



Cairnmillar
INSTITUTE

School of Psychology
Counselling & Psychotherapy

Graduate Diploma and
Master of Counselling and Psychotherapy
**Placement Information
Handbook 2022**

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General Information on Placement Requirements

Placement Coordinator: [refer to myCMI](#)

Phone: (03) 9813 3400

Placement Administrative Support Officer: Jenaya Du Toit

Email: placements@cairnmillar.edu.au

Phone: (03) 9813 3400

Availability: Monday – Friday

NOTE: It is the student's responsibility to read and understand the contents of this handbook. Please make sure you are clear about what is required. Any questions or uncertainties about the placement requirements are directed to either the Placement Coordinator or your Individual Supervisor.

Readiness for Placement

Students at Cairnmillar Institute are carefully selected, with attention paid to academic abilities, personal suitability for the program and the demonstrated presence of desired counsellor attributes outlined in the PACFA and ACA training standards. A student's readiness for placement will be determined through an interview with the Placement Coordinator in collaboration with the Program Coordinator and other academic staff.

Prerequisites for Placement

Prerequisite units for Placement 1 CAP461 are CAP417 Assessment Processes in Counselling and Psychotherapy and CAP412 Ethics and Professional Development. Placement 1 is a prerequisite for Placement 2 CAP561.

Prior to attending placement, students are required to attend the 2 Day [Pre-placement Training Workshops](#) by the Placement Coordinator and other lecturers. This training will include placement requirements, documentation, online counselling training, suicide risk assessment, and Family Violence.

Placement arrangements are designed to meet industry training standards outlined by the Psychotherapy and Counselling Federation of Australia (PACFA) and the Australian Counselling Association (ACA) - our accrediting bodies.

The team supporting you in your placement program are:

1. Placement Coordinator
2. Placement Agency Representative
3. Individual/Primary Supervisor
4. Group Supervisor

Aims of Placement

The aim of placement is to provide students with the following:

1. Experience with a wide range of clients of various presenting problems and age ranges (possibly including children, adolescents and adults) in clinical settings.
2. To provide opportunities for students to apply their learnings from their coursework units of counselling theories, assessment, ethics, formulation/case planning and treatment approaches into a clinical setting with clients.

3. To engage students in various other related counselling and psychotherapy tasks with clients, including writing case notes and reports.
4. To equip students with a range of professional skills necessary in collaborative teamwork in community agencies, schools and other institutions.
5. To develop the student's awareness of professional issues and available resources in mental health care in Australia (in community organisations, schools, medical and non-medical agencies).

Placement Requirements

Placement units are marked as Satisfactory/Unsatisfactory only. There is no numerical grade awarded.

To successfully complete placement, students will need to:

Graduate Diploma of Counselling and Psychotherapy:

- Undertake **a minimum of 40 face-to-face counselling hours** accompanied by a minimum of 10 hours of individual supervision AND a minimum of 80% attendance at group supervision. It is encouraged that students achieve more than the minimum 40 counselling hours.
- Complete all forms A to D, including a successful placement evaluation (Form C) that is signed by the Individual Supervisor and Placement Representative.
- Complete at least one Supervisor observed client session (by means of audio-visual or audio recording or observed) to be reviewed and accepted as sufficiently proficient for the student's expected level of competence in relation to their developmental trajectory by the Individual Supervisor.
- Complete and pass one case report based on a placement client.

Master of Counselling and Psychotherapy:

- Satisfactory completion of the Graduate Diploma placement unit
- Achieve **a minimum of 40 face-to-face counselling hours** in addition to the hours completed within the Graduate Diploma unit.
- Completion of a minimum of 10 hours of individual supervision AND a minimum of 80% attendance at group supervision.
- Completion of all forms (A to D), including a successful placement evaluation (Form C) that is signed by the Individual Supervisor and by the Placement Representative.
- Complete at least one Supervisor observed client session (audio-visual or audio recording) to be reviewed and accepted by the Individual Supervisor.
- Complete and pass one case report based on a placement client.

There are two (2) placement units in the Master of Counselling and Psychotherapy program. The first of these is completed within the Graduate Diploma, the second is completed in the second year of the Masters program (refer below). These placements are to be treated as discrete subjects independent of each other, even if both placements are undertaken at the same agency.

As students are placed in various placement organisations, students will be expected to continue attending placement during semester breaks, according to the placement contract requirements relevant to their placement organisation.

Placement Schedule

Student Group	Semester 1	Semester 2
Graduate Certificate	No placement option	No placement option

Graduate Diploma	No placement option	Placement 1 - CAP461
Masters	Placement 2 - CAP561	Placement 2 (if required)

Notes:

- » Some flexibility exists for adapting to individual placement needs
- » Acceptance into the placement program is determined following an interview with the Placement Coordinator
- » Dates for mid-placement review and completion of placement to be determined at the outset of placement.

Expectations of Students on Placement

1. The placement team will communicate updates and important information requiring action on your behalf via your CMI student email account and on Canvas. Students are to check their emails regularly to ensure open communication and respond promptly (within 24 hours).
2. Organise and attend a meeting with their Placement Agency Representative and the Placement Coordinator before or within 14 days of commencement of placement to complete the Placement Contract (Form A).

During this meeting, the Contract (Form A) and Quality & Safety Checklist for the placement will be finalised, including hours of placement, supervision arrangements, tentative dates for middle and end of placement meetings, placement completion date, and learning goals.

