**FACULTY OF HEALTH AND LIFE SCIENCES**

**School of Nursing, Midwifery & Health Studies**

**Professional Practice**

**Placement Handbook**

**Paramedic Students**

**Foundation Degree Paramedic Science**

**September 2015**

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PRACTICE LEARNING – SECTION 1

1.0 Introduction

The Paramedic Science Diploma in Higher Education is designed to develop your knowledge, skills and abilities in becoming a capable and caring paramedic practitioner. To fulfil the requirements of the Health and Care Professions Council Standards of Proficiency and Standards of Performance and Ethics (HCPC 2016), all competences are mapped to the Standards of Proficiency (HCPC 2014), and the core values of paramedic practice are fully integrated into practice.

For the purpose of this programme, learning can be achieved in any approved ambulance service where appropriate learning opportunities are available for you to undertake practice under supervision of your mentor(s) and qualified paramedics. This experience is essential to the integration of theory and practice in your learning and your development of effective paramedic care practice.

With support you will make sense of your practice through the application of theory, skills learnt in the classroom environment, constructive feedback, and reflection on your experiences. You will work with mentors who will assess and facilitate learning to enable the achievement of the required competencies and practice outcomes in the practice environment. It is important as a student on the programme that you are supervised at all times by a HCPC registered paramedic and to recognise your limitations. As you progress through your programme and develop your practice skills and knowledge you will have the opportunity to fully participate in all aspects of paramedic roles and responsibilities under the guidance of your mentor.

All of the modules in the programme integrate values, knowledge and skills for practice and enable you to learn through practice and experiential related Learning. Assessment strategies will also enable you to use and reflect on your work experiences. It is recognised that using learning experiences from your work environments can raise ethical issues e.g. confidentiality, consent, questioning of work practices etc. You will have the opportunity to explore and discuss strategies for developing reflective practice and managing ethical issues in the scope of practice modules and this will be reiterated throughout the course. If you identify any ethical issues you are encouraged to discuss these with your mentor and course tutor.

1.1 Conditions to be met before being allowed on placement

You cannot commence your first practice placement until you have met the criteria listed below

* Occupational health clearance including requisite immunisations
* Disclosure and Barring Service clearance (DBS)
* Mandatory Training in relation to handling and moving ,CPR
* Mandatory Conflict Resolution training

**Please ensure that you address any requests for information and appointments regarding occupational health and DBS promptly and attend the above mandatory training as any delay can prevent you from starting placement and can even result in you being interrupted from the course.**

If you have been interrupted from your paramedic science course, once you have returned you must adhere to the above criteria to resume a practice placement including

* Completing the required annual self declaration of DBS

1.2 Professional values and behaviours

Professional values must underpin your practice. The values that underpin this programme reflect those within the HCPC Standards of Proficiency and Standards of performance and ethics and include compassion, caring, communication, competence, courage, commitment and collaboration. You will be expected to adopt these values which you will be required to demonstrate in your paramedic practice. You must also behave in a manner that promotes public trust in you as a Paramedic. Your main responsibilities as a health professional are summarised below:

Please remember that this is not a complete list of all the issues that can arise in relation to your conduct, performance and ethics. As a health professional, you must protect the health and well-being of people who use or need your services in every circumstance.

This means that you must always keep high standards of **conduct**. You must always:

* Act in the best interests of your patients, clients and users.
* Respect the confidentiality of your patients, clients and users.
* Maintain high standards of personal conduct.
* Provide any important information about conduct, competence or health.

Also, you must always keep high standards of **performance.** You must always:

* Keep your professional knowledge and skills up to date.
* Act within the limits of your knowledge, skills and experience and, if

necessary, refer on to another professional.

* Maintain proper and effective communications with patients, clients, users,

carers and professionals.

* Effectively supervise tasks you have asked others to carry out for you.
* Get informed consent to give treatment (except in an emergency).
* Keep accurate patient, client and user records.
* Deal fairly and safely with the risks of infection.
* Limit your work or stop practicing if your performance or judgement is affected by your health.

Finally, you must always keep high standards of **ethics.** You must always:

* Carry out your duties in a professional and ethical way.
* Behave with integrity and honesty.
* Follow our guidelines for how you advertise your services. and
* Make sure that your behaviour does not damage your profession’s reputation.

