

PACE Activity Handbook

A guide for partners
and students



MACQUARIE
UNIVERSITY
SYDNEY ~ AUSTRALIA



PACE

Professional and Community Engagement

Imagine the power of 10,000 fresh minds...



"PACE is very much about knocking down the 'ivory towers'. It is about our students being in the community and the community being in the University"

**Professor Judyth Sachs,
Deputy Vice Chancellor (Provost)**

Photo: Michael Herman

Congratulations on being a part of Macquarie University's initiative, Professional Community Engagement (PACE).

PACE is Macquarie's way of connecting undergraduate students with Partner Organisations to provide a mutually beneficial experience.

At Macquarie we aim to produce graduates who are well-rounded, have a global perspective and are equipped to actively promote more just, inclusive and sustainable societies. PACE is a core value of Macquarie University and is a key component of the undergraduate curriculum – **People, Planet and PACE** – which enables students to achieve the breadth of understanding required of today's graduates.

While other universities offer "service learning" or "work integrated" approaches as add-ons to the curriculum in select vocational fields, Macquarie University is pioneering a whole new integrated model that sets our graduates apart.

This Handbook has been designed to give partners and students an overview of the PACE activity and to help everyone make the most of the experience. It will help both students and partners to understand their particular roles and responsibilities during the activity, and includes useful tips to ensure everything goes smoothly.

Thank you for participating in PACE and I trust that you will find it a rewarding and positive experience.

**Professor Judyth Sachs
Deputy Vice Chancellor - Provost**

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PACE overview

The following section gives an overview of Macquarie University's PACE program. By providing all the information in one publication we hope to ensure you understand your role in the overall process.

An explanation of terms used throughout this Handbook appears in the Glossary on page 27.

Useful hyperlinks appear throughout to help you find more information, so wherever you see this icon  'click' as appropriate.

For easy navigation, we have inserted the following icons throughout to alert you – our partners, university staff and students – to the relevant information.



Partner



University staff



Student



What is PACE?

PACE stands for Professional and Community Engagement. PACE provides opportunities for students to develop valuable career skills while working with partner organisations.

Through PACE, students enrol in a PACE unit into which a PACE activity is incorporated. The academic framework of the unit helps students prepare for the activity, enhances their skill and knowledge development as they undertake it, and equips them to reflect on the experience and what they have learnt. It also ensures they receive academic credit for their experience.

Who do we partner with?

Partnerships are crucial for the successful implementation and delivery of PACE. Our partners work with us to deliver the PACE vision to develop the capability of our students and to achieve valuable outcomes for their own organisation. Our partners share the University's ethical standards

which promote the wellbeing of people and planet, and the values of mutual respect, joint responsibility and integrity.

Current partners include corporations, local councils, other tiers of government, local development organisations, non-government organisations and community-based organisations of all sizes. Many of these partners offer opportunities for Macquarie University students across all four of our faculties.

How does PACE benefit partners?

PACE students bring their enthusiasm, current knowledge, skills and fresh perspective to organisations and help them undertake projects that might not otherwise be possible.

The range of organisations that Macquarie University partners with is wide and varied. However, all our partners subscribe to our Partner Principles and Criteria. 

**THROUGH PACE YOU CAN INVEST
IN THE FUTURE.**



Also, through practical experience students become more attuned to industry and community needs, helping to develop the future workforce. For partners this means better access to skilled, well-rounded recruits, and both partners and students have the opportunity to “test the waters” for potential recruitment.

Partners also have the opportunity to form collaborative networks with the University and other PACE partners. We can build capacity through joint research projects, joint funding proposals and other joint initiatives.

At Macquarie, we also believe that good research should be linked to practical outcomes so we are keen to collaborate with our partners to develop research projects that meet their needs and objectives. PACE partners have the opportunity to collaborate in a wide range of research opportunities across all areas of the University, including projects with academic researchers and postgraduate students.

Partners can also have the opportunity to attend master classes and lecture series on offer through the University and associated organisations such as the Macquarie Graduate School of Management (MGSM).

PACE ENABLES STUDENTS TO DEVELOP SKILLS AND VALUES THAT OUR COMMUNITIES, AND WORKFORCE, NEED.

How does PACE benefit students?

At Macquarie, students have the opportunity to develop a range of interpersonal, personal, social and cognitive capabilities.

By undertaking PACE units, students have the opportunity to develop the above capabilities in real-world contexts. For example, through classroom learning, assessment and the PACE activity students learn to work with others and develop effective communication skills. The activity helps students understand elements of professional and personal judgment and initiative, such as juggling competing priorities and recognising their own strengths and weaknesses.

The activity and unit content also help foster engaged and ethical local and global citizens – students can experience first-hand some of the key ethical debates in today’s world.

Other benefits for students include:

- developing discipline-specific skills as well as more general graduate capabilities
- making contacts and building networks in their field of interest
- applying academic knowledge and skills to real-world projects
- building a curriculum vitae and work-related experience
- exploring career options



How does PACE work?

Students undertake PACE activities through a wide range of academic PACE units **i** offered across all four of Macquarie's faculties. Many of these units are located within specific disciplines – Law, Engineering, Psychology, and Marketing to name just a few – but there are also opportunities for students to come together from across the University to participate in interdisciplinary teams.

