

Work Placement Guidebook

For Host Employers and Supervisors

ACM40418 Certificate IV in Veterinary Nursing



Work Placement Guide for Host Employers and Supervisors

ACM40418 Certificate IV in Veterinary Nursing

RTO Code: 45916 CRICOS Provider Code: 04060M

Enlighten Talent Pty Ltd T/A Greenwood Academy of Animal Care and Agriculture
Sydney Campus: Suite 2, Level 1, 175 Liverpool Street Sydney NSW 2000
Ph: +61 2 7252 3611 Email: admission@gwacademy.edu.au
Melbourne Campus: 25 Saint Mangos Lane, Docklands, VIC 3008
Ph: +61 3 9328 5290 Email: admission@gwacademy.edu.au
Web: www.gwacademy.edu.au
RTO: 45916 CRICOS Provider: 04060M (Sydney)



Version: 20260526

Date created: 12MAY2026

© 2025 Greenwood Academy of Animal Care and Agriculture

RTO Code: 45916 CRICOS Provider Code: 04060M

The content in this document is copyright © 2025 Greenwood Academy of Animal Care and Agriculture and should not be reproduced without the permission of Greenwood Academy of Animal Care and Agriculture. Information contained in this document is correct at the time of printing: 27 June 2025. For current information, please refer to our website or your trainer as appropriate.

Enlighten Talent Pty Ltd T/A Greenwood Academy of Animal Care and Agriculture
Sydney Campus: Suite 2, Level 1, 175 Liverpool Street Sydney NSW 2000
Ph: +61 2 7252 3611 Email: admission@gwacademy.edu.au
Melbourne Campus: 25 Saint Mangos Lane, Docklands, VIC 3008
Ph: +61 3 9328 5290 Email: admission@gwacademy.edu.au
Web: www.gwacademy.edu.au
RTO: 45916 CRICOS Provider: 04060M (Sydney)



Introduction	Error! No bookmark name given.
About this guide.....	Error! No bookmark name given.
SECTION 1: WORK PLACEMENT.....	Error! No bookmark name given.
Aims of work placement.....	Error! No bookmark name given.
What are the students learning?	Error! No bookmark name given.
Course structure	Error! No bookmark name given.
How can you help?	Error! No bookmark name given.
SECTION 2: ROLES AND RESPONSIBILITIES.....	Error! No bookmark name given.
The student	Error! No bookmark name given.
Greenwood Academy of Animal Care and Agriculture animal care section.....	Error! No bookmark name given.
The workplace supervisor.....	Error! No bookmark name given.
Work health and safety.....	Error! No bookmark name given.
Insurance and indemnity information	Error! No bookmark name given.
Public liability indemnity	Error! No bookmark name given.
Compensation for damage to host employer’s property	Error! No bookmark name given.
Student payment.....	Error! No bookmark name given.
Acceptance of student into your workplace	Error! No bookmark name given.
SECTION 3: ASSESSMENT IN THE WORKPLACE	Error! No bookmark name given.
Practical skills evidence	Error! No bookmark name given.
On the job assessment	Error! No bookmark name given.
The logbook.....	Error! No bookmark name given.
Confidentiality.....	Error! No bookmark name given.



SECTION 4: WORKPLACE SUPERVISOR TIPS	Error! No bookmark name given.
Preparation for student arrival	Error! No bookmark name given.
Induction to the workplace	Error! No bookmark name given.
Providing student feedback	Error! No bookmark name given.
Adult learning principles	Error! No bookmark name given.
Feedback on-the-go.....	Error! No bookmark name given.
Formal feedback	Error! No bookmark name given.
Debriefing after an incident	Error! No bookmark name given.
Thank you	Error! No bookmark name given.



Introduction

About this guide

Work placement is a key component of the Animal Care courses at Greenwood Academy of Animal Care and Agriculture. Students must provide proof of their work placement to successfully complete their course.

Work placement is a purposeful, organized, supervised, and assessed learning activity that integrates theoretical learning with its applications in the workplace. Work placement exposes the student to a range of work-related situations and provides a rich range of learning experiences.