# For a more complete outline of your responsibilities log on to the Health and Care Professions Council Website: <http://www.hcpc-uk.org/>

**Thus we expect you to**

* Behave in a manner that promotes public trust in you as a nurse
* Demonstrate in your practice the core values of care, compassion, communication, competence, commitment, courage and collaboration
* Treat people with dignity and respect including the need to respect people’s cultural, social and religious differences’
* Demonstrate ethical behaviour
* Advocate for service users/carers / families where appropriate

**Prior** **to and during your placement experience we expect you to:**

* Be appropriately dressed for practice placement and adhere to the Faculty and Placement uniform policies including hair, piercings, footwear

<https://staff.coventry.ac.uk/fc/hls/Documents/Registry/policies%20and%20forms/HLS%20Uniform%20Policy/Faculty%20of%20Health%20and%20Life%20Sciences%20Uniform%20Policy.pdf>

* Wear your name identification badges at all times ( unless instructed not to do so for safety reasons)
* Be punctual and if you are late or unable to attend you will be expected to communicate this in a timely fashion
* Know the hours you will be working and follow your duty rota
* **Do Not use** your mobile phone whilst engaging with patients
* **Do Not interact** with service users on social network sites
* Maintain confidentiality except in exceptional circumstances where the patient or others are at risk.
* Locate and follow the policies and procedures for the organisation where you have a placement including those relating to health and safety
* Speak out where you perceive the care to be compromised
* Practice within professional boundaries ( boundaries include not developing inappropriate relationships with service users)
* Follow the placement organisation’s policy on the acceptance of gifts/gratuities
* Comply with Coventry University’s sickness and absence policy and procedures

**As a student aspiring to be a Paramedic you will be expected to behave professionally even when you are not on duty.** The HCPC Guidance on Conduct and Ethics (HCPC 2016) for students will help to guide you in your behaviour and in identifying any concerns you may have in practice where you perceive the care provision is being compromised including poor or unsafe practice. This may be due to a number of factors including staff shortages, staff attitudes or behaviours. **You have a responsibility to speak out where you have concerns.** Ideally and where appropriate you should voice your concerns to your mentor or the officer / paramedic / trust liaison in charge of the practice placement where you have been allocated but if for some reason this is not possible you should involve the practice facilitator/educator or contact the practice module leader.

In situations where you have serious concerns about the care you can follow the Whistle Blowing Policy which you can find by following the link below also for the Placement areas own policy: <https://staff.coventry.ac.uk/fc/hls/Documents/Registry/policies%20and%20forms/Whistleblowing/whistle%20blowing%20policy%20january%202013.pdf>

1.3 Learning in clinical placement.

The practice placement setting provides an ideal environment for learning where you can further develop and build upon your knowledge skills and attitudes required for practicing as a paramedic including :

* the values and behaviours required of a paramedic
* clinical reasoning, problem solving and decision making abilities
* personal skills including the ability to self-appraise and to manage own learning
* communication and interpersonal skills including listening ,verbal and written skills
* team working and learning to work in an organisation
* the essential skills of paramedic practice
* continued professional development

You need to be actively involved in your learning and demonstrate your responsibility by:

* Completing the any learning activities needed prior to the start of your practice placement
* Attending the practice module launch
* Demonstrating a willingness to work as part of the team in the delivery of 24-hour safe patient care over a 7 day week
* Being proactive in identifying and seeking learning experiences appropriate for your level of practice, and discussing these with your mentor
* Recognising the importance of continuous assessment in the development of your personal and professional skills by
* Making the assessment of practice document available to mentors or academic staff on request
* Planning time with your mentor to reflect on your progress in achievement of the set outcomes and personal goals.
* Actively participating in all interviews with your mentor
* Providing your mentor with examples of evidence that demonstrates your achievement of your learning outcomes/skills
* Ensuring your assessment documentation is completed at the appropriate time
* Submitting your assessment of practice document and attendance record as per instructions by the date and time specified
* Contacting the practice educator / facilitator or practice module leader promptly if you experience any problems, such as discussing progress with your mentor or having problems meeting your learning outcomes or other concerns regarding placement
* Attending the evaluation day and completing the evaluation of practice.