PACE units consist of three main components: orientation, PACE activity and final wrap-up. The Unit Convenors who run PACE units work with our Faculty PACE Managers to ensure students are adequately equipped to carry out the activity, the partner is adequately supported, and the learning outcomes of the unit are achieved.

There are currently more than 50 PACE units on offer at Macquarie, and this number will increase as the PACE program expands over the next three years. Our brochure 'PACE at a Glance' **i** shows all the current PACE units and provides a brief description of the unit, when it is offered, and the duration of the associated activity. Contact the Unit Convenor or relevant Faculty PACE Manager for more information (see Appendix A).

What exactly are PACE activities?

PACE activities are practical learning experiences such as internships, work-integrated learning, practicums, field trips with a partnership component, service learning opportunities, community development projects, social research projects, community and business reference panels and many others. In essence, these activities give students the opportunity to put their classroom learning into practice in a real-world environment.

Activities can take place in all sectors of the economy and in a variety of locations: locally, regionally or overseas. Students can undertake the activity individually or in groups and the University can arrange for multi-disciplinary groups to work together where partners require a range of skills to complete a project.

Activities most commonly take place at the partner organisation's workplace, however, in some units the partner organisation comes to the University to brief students, who then work on the project and then deliver their findings back to the partner. Some off-site projects require field work, either within the Sydney metropolitan area or further afield. For partners who are unable to physically accommodate students in their workplace, or who are located outside the Sydney basin, it may also be possible to engage with students through technology solutions such as Skype. Students may also be able to travel further afield to be on site. Some financial support may be available to students for travel associated with their activity. See p15.

ORIENTATION

- Requirements
- Expectations
- Preparation

PACE ACTIVITY

- Experience
- Assessment Tasks

FINAL WRAP-UP

- Debrief Post Activity
- Assessment Tasks

SCAFFOLDING FOR SKILLS DEVELOPMENT, REFLECTION




Designing a PACE activity


Good design is the best way to make sure a PACE activity meets the organisation's needs and also enables the student to achieve the learning outcomes of the PACE unit.

Whilst each unit operates slightly differently, generally the Unit Convenor and/or Faculty PACE Manager liaises with the partner to scope potential activities, and then to agree on the design of each activity, to ensure the activity benefits everyone involved.

In some units, the student is required to source the partner and to work with them to propose an activity to the unit convenor for approval.

Important matters such as Work Health and Safety, ethics, and Intellectual Property rights must also be considered. A PACE Activity Statement is available as an online tool to assist this process.

Contact details for our four Faculty PACE Managers can be found on our website  or in **Appendix A**.

Important Note: This Handbook relates only to local and regional activities. Students taking part in a PACE International program should contact PACE International.  Students travelling overseas to undertake an activity that is not organised through PACE International should contact their FPM to discuss any special considerations.



As each PACE unit operates slightly differently, students may or may not be involved in helping to design the PACE activity. In some units, they may be expected to arrange a placement and work directly with the partner to design the activity as this forms part of the learning outcomes of the unit. In other units, the Unit Convenor or Faculty PACE Manager will have previously designed the activity with the partner; so students may instead be allocated an activity or asked to choose between a range of options. In other cases, the activity will be designed through consultation with all parties.

The Faculty PACE Manager or Unit Convenor will be able to advise you of how to design activities.

What do I do if I have personal requirements which need to be taken into consideration such as disability, carer's or cultural responsibilities?

Macquarie is committed to matching you with a suitable PACE activity to maximise your success. There are a number of legislated factors which may impact on the choice of your PACE activity. It is helpful if we know about these before the activity is selected, so that the arrangements are in place before the placement begins. These arrangements may include reasonable adjustments for a student's disability or medical condition, flexible time arrangements or leave days for official observances. Arrangements are considered on a case-by-case basis and evidence may be required. Please alert or discuss these with your Unit Convenor or FPM prior to your placement. For students already registered with the Macquarie Disability Services, we recommend that you discuss placement needs with your Disability Assessment Advisor. **Support is available for all students through Campus Wellbeing and Support Services on 9850 7497.**

Preparing for the activity

Detailed information about each individual PACE unit is available in the Macquarie University Student Handbook. 

Each Unit Convenor also develops a detailed PACE Unit Guide that explains the particular requirements of the unit. These PACE Unit Guides can be made available to students and partners.

Below is some important information about the legal and operational environment in which activities take place.



Fair Work Act 2009

The Fair Work Act 2009 recognises formal work experience arrangements that are a mandatory part of an education or training course. These arrangements are referred to as vocational placements, and are defined as being:

- undertaken as a requirement of an Australian-based educational or training course, and
- authorised under a law or an administrative arrangement of the Commonwealth, a State or Territory, and
- undertaken with an employer for which a person is not entitled to be paid any remuneration.


This means that if the above criteria are met, a student or graduate undertaking unpaid work that substantially benefits them in terms of course requirements or essential skills acquisition is viewed by the Fair Work Ombudsman as undertaking a valid vocational placement under the Fair Work Act.

This also means they are not classified as “workers” by the Fair Work Act and are therefore not entitled to the minimum wage and other entitlements provided in the National Employment Standards and modern awards.

As most PACE activities are unpaid, they will be classified as vocational placements. If a student is being paid to undertake their activity, they are classified as an employee and all relevant entitlements and provisions relating to employees apply to them.