This guide has been developed to provide information about work placement and practical assessment that the student will complete in the workplace and the role of the host employer and workplace supervisor.



SECTION 1: WORK PLACEMENT

Aims of work placement

The aims of the work placement are for students to:

- gain exposure to the workplace environment
- develop and practice the skills identified in the units of competency
- be assessed in a real work environment, working under appropriate supervision over a period
- develop the capacity to reflect on own work practices
- observe, where possible, skilled workers in action

It is the responsibility of the supervisor in the workplace to ensure adequate supervision of the student and provide the student with relevant Work Health and Safety guidelines for your workplace.

What are the students learning?

The Certificate IV in Veterinary Nursing reflects the role of a veterinary nurse who works under the supervision of a registered veterinarian to provide nursing care to animals, to support veterinarians to carry out medical and surgical procedures, and to support clients to maintain health of animals.

The Certificate IV in Veterinary Nursing requires access to patients (animals), clients, medical and surgical cases, veterinary staff, and practice policies and procedures.

To achieve this qualification, the candidate must have completed at least 240 hours of work placement as detailed in the Assessment Requirements of the relevant units of competency.

Course structure

Details on the course and each unit of competency can be found at:

<https://training.gov.au/training/details/ACM40418/qualdetails>

A timetable with the delivery sequence of the units can be obtained from the student.

How can you help?

By accepting a Greenwood Academy of Animal Care and Agriculture student for work placement, you are giving the student the opportunity to take the first step in their career in the animal care industry.

Enlighten Talent Pty Ltd T/A Greenwood Academy of Animal Care and Agriculture

Sydney Campus: Suite 2, Level 1, 175 Liverpool Street Sydney NSW 2000

Ph: +61 2 7252 3611 Email: admission@gwacademy.edu.au

Melbourne Campus: 25 Saint Mangos Lane, Docklands, VIC 3008

Ph: +61 3 9328 5290 Email: admission@gwacademy.edu.au

Web: www.gwacademy.edu.au

RTO: 45916 CRICOS Provider: 04060M (Sydney)



In your role as a workplace supervisor, you will be asked to provide support to the student to allow them to complete their practical assessment tasks in the workplace. You will need to sign off their attendance logbook and provide comments on their progress and their employability skills, such as communication, teamwork, personal attitudes, and initiative.



SECTION 2: ROLES AND RESPONSIBILITIES

A successful work placement requires the collaboration and support of the student, the workplace, and the workplace supervisor. This section clarifies the roles and responsibilities of these key groups.

The student

Greenwood Academy of Animal Care and Agriculture students are required to conduct themselves in an appropriate manner in the workplace. The student is required to sign off on a code of conduct in their workplace logbook which outlines the behavior expected of them. This includes complying with all requirements of the workplace such as code of conduct, confidentiality, Work, Health and Safety (WHS), induction, and orientation.

The student also needs to:

- provide the workplace supervisor with a copy of the *Work Placement Guide for Host Employers and Supervisors* and other relevant supporting documentation
- work with their assessor/trainer and workplace supervisor to develop a workplace training and assessment schedule
- commit to complete the tasks and activities outlined in the schedule and other related assessment activities
- keep their workplace logbook up to date

Greenwood Academy of Animal Care and Agriculture animal care section

If the workplace is partnered with Greenwood Academy of Animal Care and Agriculture, a Student Services Officer and/or assessor will coordinate communication between the workplace and students regarding work placement arrangements. Regardless of the partnership, the Student Services Officer and/or assessor/trainer will offer the workplace supervisor appropriate support and guidance as needed.

The workplace supervisor

The workplace supervisor should hold a Certificate IV in Veterinary Nursing or higher with at least two years of post-qualification experience or have at least 5 years of industry experience at a supervisor level.