1.4 Health and Safety

As part of your induction to the practice placement you need to be orientated to the health and safety policy and procedures for that particular organisation. This should be undertaken on your first day in placement. It is your responsibility to read and know the policies and procedures that are relevant to your practice. You also have a responsibility to safe guard yourself and others therefore it is important for you to raise with your mentor any concerns you have about your wellbeing so that an individual risk assessment and planned actions can be completed if necessary to ensure your health and safety whilst in practice.

1.5 Personal Safety

As a student paramedic you will be expected to consider ways of maintaining your personal safety during the course. This could include being proactive with your safety when

* Travelling to and from your practice placement
* When working in the community by complying with policies and procedures which address personal safety

1.6 Teaching in practice

You will be expected to use your initiative to maximise your learning on placement by being prepared. You are expected to have knowledge and understanding of the requirements of the assessment of practice documentation. As an active learner you should seek out opportunities which will assist you in your professional development. It is important that you discuss and negotiate learning opportunities with your mentor or other members of the multi professional team.

The majority of your teaching / learning will most likely be through “hands on” experience and feedback. Examples of other forms of teaching / learning are

* Temporary attachment to another healthcare professional for the purpose of developing a greater understanding of their role
* Temporary attachment to a spoke placement which is a practice experience which you can access whilst on your placement to provide additional learning opportunities
* Observing a professional assessing, caring or treating a service user
* Being observed undertaking assessment or care of a service user

1.6.1 Simulated practice

Most practice learning is undertaken in direct care of service users although a small proportion can be undertaken through simulation. Simulation allows you to learn or practice skills in a safe situation that imitates reality. Simulation has been planned into your course and will be used to build upon your skills over the three year period. This is for the purpose of further developing your critical reflection whilst enhancing the skills of working both analytically and holistically in evaluating care delivery in partnership with other professionals, patients, clients, families, carers and other health and social care providers as well as providing opportunities to practice some essential skills. This will be achieved via a series of objectives linked to prescribed workshop scenarios and exercises **which may be planned as part of your placement experience or when not on placement time.** After simulated practice it is important to reflect and summarise your learning from simulated practice.

1.7 Practice learning support

The practice learning team are working together to ensure that you are placed in an appropriate practice placement where you have opportunity to develop your knowledge, skills and attitudes and are provided with the support you need. The team consists of

* Administration officers
* Placement co-ordinators
* Paramedic Placement officers
* Mentors
* Lecturer Practitioners

Each member of the team has their own particular role to perform

1.7.1 Administration officers

Administration officers maintain your placement records, process your attendance records advice and arrange extensions and deferrals.

Extensions and Deferrals

Sarah Wixon – Course Administrator – 024 76 655865 – Or Email [aa3209@coventry.ac.uk](mailto:aa3209@coventry.ac.uk)

Hours records

Debbie Rutledge – Senior Clerical Assistant – 024 76 658590 – Or Email [aa4834@coventry.ac.uk](mailto:aa4834@coventry.ac.uk)

Placement Enquiry Email [placementenq.hls@coventry.ac.uk](mailto:placementenq.hls@coventry.ac.uk)

Sarah and Debbie would very much appreciate your co-operation by ensuring that you complete the documentation accurately such as the attendance sheets as required. Failure to complete the above documentation can delay the administrative processes.

**Please note Sarah and Debbie do not allocate placements**

1.7.2 Placement co-ordinators

Placement co-ordinators are responsible for allocating the practice placements ensuring that the curriculum requirements have been met. They work closely and in partnership with the practice educators / facilitators to do this. They also have to work within the Faculty placement allocation policy which you can find at the following link:

<https://students.coventry.ac.uk/HLS/Documents/Placement/Allocation%20Documents/Faculty%20of%20Health%20and%20Life%20Sciences%20Placement%20Allocation%20Document%20Nursing%20etc.pdf>

The placement co-ordinators is:

|  |  |  |
| --- | --- | --- |
| **Name** | **Organisation and Role** | **Contact Details** |
| Mike Clewes | Coventry University –Placement co-ordinator | 02476 655910  [ab5094@coventry.ac.uk](mailto:ab5094@coventry.ac.uk) |

