deadline is just under 95%. Non-compliant students are withdrawn from the unit.

Contact the Unit Assessor immediately. Formal processes are in place to manage concerns.

Yes. All placements are covered by a formal legal agreement managed by your WIL Coordinator.

Yes. Site visits (in person or virtual) are conducted during onboarding and periodically thereafter.

This varies. Depending on the course, the year level and the unit outcomes. Your WIL Coordinator and/or WILAC will provide specific details including learning outcomes, scope of practice and assessment information.

Contact your WIL Coordinator or WILAC at any time, or participate in our annual re-orientation process.

Let us know as soon as possible via your WIL Coordinator so we can assess and adjust as needed.

Key contacts

Thank you for your commitment to student education and the future of healthcare. We look forward to a productive and rewarding partnership.

Role	Contact	For queries about
Nursing WIL Coordinators	WIL.nursing@scu.edu.au	Placement capacity, allocations, agreements, logistics, site compliance and general queries, including site checks.
All other WIL Coordinators	health.WIL@scu.edu.au	Nursing Coordinators cover Nursing placements only. All other disciplines go to the Health WIL mailbox.
Fit to Practice Officers	health.ftp@scu.edu.au	Student compliance, Fit to Practice checks, extensions and exemptions.

WIL Unit website

scu.edu.au/health/work-integrated-learning/resources-for-external-placement-providers

Self-service information, resources and updates for placement providers.

