

Agency Maintenance

Agency: Creating and Maintaining Agencies

"Agency" is the InPlace term for an Industry Partner or External Organisation. An Agency is attached to one or multiple disciplines, but is viewable by all disciplines (with the exception of Agency Personnel/contacts are only viewable by those within the specified discipline). This is to prevent the duplication of Agency records.

Agency Creation: Agency Naming Conventions

In order to minimise Agency duplications we have created a set of guidelines when creating new Agencies.

- Where possible, the ABN should be included in the Agency record for Australian Agencies.
- Australian Company Names should be validated at ABN Lookup http://abr.business.gov.au
- Company Names should be written in full to provide clarity, common abbreviations can be added in brackets after the name:
 - Australian Taxation Office (ATO)
 - National Australia Bank (NAB)
- International companies should have a separate hierarchy for each country or locations where WIL activities take place:
 - World Vision: Australia
 - World Vision: Cambodia
- Offices or outlets of an organisation should include location details in the Agency name to uniquely identify the Agency:
 - Australia and New Zealand Banking Group Limited (ANZ): 55 Collins Street Melbourne
 - Australia and New Zealand Banking Group Limited (ANZ): Docklands Melbourne

Agency Type

The Agency Type, under Details is a mandatory field when creating a new Agency and lists the Australian and New Zealand Standard Industrial Classification (ANZSIC) Level 1 Divisions, listed below:

- Accommodation and Food Services
- Administrative and Support Services
- Agriculture, Forestry and Fishing
- Arts and Recreation Services
- Construction
- Education and Training
- Electricity, Gas, Water and Waste Services
- Fast Moving Consumer Goods
- Financial and Insurance Services
- Health Care and Social Assistance
- Information Media and Telecommunications
- Manufacturing
- Mining
- Other Services
- Professional, Scientific and Technical Services
- · Public Administration and Safety
- Rental, Hiring and Real Estate Services
- Retail Trade
- Transport, Postal and Warehousing
- Wholesale Trade InPlace Support V4.10 Quick Reference Guide: Agency Maintenance. Page 1 of 7



Agency Hierarchies

The Agency Level is used to define a hierarchy between related Agencies. There are four levels available:

- Level 1: is optional and if it exists, it may be a non-physical entity such as an enterprise group or government. A WIL activity is unlikely to occur at this level.
- Level 2: is mandatory and will be the primary level in any hierarchy. It should represent a physical location of an office or where the WIL activity will occur.
- Levels 3 and 4: are optional, if required, to record different site addresses in large organisations where the WIL activity occurs.

The Agency Level Template defines the Agency levels used across different wider industries.

Template	Level 1	Level 2	Level 3	Level 4	
Corporate / Organisation	Group	Office / Outlet	Department	Unit	
Government	Government	Department	Office	Unit	
Health	Network	Facility	Department	Unit	
School	Peak Body	School	Campus	Unit	
University		University	School / Faculty	Unit	

Examples of Agencies and the corresponding Agency Level Templates are outlined below.

- Agency Level Template: Corporate/Organisation
 - **Group** Australia and New Zealand Banking Group Limited (ANZ)
 - Office/Outlet Australia and New Zealand Banking Group Limited (ANZ): 55 Collins Street
 Melbourne
 - Office/Outlet Australia and New Zealand Banking Group Limited (ANZ): Docklands
 Melbourne
- Agency Level Template: Government
 - Government Australia Government
 - **Department** Australian Taxation Office (ATO)
 - **Department** Australian Bureau of Statistics (ABS)
 - Office Australian Bureau of Statistics (ABS): Belconnen
 - Office Australian Bureau of Statistics (ABS): Melbourne
- <u>Agency Level Template: Health</u>
 - **Network** Alfred Health
 - Facility The Alfred Hospital
 - Facility Caulfield Hospital
 - **Department** Alfred Hospital Alfred Psychiatry (Acute)
 - Unit Caulfield Hospital Baringa CGMC Mental Health



- Agency Level Template: School
 - **Peak Body** Public Schools Victoria
 - School Maribyrnong College
 - School Elsternwick Primary School
 - Campus Maribyrnong College: Sports Academy
- <u>Agency Level Template: University</u>
 - University RMIT University
 - School/Faculty RMIT University: School of Applied Communication
 - School/Faculty RMIT University: School of Art
 - Unit RMIT Gallery

Search for an Agency

Agencies can be filtered by the following parameters:

- Agency Name
- Agency Legal Name
- Agency Code
- Agency Type
- Agency Level
- Discipline

It is recommended to use a **wild card character** with the "Agency Name" filter. Add "%" before and after the name to ensure that you find Agencies with similar names.

i.e. Entering "%Alfred%" into the "Agency Name" field will produce the following result:

- Alfred Health
- Alfred Health: Ian Potter Library
- Alfred Health Alfred Psychiatry (Acute)

Adding a New Agency

WIL Champions (and WIL Practitioners with additional access) are able to create new Agencies. Before adding a new Agency, it is essential that you check whether or not the Agency already has a record on file by searching for it.

