

## Agency and Placement Incidents

This guide covers creating Agency and Placement Incidents such as misconduct or injuries in InPlace as a central incidents register.

Staff require a WIL Champion role to record and monitor Agency and Placement Incidents within InPlace. If you do not have a WIL Champion role contact your Schools WIL Champion to discuss.

Before recording incidents ensure that you have followed the correct process to Report an Incident including logging an RMIT incident/ Hazard Report (<https://www.rmit.edu.au/staff/my-employment/health-safety-and-wellbeing/report-an-incident-or-hazard>) and if required consult or refer those impacted to RMIT Health, Safety and Wellbeing or Safer Communities as appropriate. If you are unsure about the Incidents process please contact [wil.support@rmit.edu.au](mailto:wil.support@rmit.edu.au)

Please only record minimal details in keeping with privacy and legal requirements.

### 1. To Enter an Agency incident:

Navigate to **Manage > Agency**

2. Search for the **Agency** and open the record by clicking on the **Detail** link.
3. Select the **Incidents** tab.
4. Click on the **+ Add new record** button link.
5. Complete the following fields:
  - **Date:** defaults to today's date, back date if required
  - **Classification:** there are four standard system delivered categories to choose from
  - **Severity:**
  - **Detail:** ensure to keep details minimal, professional and in keeping with privacy regulations i.e. 'Under investigation - contact XX from more information'.
  - **Status:** this controls how the Homepage widget alerts behave. Action Required will make it appear for all WIL champions. Acknowledged and Resolved makes the Alert disappear from the Homepage.
  - **Comment:** Record the HR incident reference number or further contact information as required.
6. Click on the **Update** button / link to Save.

*\*Note: Agency Incidents can be viewed by other WIL Champions but Placement Incidents are restricted by discipline (i.e. You cannot view students placement incidents outside your disciplines).*

## 1. To Enter an Placement incident:

Navigate to **Placement > Placement**

2. Search for the **student Placement** and open the record by clicking on the **Detail** link.

3. Select the **Incidents** tab.

4. Click on the **+ Add new record** button link.

5. Complete the following fields:

- **Date:** defaults to today's date, back date if required
- **Classification:** there are four standard system delivered categories to choose from
- **Severity:**
- **Detail:** - ensure to keep details minimal, professional and in keeping with privacy regulations i.e. 'Student Sprained ankle while on placement'.
- **Status:** this controls how the Homepage widget alerts behave. Action Required will make it appear for all WIL champions. Acknowledged and Resolved makes the Alert disappear from the Homepage.
- **Comment:** Record the HR incident reference number or further contact information as required

6. Click the **Update** button link to Save.

*\*Note: 'Acknowledgement Required' will make the alert display on the Home page Incidents Widget and must be amended to an 'acknowledged' status for it to disappear. If you don't wish to see the alert any further you can enter it and set it to 'acknowledged'.*

For further assistance, please contact your school's WIL team or visit [InPlace Support Online Help](#) or contact the InPlace Business Support Team at [inplace.support@rmit.edu.au](mailto:inplace.support@rmit.edu.au)