**1.7.3 Placement Academic Team**

The Placement Team are:

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Title** | **Telephone No.** | **Email Address** |
| Stef Cormack | Course Director | 02477 655942 | [ab6925@coventry.ac.uk](mailto:ab6925@coventry.ac.uk) |
| Ben Sevellec | Senior Lecturer | 02477 655830 | [ab7491@coventry.ac.uk](mailto:ab7491@coventry.ac.uk) |
| John Renshaw | Lecturer Practitioner | 02477 655830 | [ab9487@coventry.ac.uk](mailto:ab9487@coventry.ac.uk) |
| Tim Atherton | Lecturer Practitioner | 02477 655830 | [aa8903@coventry.ac.uk](mailto:aa8903@coventry.ac.uk) |
| Sarah Wixon | Course Administrator | 02476 655865 | [aa3209@coventry.ac.uk](mailto:aa3209@coventry.ac.uk) |

1.7.4 Paramedic Placement officer

Paramedic Placement officers have a responsibility to support paramedic students in practice. As part of the role they have responsibility to ensure the quality of the practice learning environments within the trust or associated with the trust where they are employed. As part of this they continually inform the placement co-ordinators on placement availability and changes to the placement circuit. As well as supporting you in your practice placement they have a responsibility to support the mentors.

|  |  |  |
| --- | --- | --- |
| Name | Trust | Contact Details |
| Aimee Trimbee | West Midlands Ambulance NHS Foundation Trust | 01384246348  [Aimee.trimbee@wmas.nhs.uk](mailto:Aimee.trimbee@wmas.nhs.uk) |

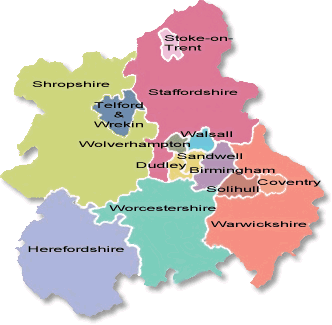
1.7.5 Mentors

Within each practice placement you will be allocated a mentor who is responsible for facilitating and assessing your learning in practice as well as the quality of your learning experience. A mentor is paramedic or emergency care practitioner who has undertaken preparation for the role and is eligible to supervise and assess students in a practice setting. You will be supervised directly or indirectly at all times during your practice learning experience and the mentor will be available to you for at least 40% of the period of practice learning this will average at 15hrs per week.

1.7.6 Lecturer Practitioners Practice

Lecturer Practitioners within the paramedic team have as part of their role a responsibility to support the learning and assessment in practice. For this purpose lecturer practitioners have responsibility to work with the practice educators / facilitators where appropriate to ensure the quality of the practice learning environments within their designated area. As well as supporting you in your practice placement they have a responsibility to support the mentors.

1.8 Placement Location

Coventry University Paramedic Placements cover a wide geographical area within the West Midlands.

The above map shows the geography of the areas covered by WMAS, as well as the county district boundaries. Placements are situated the length and breadth of the counties. The placement areas are continually being reviewed and up-dated, covers a variety of different types of experiences within differing localities. There is also the potential to have experiences in both the public and private sectors taking in different areas of health care to broaden your knowledge within these different localities during your placement experience.

1.9 Number and length of placements

There are a total of 2 placements blocks throughout your course with the minimum total of hours required being 600 hours.

T

1.10 Practice hours and shift patterns

As you can see from the table above the hours required for completion of the course are spread between the 2 placement blocks of the course, although there are two blocks they are part of the same module and therefore have the same assessment documentation. The exact dates of these practice experiences are shown in the course plan which you will find in your course handbook. ***These dates are non-negotiable and follow the course plan in your student handbook.***

Throughout your course it is necessary for you to work a 40-hour week, both during theory and practice in order to achieve your required hours. The hours per shiftwithin practice are calculated from the start of the shift to the end of the shift inclusive of breaks. During placement you should fit into normal shift patterns - including early shifts, late shifts, weekends, statutory bank holidays and night duty. ***Please note if your practice placement experience falls during a bank holiday you will be expected to work unless you have been rostered as a day off or you have requested and been given the day off as part of your normal days off for the week.***