Work Health and Safety

Macquarie University is committed to providing and maintaining the highest standard of health, safety and wellbeing for all its staff, students, contractors and visitors. Everyone has the right to be safe at work, including people undertaking vocational placements, such as PACE students.

All NSW employers are required by law to comply with the NSW Work Health and Safety (WHS) Act 2011 and employers in other states and territories are governed by similar laws. 

The WHS Act 2011 makes it clear that responsibility for ensuring people are safe at Australian workplaces is shared by many parties. The primary duty to ensure that workers and visitors to a business are safe, however, lies with the “Person Conducting a Business or Undertaking” (PCBU).

The PCBU must, so far as is “reasonably practicable”, provide and maintain a safe work environment, safe plant and structures, and safe systems of work. They must also provide for the welfare of workers and ensure availability of information, training and supervision. This obligation extends to ensuring workers and visitors are protected from bullying and harassment.

To see the Fair Work Act or for further information about student placements, work experience and internships see the Fair Work Australia website. 



Sandra with Robin Banks at the Public Interest Advocacy Centre working on legal issues of public interest



Where a student undertakes all or most of their PACE activity at a place of business, the partner (PCBU) is obliged to ensure the student is safe whilst on the premises. As all PCBUs are legally required to ensure a safe workplace for all their staff, volunteers and visitors, this should not create any additional work for the organisation.

What we ask of partners:

- provide the University with sufficient information to demonstrate you are providing a safe work environment as required by the WHS Act and to enable the University to undertake a risk assessment of the activity. This information is collected through an Activity Statement that we will send to you to complete prior to commencement of the activity;
- ensure the student receives appropriate induction on arrival so the student is aware of the organisation's WHS and emergency evacuation policies and procedures;
- provide adequate supervision to the student during the course of the activity; and
- provide any special training that may be required if a student will be performing a role for which regular employees would receive special training.



Your health and safety is important to us. Remember to take reasonable care of yourself, ensure your actions don't affect the health and safety of other persons, and ensure you comply with reasonable instructions and any policies and procedures of the Partner Organisation, as stipulated by the WHS Act 2011.

Students must:

- advise the Unit Convenor or Faculty PACE Manager as soon as possible of any particular personal circumstances that may impact on their ability to undertake the activity, or need monitoring throughout the course of the activity, such as allergies or any medical or mental health issues, family or religious obligations;
- read and comply with the University's and the partner organisation's Work Health and Safety policies and procedures;
- help ensure that their work and work area does not pose a risk to the health and safety of themselves and others;
- take action to avoid, eliminate or minimise hazards and report hazards and incidents if they occur to both the partner organisation and the University (through the University online system);
- actively participate in all health and safety activities and briefing sessions provided.

Students must also advise the Unit Convenor or Faculty PACE Manager as soon as possible if:

- they feel unsafe at any stage during the PACE activity;
- they do not receive a safety induction prior to the commencement of the PACE activity;
- they do not receive the necessary instructions/training necessary to carry out the role;
- an incident/accident happens, even if it was resolved adequately.




CEO Alex Huntir from Cystic Fibrosis NSW

“The students were well prepared and well supported and I recommend PACE to all other organisations – give it a go – it's great!”

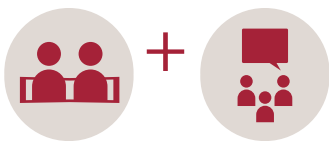
- Alex Huntir



The University also has an obligation to ensure our partner organisations are providing a safe environment for our students and that any risks or potential risks associated with a particular activity are assessed and mitigated. The PACE Risk Assessment Handbook  details the processes for undertaking a risk assessment of an activity.

Our risk assessment handbook outlines the various modes of delivery of activities. In some cases, such as where the activity takes place on campus, or there are only occasional visits to the partner's premises, a simplified process has been developed. Where there are potential "out of the ordinary" tasks anticipated, more detailed assessment may be required.

Sometimes it may be necessary to ask the partner organisation more questions or for one of the University's Health and Safety or other staff to visit the site before the activity is approved, but in most cases the risk assessment process will be relatively simple, provided sufficient information about the activity and any associated risks has been provided by the partner.




As part of the activity design process, partners must complete the Work Health and Safety Check as part of the Activity Statement.




Insurance

Under the University's insurance coverage, students engaging in a PACE activity are covered by:

- Personal Accident Insurance – up to \$100,000
- Public Liability Insurance – in excess of \$10,000,000.
- and, in certain cases, Domestic Travel Insurance.

Please note: there are some excesses that may apply and these are highlighted in the "PACE Local and Regional Insurance" document. 

The insurance cover is valid for the duration of the approved activity, providing the student is enrolled in an approved PACE unit and that the activity has not commenced prior to the official unit start date. Students may, however, apply to undertake their activity before the official start date, but in this case the PACE Activity – Early Commencement Procedure  must be followed to ensure coverage under the University's insurance policy.




Daniel and Andrew working at CSIRO Lindfield with Nigel Hoschke, exploring the use of optical fibres to measure temperature

Photo: Paul Wright




The University provides Personal Accident and Public Liability Insurance for the student while they are undertaking the activity. If a partner requires a letter confirming insurance coverage, or a copy of the Certificate of Currency from the University, please contact the relevant Faculty PACE Manager.

Further information regarding insurance cover is outlined in the PACE Local and Regional Insurance document. 