- Click on the + Add a new item button.
- Type the name of the new Agency into the pop-up window.
- If there is an existing Agency already in the system, it will be displayed beneath the new name and does not need to be added.
- If not, click on the **+ Add New** button.

InPlace Search	×
Agency Name	X 0-
Agency Details	Add New

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Navigate to Manage > Agency

- 1. Complete the Agency Name field.
- 2. Click on the **Filter** button.

Agency List								
Filter -								
Agency Name:	Agency Legal Name:	Agency Code:	Agency Type:	Agency Level:	Discipline:			
%hospital%			Health Care and Social Assis		 Nursing (Registered) a 	nd Mic~		
Active Agencies only:	Categories:		Specialisms:					
	× Q-	OMatch All Match Any	- none -	X Shov	v Agencies partially satisfying Spe	cialism		
Groups:			Integration Partner:					
	× Q- 🛛 🕹	Group	~	Show only Agencies not m	apped to selected Partner			
Filter								
View Agency Code	Agency Name		: Agen	cy Legal Name : Partne	r Agency Name : Partner	: Email	: Agency Type	
· ingenier code	Alfred Upphitals Alfred Douch	inter (Acuto)	•	ay cogor nome	righter and a state	. Linda	. Highlith Care a	
Detail	Alfred Health (Network)	atry (Acute)					Social Assista	
Detail	Angliss Hospital Eastern Health (Network)						Health Care a Social Assista	

- 3. If an Agency record does not currently exist, click the "Add a new item" button.
- Complete the Agency contact details fields and drop-down menus. Please note that Agency Name, Agency Legal Name (please confirm this online to ensure that the multiple entries are not made for the same Agency), Agency Type, Agency Level Template and Agency Level are all mandatory.
- 5. Tick the required **Discipline** check-boxes which the Agency will be associated with and click the **Save** button.

	RSITY														Smart Placeme
# 2			Request Plao	ement Mana	ge Curriculu	ım Reports Comr	nunication	Admin							
Agency															
S	Age Lev Adc Bus	ew Agenc ency Type: rel: dress: siness Phone:	y Inc Fast Movi Group 5555666	ing Consumer (6777	Goods										
Details	Placement	Request	Agreements	Notes/Docs	Incidents	Agency Site Visits	Process	Document Access							
Edit Det	ails		() A	* required field) gency Name:*		New Agency Inc									
			A	gency Legal Nam	ne:	New Agency Inc Pty Ltd									
			A	gency Code:					Agency Type:*	Fast Moving Consumer Goods	٣				
			,	Agency Level Ter	nplate:	Government		~	Agency Level:*	Department (Govt)	~				
			F	arent Agency:							~				
			4	ABN Number:		111222334			Business Phone:	00 49 30 20621114					
			F	ax:					Internet:	www.newagency.com					
			E	Email:		Barry@newagency.c	om	8							
			/	Active:											
			A	gency Contact P	ersonnel:	-	_								
				Name	Email	Bus	iness Phone		No items are available.		Discipline(s)				
						Save Cancel									
												Collapse All	Show All Text	Make Default	Switch to Classic !
(Global)	•														
Descrip	tion			Value								Expiry			
Company !	Size														[Edit]

- 6. Update any required **Extended Attribute** values.
- 7. Expand the Add Address header.
- 8. Complete the address fields and click the **Save** button.
- 9. Expand the Add Contact Methods header.
- 10. Tick the required check boxes and click the **Save** button.

Adding the Agency to your Discipline

In order to **record Agency Personnel** or send **Placement or Communication Requests** to the **Agency** (from Request Manager), the Agency must be connected with your Discipline.

If the Agency exists, but is not yet linked to your discipline, update the Agency Discipline details.