3. Read and understand the placement agency's policies and procedures
4. Observe and understand ways in which placement agency staff work together
5. Participate in whatever staff conferences and case conferences are deemed appropriate.
6. Engage in face-to-face counselling with clients and see an average of 3-4 clients per day (after allowing sufficient time to establish their caseload).
7. Maintain all requirements for client records, including completion of documentation for informed consent, assessment, client case notes and other administrative work as required. Students are required to regularly show their on-site agency representative their client documentation to ensure that all client documentation is completed and to an appropriate standard.
8. Maintain an up-to-date logbook from the commencement of the placement. Students are to discuss and have their logbooks signed by the Individual and Group Supervisors fortnightly to ensure that the goals and terms of the practicum are met.
9. Attend ongoing individual supervision with their allocated Individual Supervisor. Failure to do so will jeopardise the successful completion of the placement unit. It is the responsibility of the student to organise these meetings. Students are expected to carry out any remedial action recommended by the Supervisor.
10. Attend ongoing group supervision with their CMI Group Supervisor, with a minimum of 80% attendance. Failure to do so will jeopardise the successful completion of the placement unit.
11. Organise a Placement Review and Feedback (Form B) meeting with the Agency Representative and the Placement Coordinator to receive feedback at the mid-way point of

the placement. This review may be conducted face-to-face or by telephone at the discretion of the Placement Coordinator.

12. Organise a Final-Placement Assessment (Form C) meeting with the Individual Supervisor and Agency Representative to receive feedback and assessment at the completion of the placement.
13. Ensure that the completed documentation, logbooks (signed by Supervisors), de-identified client case notes (if applicable) within 7 days of completion of a placement unit to ensure timely submission of results. Failure to do so will jeopardise the completion of placement.

Student Work Ethic at placement:

1. Students are required to behave professionally at all times, as they would in paid employment. Some things to bear in mind include:
 - Being punctual to work and meetings
 - Staying mindful of your role as a trainee
 - Upholding their commitments
 - Addressing staff by their titles
 - Returning phone calls and emails promptly
 - Regularly thanking supervisors for their input
 - Avoid openly criticising agency practices
 - Taking time to get to know reception and administration support staff
 - Presenting in a way that demonstrates professionalism and a respectful attitude towards the agency and their position as an employee
 - Actively seeking out and or offering to complete additional tasks during quiet times

NOTE: Failure to comply with the above may result in placement dismissal.

2. Students should demonstrate knowledge of the ethical and conduct [guidelines of PACFA](#) and ACA and familiarise themselves with agency specific policies and procedures.

Student misconduct incidents are investigated and reviewed by the [Academic Integrity and Progress Committee \(AIPC\)](#) in accordance with the [TLP004 Academic Integrity and Student Conduct Policy](#).

Student Absence

Students should determine early in the placement to whom they report an absence. Upon returning to the placement, the student should discuss how any missed placement days will be made up with the Placement Agency Representative.

Any absence of more than 2 weeks must be reported to the Placement Coordinator.

Extensions to placements

Placements can only be extended under exceptional circumstances. All placements should have a clear start and end date as recorded on the original Placement Contract. The Placement Coordinator must first approve any changes to these dates. Placements often involve a financial cost to Cairnmillar, and as such, all extensions must be formally approved in advance and a placement extension request submitted. Please refer to my.CMI for the full [placement extension application process](#).

Leave from Placement

It is not advisable to take personal leave whilst on placement as this throws out completion time and submission of results.

However, in the event that taking leave is necessary, the student has to apply in writing to the Course Coordinator, Placement Coordinator and cc education@cairnmillar.edu.au and provide the appropriate evidence to demonstrate the need for absence. Students are to provide at least four weeks notice to the placement agency.

Discussion of Client Information

Students are reminded to discuss their client information in a confidential, sensitive and respectful manner and only in appropriate contexts. Students are reminded that discussing client information in open and/or public areas with staff or other students at their placement constitutes an ethical violation and a breach of Australian privacy laws.

Guidelines for Supervision

Making the Most of Supervision

Supervision is a regular, protected time for facilitated in-depth reflection on counselling practice. It offers students an opportunity to integrate learning and develop their professional identity. Like the therapy relationship, supervision is inherently relational and dynamic. However, unlike in the therapeutic relationship, a supervisor's role has an educational emphasis and supervisors carry additional responsibilities that require an awareness of legal and ethical issues. When offered within a counselling training environment, supervisors assist students in developing their goals for further learning during placement. The supervision process aims to assist students in developing as reflexive practitioners and focuses on examining various facets of a student's work with clients. Students are encouraged to be proactive in their supervisory relationships by considering their own learning needs and how the supervisory relationship can most effectively support their development and discuss these when establishing their supervision contract with their Supervisor.

We take a collaborative approach to supervision

Like counselling, supervision is a confidential process with some exceptions. All supervisors seek supervision for their supervision (this is as an ethical requirement outlined in PACFA and ACA's codes of practice). Students can expect that some of the issues they present in supervision may be confidentially discussed with another supervisor within the context of peer supervision. Additionally, as our supervision is offered within a counselling and psychotherapy training program, we use a *multiple mentoring relationship model* of supervision. What we mean by this is that as students will typically be allocated more than one Supervisor and have multiple members of staff responsible for their development on placement. Confidentiality is maintained within the team of supervisors and at times, responsible parties such as the placement coordinator or agency representative at the Supervisor's discretion if it is deemed that doing so will best serve the student's learning and development during placement or if the risk of harm has been identified. Confidentiality is maintained within these discussions.