PLEASE NOTE: All partner organisations will need to ensure they also have current Public Liability Insurance for \$10,000,000 or more.



The University provides Personal Accident and Public Liability Insurance for you when undertaking the PACE activity either on campus or at the partner organisation. However, while undertaking any part of the PACE activity at home, you are not covered by the University's insurance coverage, just as if you were undertaking work at home for any other unit.

For the insurance cover to be valid for the duration of the approved activity, make sure you are enrolled in an approved PACE unit and that the activity has not commenced prior to the official unit start date. In some circumstances, you may apply to undertake the activity before the official unit start date. In this case the PACE Activity – Early Commencement Procedure  must be followed to confirm insurance coverage.

Important note: If a student continues to work with the partner organisation on a voluntary basis at the conclusion of the PACE activity, the partner is responsible for all insurance matters outside the period classified as time associated with the requirements of the PACE unit.



Background checks

Your organisation may require students to complete certain background checks/clearances in cases where students will be working with children, young people, people with disabilities, the frail-aged, at-risk clients, and government/statutory agencies.

Information about required background checks/clearances is collected through an Activity Statement that we will send to you to complete prior to commencement of the activity. This includes questions around who needs to pay for these checks/clearances where there is a cost incurred.

Important note: Some checks can take several weeks to obtain, so it is essential that the process is undertaken as early as possible to ensure the student may commence the PACE activity on time.



Some partner organisations require students to obtain certain checks/clearances before they commence the activity. These background checks/clearances may include: Working with Children Check, National Criminal Record Check, health screening/immunisation, and/or completion of other documentation.

The Unit Convenor or the Faculty PACE Manager will advise you:

- if any clearances are required;
- who will arrange for the clearances to be obtained; and
- who pay for the clearances, where there is a cost incurred.

It's very important that you complete the required background clearances before beginning your activity.

ICON LEGEND



Partner



University
Staff



Student



PACE and ethics

The University is committed to ensuring that all PACE activities including those which are research-based or involve quality assurance, comply with the ethical guidelines as outlined in the National Statement of Ethical Conduct in Human Research (2007). **i**

This means that all components of PACE activities are to be ethical in operation – from design and implementation through to management. This is to ensure risks are mitigated, the experiences are enriching and worthwhile for all stakeholders, and graduates are being prepared for the real world.

Where an activity involves human research, formal ethics approval is required before the activity may commence. Formal ethics approval can be obtained through what is known as the PACE Ethics Protocol, or a separate research ethics application submitted to MQ's Human Research Ethics Committee by the Unit Convenor, or an existing ethics application approval held by the partner/activity supervisor (which could be internal or external to MQ) generally.

It is the responsibility of Unit Convenors in consultation with the partner, student(s) and other PACE or MQ staff as appropriate, to determine whether or not a PACE activity involves low risk quality assurance or low risk human research. Partners, students, and staff can download additional resources on ethics through the PACE website. **i**

What is human research?

Human research is conducted with or about people, their data or tissue. It includes, but is not limited to, surveys, interviews, focus groups and accessing personal information. The data from such research is often published. Human research may not proceed without formal ethics approval.

What is quality assurance?

Quality assurance activities seek to evaluate and improve processes or services. The data from such projects remains internal to the organisation, usually for informational purposes only, such as informing organisational policy or decision-making. Although no additional paperwork should be required for low risk quality assurance, it must nonetheless be conducted in an ethical manner.

PLEASE NOTE: Undergraduate students of Macquarie University are only permitted to undertake human-research based and quality assurance activities deemed to be low risk in nature.

How can activities be designed to be low risk?

Ensuring that a quality assurance or research-based activity is low risk may be as simple as designing questions in such a way that they are unlikely to cause burden or harm to a participant. Following consultation with the partner, student(s) and Unit Convenors can use Macquarie University's Human Research Ethics Committee's (HREC) Expedited Ethical Review Checklist to facilitate this.

PLEASE NOTE: Insurance coverage for students undertaking human research activities (particularly for their research participants) will not be in effect unless they have received ethics approval in advance.



Nicola teaching Tiwi Island primary school students.



Please liaise with the relevant Unit Convenor as early as possible to determine whether or not certain steps are required to ensure ethical practice of the activity.

Ethics considerations may add an extra dimension to the approval of an activity, so it is important to make sure they are considered early in the activity design process.



As ambassadors of the University, you are expected to conduct yourselves in an ethical manner during both research-based activities as well as non-research-based activities.

Students should receive ethics-based material as part of the unit or receive supplementary training by the Unit Convenor. You are welcome to speak with the Unit Convenor if concerned about the PACE activity, ethics, unit content, and/or your preparation.

If you feel uncomfortable about approaching the Unit Convenor, you may speak to the relevant Academic Director of PACE (see Appendix A for a list of names and contact details).



Intellectual Property/copyright

In a small number of cases a PACE activity will or is likely to create Intellectual Property (IP) rights and all parties need to be clear about how to manage these rights.

IP is a term that describes the application of the mind to develop something new or original. IP may exist in various forms, such as a new invention, brand, design, software program or artistic creation. Some IP rights come into play without any need for a formal registration process and therefore need careful management.

The law in Australia states that IP rests with the creator. However, the creator can assign the rights to the IP by written agreement between the creator and another party. For example, most employment contracts contain a clause requiring an employee to assign all rights to IP created during their employment to the employer. This is because employees are receiving remuneration for their work.