Wherever possible, you should always work the same shifts as your mentor, but this may not always be possible as you may be requested to work other shift patterns. The scheduling department or ASO in charge of locality placements will generally plan your off duty. They will ensure that undertaking variable shifts will not interfere with your ability to fulfil the learning outcomes or impede working with your mentor. There is opportunity for you to make requests for special occasions which will be considered but may not always be given. Whatever shift patterns you follow, please make certain you fulfil the **40‑hour week** attendance requirements by completing your attendance record in line with the duty rota which should reflect the 24 hour care requirements where this is possible.

1.11 Placement allocation and accessing placement allocation details

Placement allocation will be undertaken via the university working with associated Ambulance Trusts and you will be notified of your placements. Details of this are explained below. Specific shift patterns and duty rotas will be planned and organised by the placement

The mechanism for communicating your allocated clinical placement details is as follows

* You will receive an email to your personal university email address approximately 2-4weeks weeks prior to your placement generated from the placement co-ordinator or allocated scheduling department
* This email will contain your initial shift pattern and placement location

Please note that as well as the placement details the exact dates of the placement experience are shown. ***These dates are non-negotiable because they follow the course plan in your student handbook.***

1.12 Placement Allocation and Management Policy

The placement co-ordinators work in partnership with health and social care providers to secure a diverse range and appropriate number of high quality placements so that you can be allocated with learning experiences in practice (placements) that will address the learning outcomes of your course of study, meet the requirements of the statutory and professional bodies and provide an excellent preparation for gaining employment in your chosen profession. Providers of health and social care services are continually reviewing their services in light of service demands, patient and service user needs and in response to government policies. Sometimes these factors impact upon placement availability which may lead to your placement arrangements having to be changed; in some cases at short notice. You can be allocated anywhere within Associated Trusts areas and you will be required to **make your own way to the placement.**

The allocation of placements is determined by educational need with an emphasis on offering a variety of experiences during your course of study. Students must be prepared to attend allocated placements and undertake the placement hours that reflect the way in which the service is delivered e.g. 24 hours, seven days a week. In order to ensure that placements are allocated in an equitable manner and that the most effective use is made of available placements it is not possible for you to identify your own placements. You may not negotiate placements with practice staff unless authorised to do so by the designated placement co-ordinator for your respective course.

To ensure equity for health and social care students across the Faculty of Health and Life Sciences has developed a placement allocation and management policy. **Placement co-ordinators are required to comply and implement this policy.** The following circumstances can be taken into consideration in allocating students to placements:

* The student is the primary carer for someone who is disabled (as defined by the Equity Act 2010). It is expected that the student is partner ,sibling or have responsibility for a parent or child
* The student has a medical condition or disability for which local follow up is an absolute requirement, as confirmed by a report from the Occupational Health physician or an appropriate medical specialist
* The student believes that there would be conflict of interest due to being placed where they or a close relative has had previous or current engagement with a provider of health and or social care
* The student experiences a significant change to their personal circumstances which affects their ability to travel.

If you wish any of the above to be considered by the placement co-ordinator regarding your placement allocation then you need to complete the appropriate documentation and submit evidence to support your case. Where possible you are advised to complete and submit the relevant forms with the evidence well in advance of the placement as placement co-ordinators can be working 6 months ahead of your placement dates. It would be ideal if you could do this at the beginning of the academic year although it is recognised that this is not always possible. The policy and the relevant documentation can be found

<https://students.coventry.ac.uk/HLS/Documents/Placement/Allocation%20Documents/Faculty%20of%20Health%20and%20Life%20Sciences%20Placement%20Allocation%20Document%20Dietetic%20etc.pdf>

Please note normally once you have been allocated a placement you cannot request a change to the placement unless you meet any of the criteria stipulated within the Placement Allocation Policy. If the request comes in after the placements have been allocated and you meet any of the criteria within the policy placement co-ordinators will look for a replacement practice experience for you however please note a change depends on placement availability. **Please make sure that you read the policy before contacting the placement co-ordinator. If you have concerns regarding the placement which are not covered by the above such as having previously been allocated to the placement then please contact the placement co-ordinator**

