

MANAGING DIFFICULTIES ON PLACEMENT

WHAT TO DO IF YOU HAVE A PROBLEM OR AN ISSUE ON PLACEMENT?

Discuss with your Clinical Educator. Many problems occur due to misunderstandings and faulty communications, which can be addressed directly if approached sensitively.

Talk to your Visiting Tutor. S/he is there to facilitate relationships between you and your Clinical Educator. Visiting Tutors should always offer the opportunity of a private chat during their visits.

Talk to the Practice Placement Co-ordinator or a member of the clinical team. Call the University to talk over the issue and if appropriate arrangements can be made to come into the University.

Problems are often fairly easily solved. There is little point in raising problems after the end of the placement when it is too late to address them, certainly for your own benefit. If you have a problem share it with the right people. Complaints to fellow students and other qualified staff particularly in relation to other clinicians could put you at risk of breaching the code of professional conduct.

You cannot use social networking sites to discuss issues on placement. This is considered a serious breach of Code of Conduct

PROBLEM SOLVING PROCEDURE

The student should normally attempt to deal with the issue directly by discussion with the relevant member of staff. In other words, if the problem is with the Clinical Educator it should be raised with them directly. If it is with another member of staff or over an aspect of policy or practice it should be discussed with the Clinical Educator and raised with whomever is appropriate to the situation.

Problems should always be raised at as early a stage as possible, normally when or very soon after they occur.

Sometimes students will feel uncertain about raising a problem directly. It is recognised that students are in a relatively weak structural position when they are on practice and subject to the Clinical Educator's assessment. While we would urge students to deal with problems directly themselves and believe most would also prefer to do this, we recognise that, on occasions, an alternative may be to discuss issues with the University Visiting Tutor. This discussion is usually likely to lead to a strategy for the student to take the issue back to the practice learning experience but may result in direct intervention by the Visiting Tutor as indicate below.

The Clinical Educator should discuss the matter thoroughly with the student to clarify the situation, and together they should consider alternative strategies. These may include:

- i) further action by the student alone;
- ii) telephone contact between the Visiting Tutor and Clinical Educator;
- iii) the convening of a three-way meeting with the Clinical Educator, student and Visiting Tutor;
- iv) discussion with the Practice Placement Co-ordinator and/or manager.

The three-way discussion has the functions of:

- i) trying to reach a clear view of the problem (there may, of course be different perspectives on this); and
- ii) determining future action to resolve the issue (for example, by deciding on a particular approach or by re-affirming or re-negotiating the working agreement).

The outcome of such a three-way meeting or subsequent negotiations should be recorded by the Visiting Tutor and the University Practice Placement Co-ordinator should be notified.

It is the responsibility of the Visiting Tutor to monitor subsequent student progress and to liaise with relevant parties to ensure the successful completion of the placement.

Practice placements will be subsequently evaluated in the normal format by Clinical Educators, students and Visiting Tutors. Any outstanding issues that become apparent will be fed back in writing to the Clinical Educator and Practice Placement Co-ordinator.

Where appropriate suggestions may be made regarding development of the placement in line with relevant quality standards.

DEFER PROCESS

In the event of a student absence due to illness, or extenuating circumstances, the student must apply for a DEFER to take the clinical module again at the next assessment opportunity. Details of the Defer process can be accessed from the website of the following link.

<https://students.coventry.ac.uk/Registry/Pages/Home.aspx>

Failure to submit an appropriate form with supporting evidence within the stated timeframe will mean that the student will forfeit the opportunity to redo the module. This may lead to termination. It is the student's responsibility to ensure that all documentation is submitted to the Course Administrator within the deadline. If forms are posted, then proof of postage is required if documents are lost. If a deferral has been granted due to health reasons you will be required to attend Occupational Health. You will need to be deemed fit by our Occupational Health to return to clinical practice/placement.

If further details are required, please contact the Course Administrator or Programme Director for the Physiotherapy BSc(Hons) course.