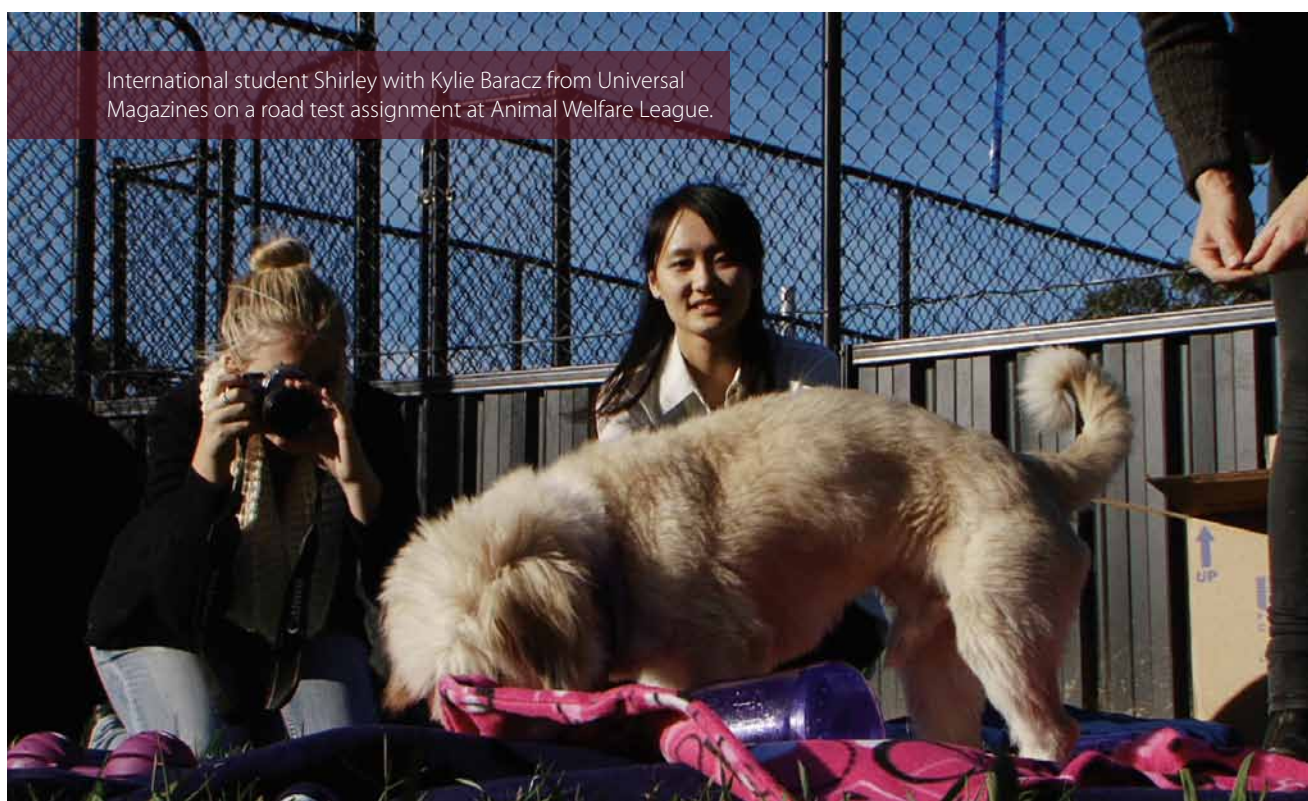
If it is likely for IP to be generated during the PACE activity, both partner and student should openly agree about if and how the IP rights will be assigned. Any such assignment must be by

mutual agreement between you both. Relevant considerations might include:

- Were the partner's resources used in the creation of the IP?
- Did the student work as part of a team whose combined work created the IP?
- Did the partner contribute "background IP" to the project, that is, was the activity building on something already started by the partner organisation?
- Was the creation of the IP also supported by University staff?
- What is the likely commercial return on the IP?
- Does any proposed agreement include the obligation to acknowledge the creator of the IP?

Students are encouraged to seek legal advice prior to entering into any such agreement.

Irrespective of whether IP is created and assigned or not, partners are asked to acknowledge, where appropriate and possible, the contribution of the student to any piece of work created as a result of the PACE activity. An agreed form of words for such acknowledgement should be discussed with the relevant FPM.



International student Shirley with Kylie Baracz from Universal Magazines on a road test assignment at Animal Welfare League.

Photo: Michael Gray



Grants and prizes

PACE offers two grant programs to assist students with the costs of undertaking a PACE activity. To find out about eligibility to apply for these grants, please read the information provided below about both schemes or visit the PACE website for more details and application forms.

Student PACE Travel Grants

This Scheme provides financial assistance to students undertaking a PACE activity in regional and remote Australia, interstate and/or overseas. It is intended to make a significant contribution towards travel costs that students might incur in undertaking the activity. However, students are expected to meet the cost of any additional expenses including accommodation.


The PACE Equity Grants

Financially disadvantaged students and/or students with a disability may be assisted through the PACE Equity Grant Scheme. Grants from this scheme may be awarded to a student in addition to a Student PACE Travel Grant.