1.13 Professional Indemnity on Clinical Placement

* Coventry University provides professional indemnity for Paramedic Students on clinical placements. Students are indemnified on the understanding that they are supervised at all times by a Paramedic or Paramedic Mentor.
* Students are instructed to wear their identification badge at all times unless this poses a risk to patients
* Informed consent must be gained for any intervention and patients should be given the opportunity to question or discuss any concerns regarding their care.
* Indemnity policy covers placements where students have organised their makeup time via the correct procedure. This indemnity policy does not cover additional work experience that is not part of your course including elective experience at home or abroad.

1.14 Car Insurance

The Faculty discourages you from using your own vehicles for business purposes other than getting to and from your placement. If you are planning to use your vehicle to travel to placement then you need to fill out a declaration form where you state that you are insured to drive your car for business use prior to the start of your placement as the form needs to be checked and approved by the placement coordinator. The following legal implications may arise if this procedure isn’t followed.

* All students using motor vehicles on roads without insurance for third party and passenger risks are committing a criminal offence.
* All students must check their Certificate of Insurance before either driving, lending or borrowing motor vehicles and ensure that the appropriate policy covers the proposed use e.g. if your certificate is for social, domestic or pleasure purposes only it will be an offence to use the motor vehicle for “official business purposes”

Should you declare that you have use of a car for placement purposes, this information will be kept on your record and used to plan your placement allocations for the duration of the course. Should your circumstances change and you no longer have use of a car for placement purposes, please inform the Placement co-ordinator

1.15 Supernumerary Status

Supernumerary status means that you, the student, are additional to the workforce requirements and staffing figures and the following principle is advocated:-

“Students undertaking practice experience as part of their programme of study are extra to the established numbers in the practice areas. They will be allocated a negotiated workload that is within their scope of practice that meets their required learning needs”.

Students should not interpret supernumerary status as being able to alter allocated working patterns or to have personal requests constantly honoured. For your course this course are you are required to complete at least 150 supernumerary hours

1.17 Attendance Record

The number of hours you attend in practice is monitored by the record of attendance. The record of attendance is a legal document. You will be expected to complete this truthfully and accurately. If you do not do this or fail to submit it then the hours you spend in practice cannot be recorded on your records resulting in you having difficulty progressing through the course and registering to become a Paramedic at the end of the course.

Please ensure that you receive a receipt when you hand in your attendance record to assignment handling office. You are also strongly advised to photocopy your attendance records and keep safe. You will need this if there are any disputes.

Please ensure that all signatures are obtained (including your own) prior to submitting your attendance record to Assignment Handling Office.

Should any attendance records not be submitted for any practice placements that you have completed this will be recorded on your absence record as No A.R. submitted (no attendance record submitted). This will mean that you may have to repeat a practice placement if you cannot provide a complete, signed attendance record for each placement attended during your course.

ASSESSMENT OF PRACTICE – SECTION 2

2.0 Assessment of Practice

Your assessment of practice document contains a set of comprehensive guidelines and all the documents you will need regarding the assessment of practice except for the attendance records. Please read and become familiar with this document. Please read this in conjunction with the course and faculty handbooks.

Becoming a Paramedic involves accurate and legible record keeping. Part of this process involves you maintaining and keeping safe your own practice assessment documentation and attendance records. Please ensure that this has all been completed in full and that you keep a copy of the summary sheet and attendance records as a backup for your records. This will be required should your assessment documentation gets damaged or lost.

PLACEMENT CONCERNS - SECTION 3

3.0 Placement Concerns

If you have any concerns on placement please make sure that you discuss these as early as possible with your mentor. Many concerns can occur due to misunderstandings or lack of communication which can normally be addressed directly if approached sensitively. The practice officer, practice module leader and the lecturer practitioner in practice are also there to support and advise you. Call them to talk over the concern. They can help in a number of ways such as facilitating relationships between you and your mentor.

Raising problems after the placement is too late for you to benefit. If you have an issue or problems then share it with the right people. Complaints to fellow students and or other qualified staff particularly in relation to other clinicians could put you at risk of breaching the code of professional conduct.