The recommended textbook for the students' effective learning during their Placement is: Carroll, M. & Gilbert, M.C. (2011). *On being a supervisee: Creating learning partnerships*. (2nd ed.). Kew Victoria. PsychOz Publications.

Allocation to a Supervisor

Prior to placement commencement, the Placement Coordinator will allocate all students to supervisors for individual and group supervision, then advise students of their allocations via email. Students are asked to provide as much flexibility as possible to assist with their allocation of supervisors. Specific requests for supervisors and availability for supervision will be taken into consideration and accommodated where possible but are not guaranteed.

Individual Supervision

For all placement students who do not have an on-site Supervisor allocated, a CMI appointed Supervisor will be assigned to provide one hour of individual supervision a fortnight whilst the student is on placement. The day and time of supervision will be negotiated between the Supervisor and the student. All supervision sessions are mandatory and constitute part of the assessment process.

Individual supervision sessions must be recorded in the logbook (Form D) and signed-off by the Supervisor on a fortnightly basis.

Students must complete 10 hours of individual supervision to pass the Placement Unit. CMI will provide sufficient opportunities for students to achieve the required hours. However, the ultimate responsibility for achieving these hours rests with the student.

Student Workload for Individual Supervision

Timetabled hours/week*	Personal study Time	Total workload
1 hour session per fortnight	1-2 hours per session (prepare case reports and agenda for supervision)	2 - 3 hours per fortnight

Attendance:

IMPORTANT NOTE: Satisfactory attendance and participation in supervision is a hurdle requirement for membership in PACFA and for the satisfactory completion of supervised counselling placement units in the Counselling and Psychotherapy Program.

Students are expected to show a level of preparedness to present their work and placement experiences reflectively with an openness to feedback. Students are expected to arrive on time.

Logbook

Students are required to use their logbook to concisely comment on key events/experiences in their supervision, along with their reflections about their relevance to their development as a psychotherapist. The purpose of these comments is to encourage reflective learning.

Group Supervision

Group supervision is held fortnightly, and students are to attend two-hour group supervision on the alternate fortnight to individual supervision. All group supervision sessions will be conducted as per the organised timetable. It is an expectation that students will attend all group supervision sessions. If you anticipate being absent, please advise the group supervisor in advance by telephone: (03) 9813 3400 or email. A minimum attendance of 80% is required to pass the unit. Students who miss more than one session should make an appointment to discuss their attendance with the Supervisor.

Aims of Group Supervision

Fortnightly group supervision sessions provide students with opportunities to **reflect on** their work with clients, case conceptualise, **develop strategies for ongoing work within their counselling process with clients, work with challenging client issues** and **reflect on their personal challenges** and dilemmas that arise while on placement.

The aims of Group Supervision include:

- Learning to be a supervisee and create a learning partnership
- Practising self-awareness and developing reflective and reflexive practice skills
- Developing critical, abstract and thematic thinking

- Cultivating autonomy and self-direction
- Learning from the experience of others
- Identifying legal and ethical issues and working towards their resolution
- Refining students' interviewing and assessment skills
- Strengthening the ability to collaboratively set appropriate goals and treatment focus
- Application of case conceptualisation skills
- Developing knowledge and skills in writing and presenting case studies
- Development of appreciation of different perspectives
- Draw upon the experience of other students on placement
- Learning to receive and give feedback effectively

Suggested format of Group Supervision

First Group Supervision Session – general information:

- Discuss the group process (e.g., confidentiality, guidelines on how to share, how to present, how to give feedback)
- Concerning counselling and psychotherapy practice, the group discussion aims to offer reflections on facilitating the process of change: the counselling assessment, treatment focus and process, and effectiveness of interventions.
- Explain the case study presentation. The case study presentation aims to develop the student's knowledge and skills in writing and presenting. Students will receive feedback from the Supervisor and suggestions from the group participants.

Each Group supervision session includes:

- Brief check-in, identifying and prioritising the students' issues and needs
- Students presenting a briefcase discussion about a client they are working with according to presenting guidelines and with clearly articulated a question for a supervisor and the group discussion
- Time for group members to ask process or ethical questions and share information pertaining to resources
- Debriefing important events or situations from placement

Assessment for Group Supervision

IMPORTANT NOTE: A minimum attendance of 80% and participation in group supervision is a hurdle requirement for the membership in PACFA and for the satisfactory pass for placement units in the Counselling and Psychotherapy program. Students are expected to show preparedness to present their work reflectively.

Logbook: Students are to enter group supervision hours in the logbook (Form D), which the group supervisor will sign off. The purpose of the journal is to encourage reflective learning.

Case Examples:

All students should expect to present at least one fully developed case study per placement unit, consistent with case report requirements and guidelines to the group for discussion.

Student Group Supervision Workload

Timetabled hours/week*	Personal study Time	Total workload
1 x 2 hour session per fortnight	2 - 3 hours per session (prepare case reports and agenda for supervision)	4 - 5 hours per fortnight

Addressing Concerns or Problems with Supervision

The earlier section on "making the most of supervision" is intended to empower you to actively participate in the supervision process to ensure your learning needs are adequately considered and addressed. With that intent in mind, you are also expected to take an active role in addressing any issues proactively and constructively.