Professor Judyth Sachs PACE Prizes

The Deputy Vice-Chancellor (Provost) of Macquarie University, Professor Judyth Sachs, offers annual prizes to recognise and reward students for outstanding achievement in a PACE unit.

Two prizes are awarded to each faculty per year.

The Grants and Prizes guidelines and forms may be found on the PACE Grants and Prizes web page. 

ICON LEGEND



Partner



University
Staff



Student

During the activity

The following tips will ensure everyone involved gets the most out of the PACE activity.

Communication

Creating and maintaining channels of open and honest communication is fundamental to a productive and positive experience for both partner and student.



Partners can open communication channels early in the process by taking time at the beginning of the activity to provide a formal induction for the student, to talk with the student about what the activity actually involves and to discuss mutual expectations.

During the activity, it is important to take time to provide constructive feedback regarding the student's performance. This may be informal, for example, during weekly meetings, and/or in a more structured fashion at the mid- and end-points of their activity. Give the student advance notice about when this will happen so they may be properly prepared.

Please contact the Faculty PACE Manager or the Unit Convenor, at any stage, if you would like to discuss expectation levels.



As part of your real-world PACE experience, you will be expected to communicate effectively.

At the beginning of the activity, you will receive an induction to talk about what is expected. If this doesn't happen, you should professionally approach the supervisor at the partner organisation and ask if this may be arranged.

Similarly, if you do not understand how and when you will be receiving performance feedback, please ask the supervisor about how this will happen. This will enable you to effectively meet expectations.

Keep communication channels open. The Unit Convenor or the relevant Faculty PACE Manager are available to students and partners who have any concerns about the activity or how it is progressing.



Coral Tree Family Service hosted Health student Becky for her PACE placement



Managing expectations

We have found that the most frequent motivations for students to engage with PACE, besides their academic results, are:

- putting academic work and theoretical understanding into practice in a work environment
- improving their resume and distinguishing themselves from other graduates in the job market
- learning more about a particular industry, role or organisation before entering the labour market
- developing a network of industry contacts
- developing specific skills such as project management skills, teamwork skills, communication skills, customer service skills, knowledge of particular software, etc.

These are likely to differ from the partner organisation's motivations for being engaged with PACE. To ensure the activity is mutually beneficial, you should take the time to discuss your own and the student's objectives before the activity commences.



Sometimes, student expectations of their PACE experience may not match those of the partner organisation. For example, partners may assume a student has the same experience and capabilities as their employees. While this may well be the case, students may feel some pressure to undertake work they feel they are not skilled for or have time to complete. If you feel you haven't been adequately briefed about what is expected, make sure you speak with your supervisor at the earliest opportunity, as s/he might be completely unaware that the expectations are too high.

Please remember that for many PACE students this is their first "real" experience in the workforce. Some students may need more support than others but it is important to remember that this is a learning experience for all of them.



Planning student Emma and her City of Sydney supervisor



Making the most of the experience

The following simple suggestions will get the PACE activity off to a good start and will help the student's professional development:

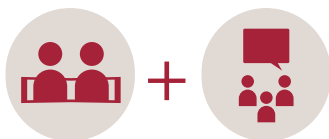
- provide the student with an initial orientation including an overview of your organisation, its internal structure and culture, including work relationships, contact details of key stakeholders, the environment in which it operates, its clientele, etc
- provide the student with an induction which includes information about any relevant policies such as WHS, Bullying and Harassment, Privacy and Confidentiality, Internet Use Policy, etc
- if appropriate, introduce the student to other members of staff
- discuss mutual expectations with the student
- remember that students are often not as confident or experienced as people you may employ, or who have been in the workforce before. Some students will need more supervision than others
- try to provide opportunities for the student to observe a range of work that the organisation engages in
- provide guidance on the planning and presentation of learning experiences
- observe the student's work, and provide honest and constructive feedback
- offer suggestions to the student concerning the development of their skills and strategies
- foresee potential difficulties and communicate these to the student
- support the student when faced with difficult situations
- encourage the student to reflect on their experiences and evaluate their performance
- discuss the student's performance with the Unit Convenor or Faculty PACE Manager, and provide any more formal reports that they require (for example, at the conclusion of the activity).



The PACE activity is a great way for you to gain experience in a particular area of work. It may also provide you with an opportunity to learn about a certain industry or job function while also playing an important role in the work of the partner organisation.

Here are some tips to make the most of your experience:

- ask questions, be actively involved, and look for opportunities for observation and discussion
- be positive; show initiative and enthusiasm and don't be afraid to contribute ideas
- ask for feedback and communicate regularly with your supervisor
- keep a record of activities and skills used so you can update your curriculum vitae
- keep your expectations realistic
- make the most of networking opportunities
- remember to put your unit content into practice
- reflect on the unit content and what you learn during your activity, and apply this to your assessments.



Student behaviour

Macquarie University expects students to behave in a professional and ethical manner while they are undertaking their PACE activity.

If at any stage during the activity you have concerns, questions or you are unhappy with the student's conduct or performance, please contact the Unit Convenor or Faculty PACE Manager immediately. Early intervention and solution of the problem is crucial to ensure positive outcomes for both you and the student.



Nicola working with Luke Wilson at V8 Supercars Championships to develop marketing and sales strategies.

Photo: Paul Wright



Remember to follow the content delivered in your PACE unit, particularly the orientation components about professional conduct. The unit content will provide additional information about what is expected of you and how to prepare for your activity.