3.1 Absence

Attendance on placement is compulsory as you are required to attend in order for your mentor to be able to make a professional judgement regarding your performance in placement. Time away from placement is discouraged such as in relation to routine dental/doctor appointments, driving tests, additional holidays and sporting events. If you do experience exceptional circumstances within your life such as emergency dental /doctor’s appointments, hospital appointments then you should discuss with your mentor as often these can be resolved. In some exceptional circumstances such as bereavement you should contact your placement co-ordinator/ practice module leader/personal tutor for advice and support. Any other leave from placement should be discussed and agreed by the placement coordinator

In the event of illness or unforeseen absence you are required to:

* **Follow WMAS sickness reporting policy**
* Ring the sickness and absence number 024 7679 5926 OR Email

[placementabsence.hls@coventry.ac.uk](mailto:placementabsence.hls@coventry.ac.uk)

* An answer phone is available 24 hours a day and a message can be left at any time. Please ensure that you speak clearly and give the following information

- Your name

- Your university I.D. number

- Cohort

- The reasons for your sickness/absence

- The name of your placement

- An estimate of how long you may be absent for

* When you are fit to return to work you should inform the placement before you turn up for your shift and inform the University of your Return using the same sickness/ absence phone line as above. Depending on the reason and length of your absence you may require a fitness to practice note from your general practitioner before you can return or occupational health clearance. Please discuss with your placement co-ordinator / course director.
* Failure to notify the placement or university of any sickness /absence will result in your time off being recorded as “unauthorised”. Normally a record of sickness/absence is required by prospective employers when you are applying for work at the end of the course. This record will show authorised and unauthorised absences including the total number of days and number of episodes.
* Document any sickness and absence in your attendance record
* A self-certification form should be completed for your first week of absence. This should be handed into the Course Support Office, RCG16. These are available from your GP.
* Any sickness occurring after your first week should be supported by a note from your Doctor and submitted to the Course Support Office, RCG16.

3.2 Inclement Weather

You should inform your practice placement if the weather conditions prevent you from attending your placement. Please see guidelines below:-

**Severe Weather**

It is recognized that severe weather conditions such as snow, extreme winds or flooding may occasionally make it problematic for you to travel to your practice placement.

These principles gives you guidance and clarifies expectations on attendance at you practice placement where weather conditions cause disruption to normal travel arrangements and how loss of time will be dealt with.

* It is expected that all students will make every reasonable effort to get to work.
* Notwithstanding the above, the University recognizes that health & safety considerations are of paramount importance and students should not take unnecessary risks.
* Where any individual student is unable to get to work or is likely to be significantly delayed, they **must** inform the practice placement using the normal procedures.
* Where a student arrives at work late due to severe weather conditions, they may be required to make up the hours lost in order to meet the requirements of the course.
* Where attendance at practice placement is not possible, you will not be entitled to those hours and therefore the hours will be required to be made up.

**SICKNESS AND ABSENCE - reminder**

There is a 24 hour, 7 day a week answer machine available to take messages regarding student sickness and absence. This telephone number is **024 76 795926.**  This answer machine is cleared every day during the week. Any calls received during a weekend will be cleared on a Monday morning.

3.3 Jury service

Students **are not exempt** from Jury duty. If you receive notification of jury service you must inform the course director as soon as is reasonably practicable (usually within 5 working days of receipt of the notification). You are advised to write to the jury duty officer seeking a deferral on jury service indicating your reasons i.e. you are a first, second or third year student undertaking a paramedic course at Coventry University stating the final date of completion of the course. You have to write yourself to the jury duty officer as they do not accept applications for deferrals from other people including the course administrator and course director. However a copy of your letter and any other correspondence should be sent to the course director or course administrator in RCG16 for your file. In most instances, the Jury Duty Officer will offer a deferral to enable you to complete your course. However where this is not granted the student may need to be exempted from the course for that period of time but if the jury service is prolonged then you may need to be interrupted from the course. The course director will determine this.

Where you are subpoenaed to attend a court or coroner’s case as a witness, then you must attend but you have to provide evidence of attendance to the course director. If this absence takes you over the allocated sickness and absence total of 12 days within the course then you will be required to make up the excess hours.