If you have specific concerns relating to your placement or a problem has arisen with your supervision:

1. Wherever possible, raise your concern with your Supervisor in the first instance.
2. If you were unable to resolve the concern with your Supervisor or any concern relating to an issue with the placement organisation, please arrange a time to discuss your concerns with the Placement Coordinator.
3. When a concern is raised either by the Student, Supervisor or Agency Representative, the Placement Coordinator will first liaise with the other party to get the person's perspective on the concerning matter. The Placement Coordinator may request a meeting with the Student and the Supervisor and/or Agency Representative to discuss the concern raised to facilitate a resolution.
4. In the case where a concern cannot be satisfactorily resolved, the Placement Coordinator will refer the matter to a formal Progress Review Panel for further discussion and resolution. For details on this process, please consult the Academic Integrity and Student Conduct Policy, which can be found on the Cairnmillar Institute's website.

Changing Supervisors

It is intended, wherever possible, that once you are allocated to a Supervisor, you would continue with that Supervisor for the duration of the placement. However, on rare occasions, it may be necessary to change Supervisors during your placement due to operational demands, staffing changes, or difficulties with the supervision arrangements or relationship.

A suitable handover process should be discussed and observed if it becomes necessary to change supervisors. The following outline is recommended as a guide, wherever possible or practicable:

1. Arrange a final, "ending" session with your original Supervisor to summarise your work together, review the supervisory relationship, and identify any strengths and growth areas. It would be helpful if the Supervisor could summarise your progress against agreed learning objectives and competencies.
2. The first Supervisor should liaise with the new Supervisor to provide relevant handover information. This would include a summary of the supervision work or focus, a progress summary, and any identified areas for further development.
3. The student should then arrange a meeting with the new Supervisor to review progress, reflect on any learning from the student's previous supervision experiences, establish the next development phase, and finalise a new supervision contract.

Cancellation of a supervision session

Regardless of whether your Supervisor is internal or external, it is expected that you observe the common professional courtesy of contacting your Supervisor, as soon as possible if you are unable to attend your scheduled supervision session.

Supervisor Absence

Supervisors should discuss any planned absences with the student and make suitable arrangements for supervisory cover. Students should clearly understand who they can seek urgent advice from whilst on placement. For non-urgent guidance, students should note their questions and ensure they discuss them with their Supervisor at their next supervision session. **Students must not continue placement without specific supervision for more than 2 weeks.**

Agency/School Representative Role

The role of the Agency Representative is to:

1. Assist students in orientating themselves within the agency/school setting. This includes giving a background to the agency/school and its functions (including type of client and problems seen, services offered, professional and administrative procedures, emergency procedures); introducing students to other staff members; helping students define their role within the agency/school.
2. Allocate suitable clients for the student.
3. Support the student during their time at the placement agency.
4. Provide the student with ongoing feedback concerning functioning within the placement agency and suggest remedial action when necessary.
5. Allow the student to provide feedback regarding the placement agency and supervision.
6. Make alternative arrangements for the student to receive support within the agency when the representative cannot meet this commitment.
7. To speak with the Placement Coordinator regarding progress and any concerns.
8. To complete their section of the Final Review Form (C) and explain the feedback in the Final review meeting.

Agency Supervisor Information

Individual Supervisors provided by the agency do not need to be current members of PACFA but must have sufficient or equivalent qualifications and experience to be eligible for clinical membership of PACFA with at least three years of post-qualification experience. Agency Supervisors are requested to provide a copy of their CV, including some evidence of supervision experience or training. If the agency supervisor does not meet these requirements, the Placement Coordinator must be advised so additional/alternative arrangements can be arranged.

Regular agency-based general supervision is a normal part of the placement contract between a student and an agency. Placements involve a minimum attendance commitment of one day per week. Students should receive a minimum of one hour of supervision per fortnight.

Termination of placement

Under no circumstances are students to terminate their placement unless there is a compelling reason for this. Termination of placement interrupts the work done with the client and diminishes our relationship with our partners.

If termination is necessary for valid reasons, students must provide three (3) weeks in writing to the Placement Coordinator.

Procedures for Arranging Placement

Submitting Placement Preferences

Please refer to [my.CMI](#) for the process on how to submit your agency preferences.

Submitting agency preferences does not guarantee that you will receive your preference. However, your preferences are considered and are matched with the appropriate agency requirements.

Note: Students must not approach agencies/schools directly regarding placement opportunities. The Placement Coordinator will initiate all contact with agencies.

