

Operational Guidance on Supporting Students in Placement

The aim of this operational guidance is to provide a communication structure for students, placement partners and academics to ensure that students and practice staff are well supported during clinical placements and should be read in conjunction with the following School of Nursing and Allied Health Policies

- Supporting Learners in Practice
- Placement Handbook

The **main point of contact** for most enquiries will be via the generic email for nursing placements

nursingplacements@chi.ac.uk.

This email is usually monitored during normal working hours (Monday-Friday 09:00-16:00) by either the Placement Learning Lead or Placement Administrator or a deputising academic. Normally a response will be given within 3 working days. All emails are triaged and dealt with depending on the level of urgency. An automatic reply will be sent informing the sender that their email has been received and will be replied to within 3 working days

Students, Practice Assessors and/or Practice Education Facilitators or Learning Environments Leads may also contact the named **Academic Assessor** as detailed in the students Electronic Practice Assessment Document (MyPAD). The AA will respond as soon as possible and normally within 3 working days.

It is advisable to copy in the nursing placements email address to ensure cover occurs for absence.

3 pathways have been developed (see flow charts at the end of the document) to assist the student, practice assessors, practice education facilitators/learning environment leads and academic assessors on the process for raising concerns depending on the nature of the enquiry.

- General Student Support or MYPAD Enquiry
- Student Welfare Concern
- Concerns of a Serious Nature

The Role of the Academic Assessor

The Academic Assessor will communicate with the student and practice assessor during the student's placement to offer support and advice. This will normally be scheduled as follows:

- By the end of the second week of placement
- At the midpoint of the placement
- At the end of the placement

Communication may occur at any point during the student's placement and is not limited to these 3 main periods. For more information on the role of the Academic Assessor is available in the School of Nursing and Allied Health: Operational Guidance for Academic Assessors.

The Role of the Placement Learning Lead

The Placement Learning Lead will undertake clinical visits in liaison with the Practice Education Facilitators/Learning Environment Leads and other Practice Staff to provide support to students and Practice Supervisors/Assessors. Where required the Placement Learning Lead will support with the development of action plans to support student development and participate in tri-partite reviews.

Flow Chart A – General Student Support or MyPAD Enquiry

Placement Concern Raised either by Student/Practice Assessor (PA) or Practice Educator Facilitator (PEF)*
Email for all placement concerns – nursingplacements@chi.ac.uk

The email is manned by the Placement Administrator/Placement Lead or nominated other - Monday to Friday 09:00-16:00

A receipt of email will be sent to acknowledge that your email has been received, the concern is being triaged and a member of the academic team will respond within 3 working days during normal working hours or sooner depending on the nature of the concern

**Also known as Learning Environment Lead (LEL)*

General Student Support or MyPAD related concern

The student, PA or PEF can also contact the Academic Assessor (AA) directly using the contact email for the AA found in MyPAD

Email subject line: MyPAD enquiry or Student/PA Support depending on nature of query

Student Support enquiry

Email passed to Academic Assessor who contacts PA/PEF/Student within 3 working days (normal working hours)

Direct emails to AA will also be responded to within 3 working days (normal working hours)

Informal Discussion between AA, PA, and student either via email/phone or MS Teams to ascertain nature of concern and resolution
 Documented in MyPAD and follow up agreed (if required)

MyPAD enquiry

Placement Administrator or Placement Lead responds and/or forwards to technical support

If a formal approach is required – AA to discuss with Placement Lead nature of concern and possible actions prior to any tri-partite meeting
 Tri-partite meeting can be held either in practice or on MS Teams and will include the student/PA and AA.
 (The Placement Lead or PEF may substitute the AA or PA if required).

Action Plan, review date and support for PA and student agreed. Documented in MyPAD.