It is the responsibility of the workplace supervisor to:

- Complete the required *Workplace Supervisor and Facility Checklist* (if you are not yet partnering with Greenwood Academy of Animal Care and Agriculture). Once the work placement begins, complete and the *Student Workplace Induction Checklist*
- provide the student with appropriate orientation and induction to the work environment
- provide access and opportunity for the student to experience a variety of situations in the workplace where they can develop practical work-based skills and knowledge
- integrate learning tasks into work activities
- provide a safe and supportive work environment
- manage safety and production risks while training
- establish and maintain regular contact with the student
- work with relevant parties to provide feedback on student progress and development
- provide information or raise issues with Greenwood Academy of Animal Care and Agriculture as required
- verify the student's attendance logbook and provide feedback and advice to the student on their performance, so they reach a standard considered acceptable within that workplace
- complete documentation as outlined in this guide

Work health and safety

Work Health and Safety (WHS) is everyone's responsibility.

We appreciate your enterprise providing a safe working environment for our students. You can assist with this by:

- providing a WHS induction to the student(s)
- involving students in WHS meetings or activities
- encouraging students to report on any WHS issues that may arise
- advising the student and Greenwood Academy of Animal Care and Agriculture of any special requirements, for example, vaccinations
- providing appropriate personal protective equipment (PPE) or advising the student of PPE requirements

Students also have obligations regarding WHS. Their training includes significant attention to WHS matters and they are assessed on their understanding of policies, procedures and

Enlighten Talent Pty Ltd T/A Greenwood Academy of Animal Care and Agriculture

Sydney Campus: Suite 2, Level 1, 175 Liverpool Street Sydney NSW 2000

Ph: +61 2 7252 3611 Email: admission@gwacademy.edu.au

Melbourne Campus: 25 Saint Mangos Lane, Docklands, VIC 3008

Ph: +61 3 9328 5290 Email: admission@gwacademy.edu.au

Web: www.gwacademy.edu.au

RTO: 45916 CRICOS Provider: 04060M (Sydney)



legislation, as well as their ability to take a pro-active approach to maintain a safe work environment. Additionally, they are encouraged to demonstrate leadership in identifying hazards, reporting risks, and contributing to a culture of safety within the workplace.

Insurance and indemnity information

Greenwood Academy of Animal Care and Agriculture is committed to protecting the interest of employers participating in work placement.

Details of the indemnity applicable to industry workplace employers and the benefits available to all Greenwood Academy of Animal Care and Agriculture students if they are injured while participating in work placement are provided below.

Students engaged in work placement and who are not paid employees are volunteers and have no claim on the employer's workers' compensation insurance (see below).

The following provisions apply to work placement undertaken by a student enrolled in a Greenwood Academy of Animal Care and Agriculture course.

Each Host Employer has the benefit of a crown indemnity in the following terms:

Greenwood Academy of Animal Care and Agriculture indemnify Host Employers who participate in work placement programs to the full extent of any amount which they may be legally liable to pay for injury to students arising out of work placement, up to \$20,000,000 provided that:

- any claim against the Host Employer in respect of a work placement student is immediately notified to Greenwood Academy of Animal Care and Agriculture
- Greenwood Academy of Animal Care and Agriculture have full control and conduct of the claim against the Host Employer
- the Host Employer cooperates fully with Greenwood Academy of Animal Care and Agriculture and their legal representatives
- all relevant legislation such as safety, health and welfare legislation shall apply to any workplace and to any student engaged in a work placement

This indemnity excludes claims where:

- the Workcover Authority charges a Host Employer with a breach under the Work Health and Safety Act where a work placement student is injured
- the Anti-Discrimination Board requires a Host Employer to make settlement with a work placement student
- a breach of law by the Host Employer is proved

Enlighten Talent Pty Ltd T/A Greenwood Academy of Animal Care and Agriculture

Sydney Campus: Suite 2, Level 1, 175 Liverpool Street Sydney NSW 2000

Ph: +61 2 7252 3611 Email: admission@gwacademy.edu.au

Melbourne Campus: 25 Saint Mangos Lane, Docklands, VIC 3008

Ph: +61 3 9328 5290 Email: admission@gwacademy.edu.au

Web: www.gwacademy.edu.au

RTO: 45916 CRICOS Provider: 04060M (Sydney)



Public liability indemnity

Greenwood Academy of Animal Care and Agriculture provide a Public Liability Indemnity to Host Employers participating in the work placement program. An indemnity of \$20,000,000 covers an employer's legal liability for damage occasioned to property or injury to persons caused by work placement of students subject to exclusions. A copy of the Certificate of Currency is available on request.