1. The Placement Coordinator will meet with all students the semester before the student commences placement to ascertain their preferences and start the planning process. This meeting usually is face-to-face, but could be via telephone or Skype. All meetings are by appointment only.
2. CMI maintains an agency database of all agencies which have at some point been engaged with Cairnmillar in providing placements. Many of these agencies are currently active in hosting our students. Whilst this list is not distributed to students, it is referred to during meetings with students.
3. Students may be encouraged to suggest possible agencies to be explored as potential placement opportunities. **Note: Students must not approach agencies directly regarding placement opportunities.**
4. Students can select up to five agency preferences through the process on [my.CMI](#) prior to applying for suitable placement. The closing date will be advised. Late applications may result in students missing out on their preferred placements.
5. Students are to prepare a professional resume that includes professional referees and a cover letter to suit the agency to which they are applying. Sample CVs and cover letters will be provided, using a format that has been developed specifically to serve this purpose. The Placement Coordinator will forward the student's resume and cover letter to the allocated agency.
6. The Placement Coordinator will advise the student which agency they have been allocated before forwarding their resume and cover letter to the agency. Communication will be via email, and students are required to respond promptly to contact from the Placement Coordinator and all placement agency representatives, regardless of whether the placement agency is the student's first preference for placement, preferably within 24 hours. Most agencies interview the student and contact their references before accepting them for placement. Once the student has successfully been accepted for placement, the two parties will organise the commencement date.
7. Students must keep the C&P Placement coordinator informed at all times of any interview arrangements with an agency.
8. Students must present to interviews on time, be dressed appropriately for a professional position, and be courteous and considerate throughout the interview.
9. Students must inform the Placement Coordinator of the interview outcome.
10. Students must ensure that upon accepting a placement, they promptly inform the Placement Coordinator. Students will ensure that their communication with placement agencies is timely and respectful of opportunities presented for students.

Placements Undertaken at a Student's Workplace

Students are not permitted to undertake either placement in their place of employment.

Students seeking to have their placement in a private practice can do so only at a Masters level and only with the approval of the Program Coordinator. A Placement at a private practice will not typically be approved.

Part-time Enrolment

Part-time students who enrol in their placement units are required to complete their placements at the same rate as full-time students, with an expectation of finishing within a semester or slightly longer.

Information on Documents and Processes

Initial Contract (Form A) & Placement Quality and Safety Checklist

Prior to or on within 14 days from commencement of placement, the student is required to arrange a meeting between themselves, the Agency Representative/Supervisor and the Placement Coordinator (see Canvas for more details). All stakeholders aim to finalise the contract for placement (Form A) during this meeting. This form includes hours of placement, supervision/mentor arrangements, placement completion date, estimated middle and end of placement review meeting dates and learning goals. This document will be an essential reference point for the targeting and monitoring of learning processes and outcomes across the placement period.

This contract will need to be signed by the student, agency rep and individual Supervisor before submission.

This contract details:

- Agreement between Cairnmillar, Student and Agency/School
- Confirmation of Student Placement Information
- Guidelines for Placement Agency/School Representative and or Supervisor
- Guidelines for Placement by students including the set-up of Learning Goals
- Confidentiality Agreement
- Supervision Agreement
- The Student's Learning Goals
- Safety and Quality Checklist

Learning Goals

It is expected that students consider and formally identify their learning needs in the early stages of the placement. Students are to draft their placement learning goals within Form A and discuss these with their Individual Supervisor in the first week of individual supervision. The learning goals should meaningfully reflect the student's developmental needs in relation to both the core competency areas and the context and opportunities relevant to each placement. Students are to enter their final well-defined and measurable learning goals in Form A in preparation for the meeting.

Mid-Placement Review (Form B) Process

During the Form A Meeting with the Agency representative and the Placement Coordinator, the date will be set at the mutually convenient time for the mid-Placement review to discuss the progress of the Placement. That meeting should occur approximately before or at halfway through the placement.

During the meeting, the Student, Agency representative/Supervisor and Placement coordinator (if required) will discuss the student's progress and identify any action that needs to occur to help the student progress and meet their learning goals. The completed form is to be signed by the Student, Agency Representative, and Individual Supervisor. If the individual Supervisor is a CMI staff member, then the Supervisor is also to review the learning goals with the student and provide comments. Supervisors are to alert the Placement Coordinator if there are any concerns about the student's progress or placement agency.

End of Placement Review (Form C) Assessment Process

As the Placement is nearing its completion date, the student will confirm and attend the meeting date set during their Form A meeting with the Agency representative and/or Individual Supervisor to complete **Form C respectfully**. If students have an on-site supervisor at their placement agency, the Placement Coordinator can attend this meeting upon request as the representative from The Cairnmillar Institute.

Satisfactory completion of *all* placement documents, **including the Individual Supervisor's and Placement Coordinator's endorsement, is required**. The level of skills and awareness demonstrated at the end of the first placement needs to be significant. At the same time, it is anticipated that any concerns or developmental issues requiring ongoing attention may be identified at this stage. It is expected that close attention will be paid to these concerns and issues in the subsequent Placement and they will be the subject of review.

Placement is a vital part of the course, and **satisfactory completion of Placement is required for the student to graduate**. The Agency Representative report is a recommendation to The Cairnmillar Institute, which is accepted as the view of a professional who is in the good position to make this judgement. Ultimate responsibility for acceptance and recommendation, however, resides with the Cairnmillar Institute. This means, amongst other things, that in the rare circumstances in which there might be disagreement between an Agency Representative and Cairnmillar Institute staff, Cairnmillar Institute would take final responsibility for the outcome.

If a placement extends beyond the semester date, this may affect the recording of results for Counselling Placement. For example, if a Placement has not been completed before the official end of the semester of enrolment, an incomplete result will be recorded. A final result will be recorded when all placement assessment documentation, including a satisfactory supervisor's final report, has been received and endorsed by the School Administrative Officer and Placement Coordinator.