Flow Chart B – Student Welfare Concern

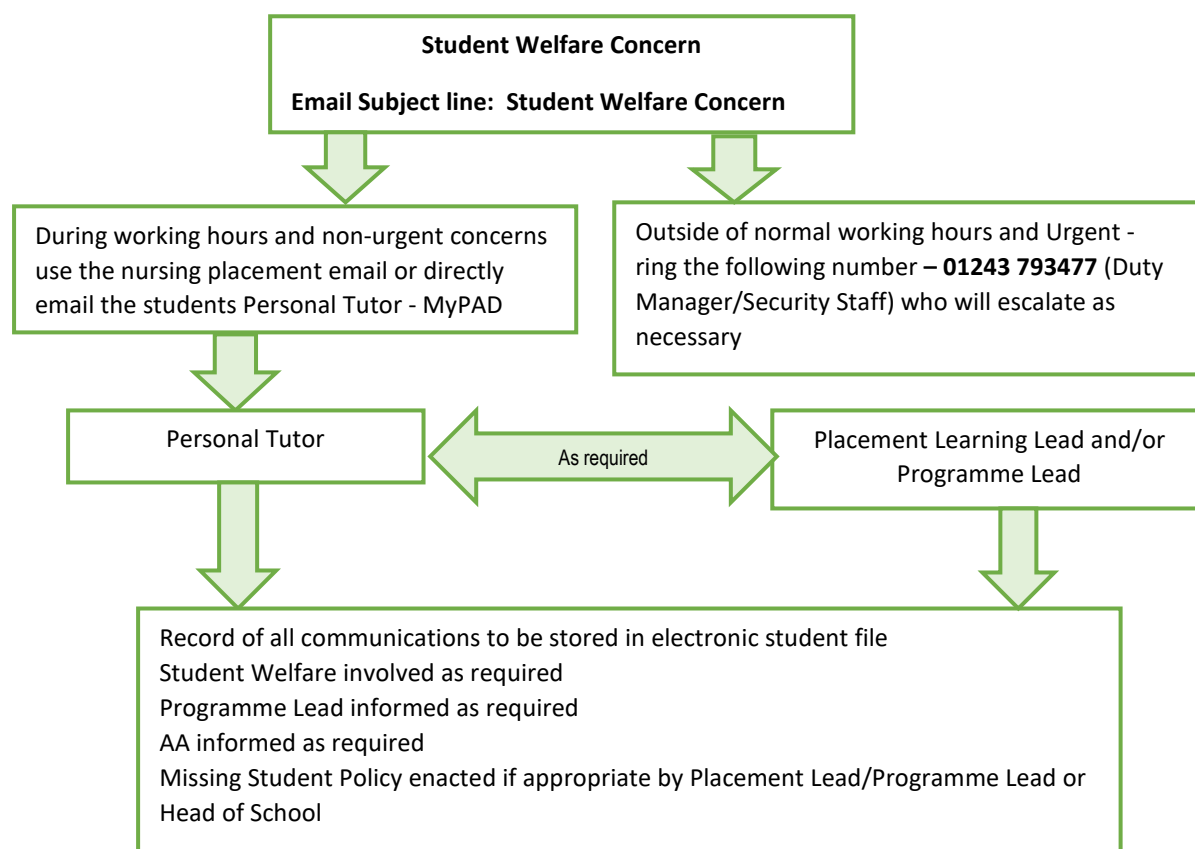
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Flow Chart C – Concerns of a Serious Nature

For example: Student Complaint, i.e. bullying and harassment /Witnessing Poor Practice / Concerns over Student behaviour/unsafe practice /Serious Untoward Incident. Please refer to SNAH Placement Handbook for further advice regarding complaints

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Concern of a Serious Nature

Raised by either the Student or Practice Education Facilitator, Practice Assessor (in the absence of a PEF) or Academic Assessor. May also be raised by a senior clinician: i.e. Matron

Where possible the student should have discussed any concerns with either the PA or PEF

Email Subject Line – Concern of a Serious Nature and mark it High Priority