All PACE students are required to comply with the PACE Code of Conduct set out below.

General conduct

- 1 Adhere to high ethical, academic, professional and personal standards;
- 2 Complete the required time commitment, assessment tasks and all other requirements of the activity and unit;
- 3 Treat all staff and peers with courtesy and respect and treat everyone equitably, irrespective of gender, race, disability, cultural background, religion, age, political conviction, age, sexual orientation or medical condition;
- 4 Behave in a way which protects the reputation and good name of the University;
- 5 Avoid any behaviour that might reasonably be perceived as abuse, harassment, bullying, stalking or intimidation;
- 6 Comply with all relevant laws and workplace policies of the Partner Organisation, and all reasonable directions from Macquarie University and the Partner Organisation;
- 7 Take due care in handling private and public property;
- 8 Adhere to this code in all communication and interaction including online communication and social media interaction.

Health, safety and welfare

- 9 Follow the Student WHS Expectations outlined in section 2 of this document (pg 8);
- 10 Follow all safety instructions provided by the partner organisation.



Working with stakeholders

- 11 Undertake the tasks involved in the PACE activity diligently and to the best of your ability in line with appropriate professional standards;
- 12 Refer any problems or concerns that cannot be readily dealt with by yourself and/or supervisor to your Unit Convenor or Faculty PACE Manager.

Privacy and confidentiality

- 13 Respect the confidentiality of information received during the PACE activity with regard to the partner organisation and its clients, including information generated as an outcome of the activity.

Consequences of violation

- 14 Breaches of the Code of Conduct may result in removal from the PACE activity and suspension or exclusion from studies/the University, in accordance with the Macquarie University Student Misconduct and Discipline Rules.

The Unit Convenor can provide you with more specific advice. If you have any questions about this, please speak with your Unit Convenor as soon as possible.

In case of an accident/incident

If a student is involved in an incident or accident during their PACE activity, action must be taken by those present to ensure the student is in no further danger. Immediately seek emergency medical attention or other appropriate help.

As soon as the required emergency action is taken please contact the Faculty PACE Manager or the Unit Convenor to inform them of the incident.

If the accident/incident occurs outside office hours, please contact the Macquarie University Campus Security Office on **(02) 9850 9999 (24 hours)** and identify the student as a PACE student, provide their name and student number (if known) and give the organisation's name.

PACE has a Critical Incident Response Plan (CIRP) which outlines in more detail the actions and communications required in an emergency situation.

Please see the PACE website for a copy of the (Critical) Incident Response Plan. 

After the activity



Feedback and testimonial

We value your willingness to engage in PACE activities with our students, and we would like to hear about the experience. Feedback will help us develop and improve the program.


Good news stories are always welcome, and you may wish to provide a written testimonial of the student's achievements. If you are happy to be interviewed and filmed, please let us know. However, if the student or the activity did not meet expectations or did not accomplish the expected outcomes, we need to hear about that too.



The Unit Convenor may ask students to undertake a Unit Evaluation Survey to help further develop the unit. PACE units have their own Teaching Evaluation for Development Survey, the "Learner Experience of Participation" (LEP). You may also be asked to provide written feedback on your experience of the PACE activity.

If you are happy to provide a written or video testimonial of your PACE experience for future promotion of PACE, simply approach your Faculty PACE Manager.

PACE also operates a student ambassadors program, where you can have the opportunity to tell other students about your PACE experience.

To apply for the student ambassador program, please fill out the application form. 

ICON LEGEND



Partner



University
Staff



Student



Neilsen supervisor Moira advises business student Meggan

Photo: Paul Wright



Student reference

If a student has been particularly helpful and successful in their role, you might like to provide the student with a professional reference or agree to be a referee on their curriculum vitae.



Students with practical experiences are highly valued by employers and the best way to demonstrate your experience and suitability for the position is through a reference. A telephone referee is considerably more valuable than a written reference so ask your supervisor's permission to be listed as a referee on your next job application.

Signing our Agreement

The following terms and conditions summarise the partner, student and university responsibilities and roles that have been outlined in this Handbook.

Before a student can start their PACE activity, we require a signed statement from both the student and the supervisor at the partner organisation, that confirms they have read the roles and responsibilities of each party and agree to abide by the roles and responsibilities as they relate to them.

Partners complete this statement as part of the on-line Activity Statement.

Students sign an undertaking.



The University will:

- 1 Provide the partner organisation with relevant information regarding the PACE unit/s, including relevant learning outcomes, assessment tasks and any reporting requirements;
- 2 Work with the partner organisation (and student where appropriate) to design a PACE activity that satisfies the needs of the partner and the academic requirements of the unit;
- 3 Monitor and evaluate the quality of the PACE activity;
- 4 Ensure the proposed PACE activity, where appropriate, passes through the University's ethics clearance procedure;
- 5 Provide third party Public Liability and Personal Accident Insurance Coverage for students undertaking a PACE activity, for the duration of the activity. Insurance covers any damage to third party persons or property in the course of the PACE activity and personal injury, including that incurred during travel to and from the partner workplace;
- 6 Undertake a risk assessment of the PACE activity prior to the student/s commencing the activity;
- 7 Provide a contact person who will liaise with the partner organisation and the student/s throughout the duration of the PACE activity;
- 8 Take responsibility for the discipline of the student (if required) and overall responsibility for assessing the academic performance of the student.