Please see the Placement Extension process on [my.CMI](#).

Placement Logbook (Form D) and Record-Keeping

The student is required to maintain a logbook of hours representing the activities undertaken in a typical 7.5 hour day, noting direct and indirect client hours, reflection and supervision. For direct client contact hours, students are required to include details of the client's subjective experience (S), observations of the client (O), session activities/intervention (A) and a possible future plan/progress (P). For indirect contact hours, students are required to summarise their activity briefly. For supervision, students are required to summarise the supervision session. Reflections should be completed for each client contact hour and supervision session. The logbooks should reflect the SOAP note style required by Cairnmillar for the completion of client case notes after every session

with a client. These records are intended to reflect against the placement learning goals and, over time, demonstrate that the student has met the placement requirements.

See myCMI for SOAP Notes Recording Guide (C+P).

This logbook should be regularly (fortnightly) reviewed by the Individual and Group Supervisors. Supervisors are required to sign the logbook on each page.

Students must retain the original copy of their logbook, as it may be required to verify hours, if the student or Institute is audited, or if the Institute undergoes a regular course renewal of accreditation and requires student work examples. Also, the original copy of the logbook may be required to verify hours when students are applying for PACFA or ACA membership.

Please note that all logbooks written by the student as part of any Placement must bear the signature of the responsible Supervisor.

The Cairnmillar Institute is required by professional accrediting bodies to archive the student's placement documents; ten years for adults and up until the child/youth is eighteen years old. Students must submit their signed logbook at the end of each placement unit. Unsigned Placement Activity Logs will not be accepted.

Client Record Keeping and Client Case notes

Students are required to complete all client records and client case notes to meet the standards of the placement agency and The Cairnmillar Institute. Students are required to regularly show client records to their Placement Agency Representative and store client records securely. During placement review meetings, the Cairnmillar Institute representative will confirm that all client records have been completed, viewed and stored as per requirements. Please see [my.CMI](#) for what happens to client case notes.

Assessment

Counselling placements will be assessed using multiple rating methods and multiple criteria:

1. Students are required to submit all placement documents in a timely manner as per the deadlines listed below. These documents include Forms A, B, C, D, and the Case Notes Cover Sheet. The Administrative Officer and Placement Coordinator will review all required documents, and students will be required to re-submit these documents promptly if they are incomplete.
2. The CMI Individual Supervisor, in conjunction with the Placement Agency Representative, will use graded assessment on the specified criteria (Form C). The criteria cover a range of areas of counselling and psychotherapy practice.
3. Placement Coordinator will assess one (1) written case report (through [Canvas](#)) for each placement unit and marked as satisfactory/unsatisfactory. No grade is provided.
4. At least one (1) supervisor observed client session (audio-visual. audio recording or observed) **per placement**, to be completed and reviewed by Individual Supervisor. It is strongly encouraged that this recording is not left until the end of the placement unit to provide increased benefit to the student in their learning while on placement.

Preparation of Resume and Cover Letters

1. Students must ensure that they maintain an updated CV at all times.
2. Descriptions of work experience should be succinct.

3. Key headings in the CV can include: contact details, current employment, voluntary work, employment history, qualifications, scholarships and awards, memberships of professional organisations, and training workshops attended. List two professional referees or provide these at the interview stage.
4. The cover letter should be short, concise and one-page maximum.
5. The cover letter should demonstrate an understanding of the work conducted in the agency; suggest how a placement at the agency could enhance the student's learning; what the student brings to the situation, and what they hope to gain from being placed there.

Pre-Placement Documentation

Please note: detailed information on how to apply for the following checks can be found on my.CMI ["Pre-Placement Documentation."](#)

The following checks are required to be submitted through Canvas **before** commencing placement:

- Police Check
- Working with Children Check

Failure to upload these documents may jeopardise your placement and your opportunity to see clients.

Police Check

All students are required to have a valid Police Check prior to the beginning placement. Police Checks are valid for 12 months from the issue date. Students are responsible for securing this Police Check before beginning placement and are advised to allow up to 3 weeks for processing. All students must have an original Police Check for their first placement. Statutory Declarations are acceptable in the circumstances that the student is undertaking their second placement and their Police Checks has recently expired (no more than six months) and have 'no disclosable court outcomes' since the issue date. Information about the application of a Police Check is available here: [How to apply for a Police Check.](#)

Students are eligible for a reduced fee if the Institute validates the application form.

Working with Children Check

All students are required to hold a valid Working with Children Check (WWCC) for the duration of their placement. The WWCC is free of charge for people working in a voluntary capacity (indicated by selecting the 'volunteer' box).

Information about applying for a WWCC is available here: [How to apply for a Working With Children Check.](#)

Insurance

Insurance cover only pertains to enrolled students. It is the student's responsibility to ensure their enrolment does not lapse.

While enrolled, students are covered under the Cairnmillar Institute's Public Liability and Professional Indemnity insurance policies when on placement, with the knowledge and consent of the Institute.

Although Workcover cannot cover students, they are covered to the extent permitted by legislation under the Cairnmillar Institute's Personal Accident and Travel Policy.

Note: If students do not maintain their enrolment, they are not permitted to attend placement.