This indemnity excludes claims for:

- damage to the employer's property in the employer's physical or legal control
- damage to an employee's property
- personal injury in respect of injury to employees (this should be covered by the employer's Workers Compensation Insurance)

Compensation for damage to host employer's property

Damage to an employer's property or property in the employer's physical or legal control caused by a work placement student is compensated provided that the damage does not stem from lack of instruction or supervision by the Host Employer. There is an upper limit on this compensation of \$250,000 per incident.

Student payment

Students engaged in work placement are volunteers. Students must not receive payment during work placement, unless in circumstances where they are employed in the workplace, such as employees or trainees.

Any payment made by a Host Employer to a student will mean that the student is considered to be a worker and no longer covered by Greenwood Academy of Animal Care and Agriculture insurance. Responsibility would then rest with the Host Employer to provide worker compensation cover.

Acceptance of student into your workplace

1. For those partnered with Greenwood Academy of Animal Care and Agriculture:
If your workplace is already in partnership with Greenwood Academy of Animal Care and Agriculture, we will arrange student placements based on both your availability and the student's preferences for location and schedule. Our goal is to match students with placements that align with both their learning needs and your workplace capabilities.

Enlighten Talent Pty Ltd T/A Greenwood Academy of Animal Care and Agriculture

Sydney Campus: Suite 2, Level 1, 175 Liverpool Street Sydney NSW 2000

Ph: +61 2 7252 3611 Email: admission@gwacademy.edu.au

Melbourne Campus: 25 Saint Mangos Lane, Docklands, VIC 3008

Ph: +61 3 9328 5290 Email: admission@gwacademy.edu.au

Web: www.gwacademy.edu.au

RTO: 45916 CRICOS Provider: 04060M (Sydney)



We will communicate with you to confirm the details of the placement and ensure everything is in place for a smooth experience. Should any adjustments or additional information be needed, we'll reach out to you promptly to facilitate the process.

2. For those not partnered with Greenwood Academy of Animal Care and Agriculture: You will need to complete the *Workplace Supervisor and Facility Checklist Form* to confirm the acceptance of the student. This form asks you questions about the workplace, your qualifications and experience, provides a list of equipment and resources the student requires access to and a declaration that the student will be able to gather documentation, videos and photos in the workplace for assessment purposes.

Assessment for some units requires the student to demonstrate skills with several different types of animals. If your workplace only deals with one species or does not cover all the tasks required, the student may be required to complete their work placement at another facility to cover the gaps.

After we receive the completed *Workplace Supervisor and Facility Checklist Form*, Greenwood Academy of Animal Care and Agriculture may contact you if we have any further questions or need clarification regarding the suitability of your workplace for the student's course requirements.



SECTION 3: ASSESSMENT IN THE WORKPLACE

The Certificate IV in Veterinary Nursing is part of the National Animal Care and Management Training Package (ACM). The qualification is made up of core and elective units of competency.

The student is required to meet nationally stipulated learning outcomes and assessment criteria for each unit of competency. Each unit has specific competency outcomes and associated assessment criteria, is measurable and based on elements, performance criteria, performance evidence, foundation skills and assessment conditions.

Practical skills evidence

Evidence of a student's competence in Certificate IV in Veterinary Nursing is based on students successfully completing both knowledge and practical assessment events for each unit of competency.

