EVALUATION OF CLINICAL PLACEMENTS

Formal evaluation of clinical placements has two components:

1. Joint evaluation of placement between the Clinical Educator and the Visiting Tutor. This will normally take place during the placement. Both parties will retain a copy of the summary of the discussion. The Visiting Tutor returns their copy to the Faculty Placement Centre at the University.

2. Student evaluation of their learning experiences. The student will record their evaluation of their learning in their professional practice assessment form. This should be completed before the end of the placement and the Clinical Educator should see it. Student evaluation after final mark made available. The Clinical Educator signs to demonstrate that they have read the student’s evaluation.

Informal evaluation by discussion between the parties is ongoing.

METHODS OF ESTABLISHING/MONITORING PLACEMENT QUALITY

Direct observation on visiting units, particularly those recently established. This monitoring goes hand in hand with the support of Clinical Educators, to assist them in the provision of quality placements.

Buddy-system for new visiting tutors who complete observational visits prior to active involvement in the system.

The written evaluation of placements is received from the joint evaluation of placements between Educators and Visiting Tutors. Students evaluation of placements are available for the clinical team to review.

External examiner scrutiny. External examiners have the opportunity to visit placement to monitor placement quality.

Statistical analysis of placement marks by cohort.

COMPLAINTS PROCEDURE

Making a Complaint in Practice Learning Experiences

Making a complaint in practice learning experience includes guidance for Clinical Educators, Visiting Tutors and students.

When a student thinks they are being treated inappropriately or unfairly on their practice learning experiences either by their practice Clinical Educator or by another member or members of staff they should follow this procedure which begins with the problem solving procedure.

If a student (or a tutor) wishes to take further action by making a formal complaint the normal NHS Trust complaints or grievance procedure applies or University own website. A student should inform the Practice Placement Co-ordinator of their intention to complain and the Visiting Tutor should inform the Course Leader.

The Course Leader is responsible for informing the Programme Board of all formal complaints relevant to the Programme.
COMPLAINTS ABOUT UNIVERSITY STAFF

Where a student or a Clinical Educator has a complaint which concerns the staff or practices of the University, they should follow the University Complaints Procedure; http://wwwm.coventry.ac.uk/Registry/Regulations/Documents/General%2010-11/Appendix%20GR%20Complaints.pdf

As with the procedure for complaints in practice, efforts should normally be made initially to resolve problems directly rather than by formal complaint.

When a formal complaint is raised the Practice Placement Co-ordinator and Course Leader should be informed. The Course Leader will be responsible for informing the Programme Board.