Placement Assessment Requirements

All Placement Forms are available to download from my.CMI. The completion of a Placement Unit cannot be achieved unless the following Supervisor approved documentation has been submitted:

Please note, all placement assessment documentation must be submitted to [Canvas](#). Refer to Canvas for specified due dates. Your Placement Coordinator will review and approve after submission.

- Placement Contract Agreement (Form A)
- Placement Quality and Safety Checklist
- OSPA Quality & Safety Supplement (if applicable)
- Working from Home Student Form (all placement)
- Mid Placement Review (Form B)
- End of Placement Review (Form C)
- Final Placement Logbook and Hour Summary page (Form D)
- Client Case Notes Cover Letter (always required)
- Submission of Client Case Notes (if applicable). Please refer to [my.CMI](#) for more information on the case notes submission process.
- Case Reports at least one per placement unit

Please note that examples of logbooks and guidelines for writing up a [Case Report](#) are available on [my.CMI](#).

Students must:

- Obtain all required signatures on all assessment forms, case reports, evidence is by observed practice etc., before submission. **Note:** No need to request a signature from your Placement Coordinator. They will review and approve after submission.
- Ensure all forms are in date order from the commencement date to the finish date.
- Submit each complete form as a **PDF**.
- Label (filename) of each document as per the submission requirements outlined on Canvas.
- Ensure the **Hour Summary Page** is included with the final logbook and PDF logbook weeks are signed and in date order.
- **Ensure they retain their own copies of all relevant placement paperwork.**

It is the student's responsibility to submit all documents to Canvas by the specified due dates to ensure finalisation of their unit.

The Placement team recommends that students use their student OneDrive accounts to manage their draft placement documents, including their working excel logbook and signed PDF logbook weeks, before submitting to Canvas by the specified due dates.

The Cairnmillar Institute is required by professional accrediting bodies to archive the student's placement documents; ten years for adults and up until the child/youth is eighteen years old.

Processing your Placement Logbook

Students are to maintain a logbook throughout each placement. **Every fortnight**, their Individual Supervisor and Group Supervisor **must sign** off on the student's progress.

Students are required to [extract PDF Logbook weeks from the Excel Working Logbook](#), sign each page then email or present the PDF logbook weeks to their relevant Supervisor at each Supervision session.

It is recommended that students familiarise themselves with how to process a Logbook, as this can prove challenging depending on their technical / computer skills. [Please watch video.](#)

Submitting Final Logbook at the end of Placement with the Hour Summary Page

At the end of each placement, students must combine/collate all signed **PDF** Logbook weeks with the hour summary page into one complete and final **PDF** logbook and submit it to Canvas for the Placement Coordinator to finalise. Please refer to myCMI for more on the process and examples of Logbooks.

Electronic Signatures and Adobe Reader

It is recommended that students download Adobe Reader (a free program) to allow them to use an electronic signature when processing placement assessment documents, including logbooks. Refer to myCMI on how to [create and use an electronic signature](#). **Note:** An electronic signature must be an electronic version of a student's real signature, **not font generated**, as these are not sufficient or verifiable.

Student Evaluation of Placement

At the end of the Placement, students are encouraged to complete a [Placement Evaluation Online Survey](#). The Cairnmillar Institute is dedicated to improving your placement experience, so your feedback is extremely important and very much appreciated.

Creation and Secure Storage of Client Case Notes

Creation and storage of Client Case Notes

Any client case notes created by the student while on placement will be securely stored at the placement location under the requirements of the Health Records Act 2001 and agreed upon within the Agencies Memorandum of Understanding with Cairnmillar (MOU).

If the placement agency/school does not have adequate record-keeping facilities described in the Health Records Act 2001, all case notes need to be created directly into the Cairnmillar Institute's client records system, PracSuite by the Student. Students are required to create case notes directly into PracSuite within 48 hrs of working with a client. The decision on the storage of client case notes is to be advised by the school/agency representative during the Form A meeting.

If a student hasn't received login credentials to PracSuite, they need to ask their Placement coordinator to arrange for an account to be set up by emailing placements@cairmillar.edu.au.

Additional Important Information

Procedure for Managing Clients at Risk

If students identify or are informed that a client presents at risk of harm for suicide, homicide, deliberate self-harm, family violence, harm to others, acute mental health issues, or a child is at risk, the following procedure must be followed.

1. Upon becoming aware of the risk, the student must conduct a risk assessment with the client, using the risk assessment form to assist the student in completing the risk assessment.
2. The student then must consult with their on-site placement agency representative as soon as practicable. This consultation must occur before leaving placement for the day.
3. If the student is unable to consult with their on-site placement agency representative, the student must contact The Cairnmillar Institute for crisis support, in which the Additional Clinical Backup process detailed below will be followed.
4. If the student has immediate level concerns for the client, the student must ensure that the consultation with the placement agency representative or Cairnmillar staff member occurs before the client leaves the agency.
5. The student follows all recommendations and actions provided by the on-site placement agency representative or the CMI supervisor/relevant staff member.
6. The student obtains the relevant risk assessment form available on my.CMI and isto complete the form.
7. The student advises their Individual Supervisor of the risk issue and then discusses it during the next supervision session.
8. The student obtains the relevant signatures on the risk assessment form and provides a copy of the form to their Supervisor, their on-site agency representative, and keeps a copy in the client file.