Students gather evidence of their practical skills in the workplace. Generally, the key elements of the workplace assessment include:

- direct evidence portfolios
 - research and practical activities which may require access to information specific to the workplace such as animal and client information, workplace policies and procedures
 - self-reflection activities o task reports
 - videos or photographs of the student doing various tasks
- indirect evidence sources, such as workplace logbook, supervisor reports or phone interviews
- workplace on the job assessment when required

On the job assessment

Where a student or workplace has difficulty providing video evidence of practical skills, we may organize an on-the-job assessment for the student, if we have a suitable Greenwood Academy of Animal Care and Agriculture assessor in the local area. The assessment is carried out in the workplace at a time agreed between you/the student and the assessor. The assessor would come to the workplace and observe the student carrying out various animal care activities. Arrangements would be made to ensure that the assessments do not disrupt the smooth running of the workplace nor affect the other workplace personnel.



The logbook

The workplace logbook captures the hours completed by the student. As the supervisor, you will need to initial each shift the student completes in the workplace and sign off on their daily tasks and activities.

Upon the completion of the student's work placement for the course, you will need to fill out the *Employer Feedback on Student Work Placement Performance* form, located at the end of the student's logbook.

Confidentiality

We ask students not to provide confidential information such as client details in their assessments. Greenwood Academy of Animal Care and Agriculture retain assessments for audit purposes only. Permission to collect evidence is included on the Workplace supervisor and facility checklist. The student is also required to sign a confidentiality agreement and code of conduct.

If the student approaches you with a request to allow them to complete these assessments in the workplace, it is hoped that you will provide support for them to do so.

We aim to make the assessment of the student's competence as smooth as possible, and we look forward to working together with your workplace to ensure that this is a positive learning experience for you and the student.



SECTION 4: WORKPLACE SUPERVISOR TIPS

Workplace supervisors play a critically important role in the assessment process. This section provides additional advice and tips on your role as a workplace supervisor in this key part of the learning experience.

Preparation for student arrival

Some of the things you may need to notify the staff in your workplace about include:

- expected dates and duration of the placement
- qualification towards which the student is studying
- any specific projects on which the student will be working

You will need to advise the student of any specific dress or uniform requirements in your workplace, as well as any necessary gear or equipment they should bring. Additionally, please provide details on where the student should report on their first day and the exact time they should arrive.

Induction to the workplace

To help the student understand how your workplace operates, it is essential that you provide a thorough induction. This should cover the following areas:

- dress/uniform standards
- start/finish times and mealtimes/breaks
- names and roles of staff and introductions
- overview of workplace tasks and routine procedures
- communication protocols, for example, communication board, taking phone messages, use of email/internet/computer
- treatment of confidential information
- WHS and emergency procedures
- job descriptions, particularly that of the role the student is learning
- relevant policy and procedures manuals and how to access them
- administrative procedures—report-writing protocols and standards; guidelines for recording information/statistics
- confidentiality policies, codes of practice and any other documentation pertaining to ethical issues
- relevant acts and legislation with which the student should be knowledgeable

Enlighten Talent Pty Ltd T/A Greenwood Academy of Animal Care and Agriculture

Sydney Campus: Suite 2, Level 1, 175 Liverpool Street Sydney NSW 2000

Ph: +61 2 7252 3611 Email: admission@gwacademy.edu.au

Melbourne Campus: 25 Saint Mangos Lane, Docklands, VIC 3008

Ph: +61 3 9328 5290 Email: admission@gwacademy.edu.au

Web: www.gwacademy.edu.au

RTO: 45916 CRICOS Provider: 04060M (Sydney)



- information or guidelines relating to providing sensitive and culturally appropriate communication to specific client groups
- expectations of professional behavior
- other special or specific workplace requirements

If your workplace has standard induction information, you should provide the student with an information sheet on their first day of work placement.

If not, the student will provide you with the *Workplace Induction Checklist* form to ensure all necessary information has been covered during their induction. The induction checklist serves as a valuable reference tool for both you and the student, acting as a prompt to ensure all key areas are addressed and that the student has a clear understanding of their role, responsibilities, and the workplace environment.