To add an Agency to your Discipline:

- 1. Navigate to **Manage > Agency**
- 2. Complete the Agency Name field (use % wild cards if required to narrow your results).
- 3. Click on the **Filter** button.
- 4. Click on the **Detail** link for the required Agency.
- 5. From the Agency details page, expand the Edit Disciplines header.
- 6. Tick the required **Discipline** check boxes.
- 7. Click on the **Save** button.

Edit Disciplines •					
Accounting (COB)	Advertising (VET)	Aerospace, Mechanical and Manufacturing	Allied Health (VET)	Analytics	Applied Science (SEH)
		Engineering (SEH)	Applied Science and Laboratory Technology (VET)	Architecture (DSC - SAD)	Art (DSC)
Building Design (DSC - SAD)	Business and Law (COB)	Business Internship (COB)	Child & Family Health	Chinese Medicine	Chiropractic
Civil, Environmental and Chemical Engineering	College of Business (COB)	Community Service (VET)	Computer Science and Information Technology	Conservation and Land Management (VET)	Construction Management (DSC)
SEH)			(SEH)	Dental (SEH - VHS)	Early Childhood Education
Economics and Finance	Electrical and Computer Engineering	Exercise and Sport Science	Fashion & Textiles Merchandising	Fashion Design	Fashion Design Technology
Furniture Design (DSC - SAD)	Geospatial Science	Global Studies	Graphic Design (DSC - SAD)	Hong Kong Civil, Environmental & Chemical	Hong Kong Electrical Engineering
				Engineering	Industrial Design (DSC - SAD)
Information Management	Information Security and Assurance	Information Systems	Interior Design and Decoration VE (DSC - SAD)	Interior Design HE (DSC - SAD)	International Business
Journalism	Justice and Legal Studies	Justice VE	Laboratory Medicine	Landscape Architecture (DSC - SAD)	Logistics and Supply Chain Management
Management	Marketing	Massage/Myotherapy	Mathematical Science	Mathematical Science and Statistics	Media and Communication
Medical Imaging	Medical Radiations	No WIL Component	Nuclear Medicine	Nursing (Enrolled)	Nursing (Registered) and Midwifery
Optical Dispensing	Osteopathy	Pharmaceutical Sciences	Pharmacy	Physical Education	Policy, Practice & Social Innovation
Primary Education	Product Design (DSC - SAD)	Project Management	Property and Valuation	Psychology	Public Relations (VET)
Radiation Therapy	RMIT General	RMIT International Industry Experience and	Secondary Education	Social Work	Statistics
		Research Program	Surveying and Spatial Information	Sustainability & Urban Planning	Textile Design
Translating and Interpreting	Unallocated	VE Business Administration	VE Education	ViCPlace	Vietnam - Accounting
Vietnam - Business Information System	Vietnam - Commerce	Vietnam - Digital Design	Vietnam - Economics and Finance	Vietnam - Information Technology	Vietnam - Marketing
Vietnam - Multimedia Design (Historical)	Vietnam - Professional Communication (Historical) Visual Merchandising (DSC - SAD)	Vocational Business Education	Vocational Engineering	Vocational Health Shared Courses (SEH - VHS

Agency Personnel

It is recommended that you ensure all **Agency Personnel details** are up to date. Clicking on the name of the person will open the Personnel details for editing. If the person is no longer a valid contact at the Agency, remove the tick from the **Active** check box.

To add new Agency Personnel:

Add Personnel Personnel Type:	Title:	Given Name:	Surname	e:*	Custom Field:	(0)	Agency Personnel External Identity Code Field:	
Other Details:	Business Phone:	Mobile Phone:	Fax:	Email:		Experi	rience:	
Active:	Accepted Terms/Condi	itions:						
Disciplines Permit Receive Student View Correspondence Contact								

- 1. Navigate to Manage > Agency
- 2. Expand the Add Personnel header.
- 3. Select the appropriate **Personnel Type**.
- 4. Complete all fields and drop-down menus.
- 5. Click on the **Save** button.
- 6. The new Personnel record will now be listed. If not, tick the **Show All Personnel** check box. Click on the name link to expand the details.
- 7. There will now be check-boxes available for each **Discipline** connected to the Agency.
- 8. For all contacts, tick the **Permit view** check box.
 - If the industry contact will be the main contact for the Agency, tick the **Receive Correspondence** check box. At least one personnel must have this flagged or you cannot communicate with the Agency.
 - If the contact details are be viewable by Students (through the student portal) who are placed at the Agency, tick the **Student Contact** check box.
- 8. Click on the **Save** button.