Additional Clinical Backup/Crisis Call Flow

If the appropriate staff at the Placement Agency (i.e., Supervisor, Senior clinician, Wellbeing officer, Head/ Deputy of the School, etc.) are unavailable to support a student counsellor or take crises counselling, then additional provision should be made available to the student.

If all else fails, call The Cairnmillar Institute on 9813 3400 and make it clear to the receptionist that the matter is an urgent risk matter and need to speak to their Supervisor. If this is not possible in this instance, there is a pool of supportive clinician's, including the Head of School and Executive Director, who would be willing to talk with the student.

Important: Please contact reception if you are fronted with a crisis within work hours (8AM-5PM). If you are dealing with a crisis after hours you may contact the appropriate staff through the mobile numbers provided. Please work your way down the flow chart as appropriate, beginning with your Supervisor.



Safety Guidelines and Incident Reporting

For safety reasons, no student is expected to meet clients after hours whilst on their own in the agency/school

If a critical incident occurs, it must be immediately reported to the appropriate staff member. If you are located at an outside Agency (e.g. Clinic, School) you must also let them know as soon as practicable that an incident has occurred.

An [incident form](#) must be completed and submitted to hr@cairnmillar.org.au within 24 hours of the incident. Cairnmillar has a [critical incident policy](#) together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken. Cairnmillar's [Critical Incident Report](#) can be found on [my.CMI](#)

Grievance Policy

Please refer to the [Student Grievance Policy and Procedure](#) in addition to the following information. Should students have a concern or grievance regarding any aspect of their placement, they should communicate this to their CMI supervisor in the first instance. The CMI supervisor will discuss the student's concerns and will collaborate with the student to determine the most appropriate course of action.

If the student's concern or grievance is not resolved to the student's satisfaction, or if the student is unable to discuss the matter with their Supervisor, the student should contact the Placement Coordinator. At this point, the student will be asked to complete and submit a formal grievance which will be responded to in writing.

Placement Coordinator: [refer to myCMI](#)

Located at The Cairnmillar Institute, Hawthorn.

T: 9813-3400 | E: pc-cap@cairnmillar.edu.au.

If the student's concern or grievance is not resolved to the student's satisfaction, or if the student cannot discuss the matter with a Placement Coordinator, the student should then contact a C&P Course Coordinator. At this point, the student will be asked to complete and submit a Complaints Form which will be responded to in writing.

Course Coordinator: [refer to myCMI](#)

Located at The Cairnmillar Institute, Hawthorn.

Contact 9813-3400

If the student's concern or grievance is still not resolved to the student's satisfaction, or if the student is unable to discuss the matter with the Course Coordinator, the student should then contact the Head of School:

Head of School: Professor Louise Roufeil

Located at The Cairnmillar Institute Mon – Fri

T: 9813-3400 | E: hos@cairnmillar.edu.au

If the student's concern or grievance is not resolved to the student's satisfaction, the student may then take their concerns to an external body. The appropriate body will be determined by the nature of the complaint. Students can access further information by first visiting:

<https://www.studyassist.gov.au/support-while-you-study/higher-education-student-complaints>

Appendix 1: Placement Flow chart

Obtain a Police Check every year and a three-year Working with Children Check before starting placement. If you fail to provide evidence of these to your Placement Coordinator you will be unable to commence placement.



Submit your Police Check and Working with Children Check through Canvas.



After meeting with your placement coordinator, complete the online Placement Preference Form attaching your CV and agency specific cover letters.
Please refer to my.CMI for the process on how to select your agency preferences.



The Placement Coordinator will advise students by email which placement(s) their application will be sent to. Student preferences will be considered where possible, but not guaranteed.



The Placement Coordinator will forward your CV and cover letter to the agency/school. If you are successfully short listed, the agency/school will notify you of your interview with them. If you are not successful, the Placement Coordinator will approach other agencies on your behalf. Please inform the Placement coordinator of any contact with an agency/school and the outcome of your interview.



If you secure the placement, it is your responsibility to negotiate with the agency your start date and to organise the **start-up meeting** with you, the Placement Coordinator and the Agency Representative prior to or within 14 days of commencement. Work with your supervisor to develop your learning goals prior to this meeting. The Placement Contract (FORM A) and Placement Quality and Safety Checklist will be completed during this meeting.



Start your logbook on the first day of your placement (upload Excel Working Logbook your student OneDrive folder and work on it from your folder)



Approaching the mid way point of your placement, confirm the Placement Review Meeting date scheduled during your Form A meeting and attend this meeting. **Refer to my.CMI to download the Placement Review and Feedback (FORM B) and insert your learning goals into it. Use this form as a guide for the meeting.**



One month before completing placement, confirm the End of Placement Assessment meeting (FORM C) with your CMI Supervisor. Your Supervisor is to complete the Final Placement Report and discuss with you. If you have an on-site supervisor instead of a CMI supervisor, you can request your Placement Coordinator to attend the Final Placement Assessment meeting.



Within 7 days of the completion of your placement, ensure that all your paperwork (Form B – D, Case Notes Cover Sheet) are submitted, any Client Case Notes are submitted via the official process on my.CMI, and submit your case report to Turnitin on Canvas. The case report will be assessed by the Placement Coordinator and returned to you with feedback. You will be required to amend and resubmit your case report if it is unsatisfactory.

If you require an extension beyond the 7 days, you are required to submit an extension request via my.CMI. Results **will not be issued** until all documentation is received