The partner organisation will:

- 1 Host a student or group of students to undertake a PACE activity;
- 2 Work with the University (and/or the student where appropriate) to design a PACE Activity that satisfies the needs of the partner and the academic requirements of the unit;
- 3 Nominate a supervisor who will provide support and supervision to the student/s;
- 4 Provide sufficient resources/facilities for the student/s to undertake the PACE activity;
- 5 Provide the student/s with an orientation at the beginning of the PACE activity informing them about: work health and safety requirements; emergency procedures; harassment, bullying and anti-discrimination policies; dress standards; confidentiality and privacy requirements; internet policies and ethical guidelines;
- 6 If it considers that a student's work during a PACE activity will, or is likely to generate Intellectual Property rights, negotiate in good faith with the student and enter into a separate agreement with them relating to Intellectual Property rights ownership;
- 7 Provide the required Work Health and Safety information to the University to enable the University to complete a risk assessment of the PACE activity prior to the student/s commencing the activity;
- 8 Comply with the Work Health and Safety laws of the state or territory where the PACE activity will be undertaken;
- 9 Advise the University and the student/s of any necessary clearances that the student/s will need to undertake the PACE activity (e.g. working with children check, police checks, vaccinations).
- 10 Be able to provide evidence that they hold \$10,000,000 or more Public Liability Insurance;
- 11 Acknowledge, where possible, the student's role in authoring or contributing to any materials produced during the PACE activity;
- 12 Provide the student with feedback on their work and help them to resolve any difficulties they experience;
- 13 Provide reports (as specified in the relevant PACE Unit Guide) on the student's performance in the PACE activity;
- 14 Where it doesn't impinge on confidentiality requirements allow the Unit Convenor to view the PACE activity and/or materials for the purposes of assessing the student's performance in the unit; and
- 15 Acknowledge that any personal information that may be collected in the course of the PACE activity is protected by both the Privacy and Personal Information Protection Act 1998 (NSW) and the Privacy Act 1988 (Cth).



Kanchan worked on a scoping study with Cystic Fibrosis NSW

Photo: Andrew Wheatley



PACE student Sharara with Danni Stephens from Salvation Army Study Shed.



The student will:

- 1 Complete any appropriate health checks, vaccinations and any other clearances deemed necessary by the partner organisation;
- 2 Take all necessary precautions to ensure their own health, safety and welfare, as well as the health, safety and welfare of others as outlined in Section 2 of this Handbook;
- 3 Abide by and cooperate with the partner organisation with respect to all the rules, requirements, and procedures of the partner, including those dealing with Work, Health and Safety requirements; emergency procedures; harassment, bullying and anti-discrimination policies; dress standards; confidentiality and privacy requirements; internet policies and ethical guidelines;
- 4 Adhere to high ethical, academic, professional and personal standards as outlined in the PACE Student Code of Conduct (page 20);
- 5 Ask for and accept feedback and advice about their work;
- 6 Advise the host supervisor and the Unit Convenor or FPM if they cannot attend work due to sickness or other personal circumstances at the earliest possible time;
- 7 If the partner organisation considers that a student's work during a PACE activity will, or is likely to generate Intellectual Property rights, negotiate in good faith with the partner organisation and enter into a separate agreement with them relating to Intellectual Property rights ownership;
- 8 Keep private any information learnt about the workplace, its clients or people who work there in accordance with the partner organisation's confidentiality policy and acknowledge that any personal information that may be collected in the course of the PACE activity is protected by both the Privacy and Personal Information Protection Act 1998 (NSW) and the Privacy Act 1988 (Cth).

Appendix A

Contact details

Faculty of Arts

Faculty PACE Manager

Marie Kelliher

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Faculty of Business and Economics

Faculty PACE Manager

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Faculty of Human Sciences

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Faculty of Science

Faculty PACE Manager

Ruth McHugh

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Appendix B

Glossary

Curriculum vitae

An outline of a person's career progression and experience over time.

Faculty PACE Manager

A professional staff member based in the faculty and responsible for the coordination of the administrative aspects of PACE activities in the Faculties. There is a Faculty PACE Manager in each of the four faculties (Arts, Business and Economics, Human Sciences and Science).

PACE

Professional and Community Engagement; a Macquarie University initiative connecting undergraduate students with partner organisations to provide a mutually beneficial experience.

PACE activity ("activity")

Practical learning experiences such as internships, work-integrated learning, practicums, field trips with a partnership component, service learning opportunities, community development projects, social research projects, community and business reference panels and many others

PACE unit ("unit")

The academic unit providing the framework in which to participate in an activity.

PACE Unit Guide

A specific guidebook that explains the particular requirements of the unit.

Partner organisation ("partner")

An organisation that partners with Macquarie University to help students achieve PACE outcomes through hosting PACE activities.

Unit Convenor

The coordinator of an academic PACE Unit at Macquarie University.

Skype

A software application enabling users to communicate via the Internet.

Supervisor

A nominated employee at the partner organisation, responsible for supervising the student undertaking the PACE initiative.



pace.mq.edu.au/

This document has been prepared by the PACE team, Macquarie University. The information in this document is correct as at the date of publication but the University reserves the right to vary or withdraw any general information without notice.



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pace.mq.edu.au



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(02) 9850 6461



Email us
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