*Note: The Permit view check box must be ticked to view Agency contact details. Agency InPlace Support V4.10 Quick Reference Guide: Agency Maintenance. Page 5 of 7



Personnel are only viewable to users in the same Discipline. At least one Agency Personnel must by flagged to 'Receive Correspondence' to communicate with the Agency through InPlace.

1									
Student Accommodation					Agency Personnel has b	een saved			[Edit]
Orientation Pack	No								[Edit]
Vaccinations									[Edit]
Other Information									[Edit]
Attribute Inheritance									
Addresses									
Address			Туре	Мар					
No items are available									
Add Address •									
Personnel									
Personnel v Type		~ Phone	~ Mobile	~ Email	 Other Details 	 Student Contact 	 Discipline(s) 	 Custom Field 	 Experience
Jim Jones Placement C	oordinator	11222	33344455	jim@jones.net		No	Pharmacy		
He e 1 Page 1 of 1	⊨ ⊨ 25 v ite	ems per page							1-1 of 1 iter
Personnel betalls Quartications Edit Personnel Type: Personnel Type: Placement Coordinator Other Details: Active: Active: Disciplines Permit Reselve Student Verd Correspondence Correct of Phar Save Delete Cancel	Title: G Dr J Business Phone: M 11222 2 11222 2 1222 2 1222 1222 1222 1222 1222 1222 1222 1222 1222 1222 1222 1222 1222 1	Siven Name: Im Ibbile Phone Number: 33344455 Ist	Sumame. Jones Fax Number:	Email: ym@jones.net	Custom Field: X Q- Exp a	erience: X Q-			
Contact Methods									
Add Contact Methods •									
Disciplines									
Edit Disciplines •									
12-1									

Adding a Note or Document:

Notes and Documents can be added to Student, Agency, Placement, Course, Allocation Groups and Placement Agreement records. The steps to add a Note or Document are the same regardless of which record you are adding the note to.

To add a Note:

- 1. Click the **Notes/Doc** or Notes tab.
- 2. Expand the **Add Note** header.
- 3. Complete the Date, Title and Text fields.
- 4. To display an alert on the Home page, complete **Reminder Date** and **Reminder Text f**ields.
- 5. If the **Private Note** check-box is not ticked, the Note will be viewable by all staff who are have permission to view the Agency's Discipline.
- 6. Click on the **Save** button.

Date	Title:
(dd/mm/yyyy):*	Important reminder
25/10/2017	
ext:* 🕜	
File • Edit •	Insert • View • Format • Table •
Sormat	ts ▼ Font Sizes ▼ B I E E E E
<u>A - A - i</u>	• = • = = <i>P</i> = = •
Darath Franchill	
Don't forget!	
Don't forgetij	
Don't rorgetij	
Don't forget:	
Don't rorgetij	
Don't forgetij	
Don't rorgetij	
uon trorgecij	
uon t rorgetij	
Reminder Date (dd/m	m/yyyy): Reminder Text:
Reminder Date (dd/m 27/10/2017	m/yyyy): Reminder Text: Don't forget this!

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To add a Document:

RMIT

- 1. Click the Notes/Doc or Document tab.
- 2. Expand the Add Document header.
- 3. Complete the **Title** and **Description** fields.
- 4. If you want an the Document to be viewed by Students, tick the **Shared With Students** checkbox and select which **Disciplines** will have access to view it.
- 5. Click on the **Select File** button and select the required document from your local drive.
- 6. Click on the **Save** button.

Documents				
List of Documents			1977 1988 M 2012 M 2013 M 2013 M 2014 M 2	은 가슴에 다른 바라에 가슴은 바라지 않는 데 바라이가 한 바라에 가슴 바라가 하는 것을 가지만 한 것을 많아야지 않는 아버지가 않았다. 바라 옷 가슴 나를 가장하는 것을 가 하는 것을 다 한 것을 가 했다. 것을 가 하는 것을 가 있다. 가슴
Title	Name	Description	Shared With Student	
Detail Rod's Resume	test.txt	Updated 2017	Yes	
Edit Document •				
Title:*				
Rod's Resume				
Description:				
Updated 2017				
Shared With Student	s			
Select Disciplines to Sha	are Document with:			
3 selected		٠		
Select File test.txt Vie	w Document			
Save Delete Ca	ncel			

For further assistance, please contact your school's WIL team or visit <u>InPlace Support Online Help</u> or contact the InPlace Business Support Team at <u>inplace.support@rmit.edu.au</u>