Supervising student performance

As a workplace supervisor, your role is to provide guidance and support to the learner. You should show them how to complete practical tasks, use equipment safely, and follow your workplace's policies and procedures.

Through regular contact you can ensure they are performing tasks correctly and address any problems. The level of supervision required will depend on:

- the degree of risk with some tasks
- the student's maturity and level of experience and skills

It is recommended that you meet with the student at appropriate regular times. This meeting provides an opportunity to:

- discuss the student's progress against their course's practical assessment requirements
- discuss the student's workload
- discuss any problem areas and seek to resolve the issues
- check that their logbook has been signed as required

It is important to keep in mind that the student is still developing their skills and should be exposed to a range of tasks in the workplace.



Providing student feedback

An important part of facilitating student learning is the provision of regular constructive feedback. Constructive feedback gives the student insight into their strengths and areas for improvement.

Feedback can be on the go, providing the student with concrete, practical suggestions, which are given either during (particularly if safety is a concern) or following a task.

Providing the student with formal feedback involves meeting with them at a specified time to discuss their workplace performance. It is important to ensure that feedback is given in privacy. Whether formal or on the go, constructive feedback should:

- be positive and encouraging
- describe what they have done well and what they could have done better and how their performance could be improved
- focus on observed behaviors and be factual, not generalised
- be well-timed and expected
- followed up on a later date

Feedback should pay attention to both the students' demonstration of knowledge and skills and their attitudes associated with what they are doing.

Adult learning principles

Greenwood Academy of Animal Care and Agriculture students are often adults with significant life and work experience. An insight into adult learning principles will help you provide effective feedback and supervision to the student.

Adults don't fit into neat categories and don't all learn in the same way. However, adult learners generally:

- are motivated and self-directed
- like to be given opportunities to apply their existing skills and knowledge to new contexts
- are goal/relevancy oriented and will be ready to learn when they recognize a need to acquire additional skills and knowledge
- like to have their wealth of life experience acknowledged by allowing them to contribute their ideas

It is important to keep in mind that the student is still developing their skills and should be exposed to a range of tasks in the workplace.



Feedback on-the-go

This type of feedback involves providing the student with concrete, practical suggestions, which are given either during (particularly if safety is a concern) or following a task. For example: 'Let me show you an easier way to do X'. This is feedback on the go.

Formal feedback

Providing the student with formal feedback involves meeting with them at a specified time to discuss their workplace performance and also to provide practical suggestions, following a particular learning experience. It is important to ensure that feedback is given in privacy.

Debriefing after an incident

At times there will be workplace incidents that require debrief afterwards. Debriefing is an effective way of providing immediate support to the student/staff and:

- should occur within 12 to 28 hours of the incident
- can be given individually or in a group

Instances when formal debriefing may be helpful are:

- in challenging or unusual situations
- when accidents or near-miss incidents occur
- after emergencies

Debriefing should:

- be conducted in a safe environment that encourages open expression (emotional, psychological and physical)
- encourage positive reactions
- discourage irrational responses or negative thinking

Formal debriefing is an opportunity for the student/staff to:

- process in-depth what has occurred
- examine his/her response to the situation
- reflect on what could have been done differently

A formal debriefing may also help staff/students deal with/prevent future incidents.



Thank you

We hope you find hosting a Greenwood Academy of Animal Care and Agriculture student is a positive experience.

For more information about our school and courses, please visit [Home - Greenwood Academy of Animal Care and Agriculture](#)

Enlighten Talent Pty Ltd T/A Greenwood Academy of Animal Care and Agriculture
Sydney Campus: Suite 2, Level 1, 175 Liverpool Street Sydney NSW 2000
Ph: +61 2 7252 3611 Email: admission@gwacademy.edu.au
Melbourne Campus: 25 Saint Mangos Lane, Docklands, VIC 3008
Ph: +61 3 9328 5290 Email: admission@gwacademy.edu.au
Web: www.gwacademy.edu.au
RTO: 45916 CRICOS Provider: 04060M (Sydney)