Please note if you have accrued days of sickness or absence for any reason from placement (e.g. authorised leave, compassionate leave, carers leave, jury service) you will be required to make this up in your annual leave. Please refer to the section on makeup time for clarification of the process.

3.4 Make up time

In order to fulfil the course requirements of 600 hours in practice you may have to make up time during your annual leave or at the end of the course. This has to be arranged through the Placements co-ordinator in conjunction with the Placement Officer. On no account should you undertake make up time without contacting the placement team first as this affects your indemnity insurance and the hours worked will not count.

3.5 If you are not performing at an acceptable level in practice

In the event of you not performing to an acceptable level and not progressing to a satisfactory standard the following process should be followed

* The mentor highlights and discusses your weaknesses/ problems with you as early as possible
* You / Mentor raises the issue with the practice educator/facilitator or module leader
* An agreed plan of action is put in place immediately to assist you in meeting the identified weaknesses/ problems. This must be documented in the action plan template available within your assessment of practice documentation
* It must be clearly documented in the interview sheets at the halfway interview if you are not performing to an acceptable level for this stage in the placement identifying a risk of not achieving a pass in the module. The interview sheets are available within the assessment of practice documentation.
* If the problems arose in the latter half of the placement then this should be clearly documented including the date in the assessment of practice documentation using the additional mentor note pages for this purpose
* A date to review your progress should be set between you and your mentor and if appropriate practice educator/facilitator
* Your progress will be monitored and discussed formally at the review dates
* If you fail to respond to the on-going feedback on your performance or fail to resolve the difficulties in practice, the likely consequence is you will be not achieve the criteria for a pass. This means you will be referred in the practice module if it is the 1st attempt or fail if it is your second attempt. If it is your first attempt you will normally be offered one further opportunity to resit the components you did not achieve in your first attempt.
* The placement co-ordinator, practice educators / facilitators and module leader must be informed if the student is failing the placement

3.6 Unsafe practice

Students have to demonstrate that they are safe in the delivery of their practice. Occasionally a student will be found to carry out practice which is unsafe. If this occurs

* The student should be made aware immediately that their practice was unsafe. The word unsafe should be used so that the student is clear regarding the seriousness of the situation.
* The event should be documented in the assessment of practice documentation.
* Students should reflect on this practice and should be given opportunity to redress the situation (if appropriate).
* Depending on the nature of the unsafe practice a critical incident form should be completed
* The students performance should be reviewed and assessed to identify what was the underlying cause of the safety breech such as knowledge deficit, skill deficit , professionalism and an action plan developed which addresses the issues

If the unsafe practice is serious it can necessitate the student being referred in practice as well as suspension pending an investigation.

Termination of a placement due to unsatisfactory performance

In the event of your placement being terminated at the request of the partner organisation or the university due to your performance in practice, the placement will be recorded as a fail. If the placement is terminated due to other reasons such as sickness from placement and you have applied for and been given a deferral then it is likely that this will not be counted as your assessment attempt

3.7 Professional Suitability and Fitness to Practice

You are required to behave in a professional manner and maintain the standards identified within HCPC standards of conduct, performance and ethics. If you are demonstrating issues regarding professional standards then

* The student should be made aware immediately that they have been judged to have failed to meet the standard of professionalism expected of a Paramedic. The word unprofessional should be used so that the student is clear regarding the nature of the issue
* The student should be given opportunity to redress the situation
* In the case of a serious breach of professional conduct or repeated unprofessional behaviour it may be necessary to terminate the placement and this should be documented in the assessment of practice documentation
* Serious breaches of professional conduct are normally referred and addressed through the Fitness to Practice and Professional Suitability Policy:

<https://students.coventry.ac.uk/HLS/Pages/ProfessionalCourses.aspx>

Please take the time to become familiar with this policy

* In some cases of professional conduct it may be more appropriate for the mentor to take a less formal approach and counsel the student confidentially. The student should take action to redress the issue. The episode should be documented but in a sensitive manner.
* Complaints to fellow students and other staff particularly in relation to other colleagues could be considered a breach of the code of professional conduct.

3.8 Resit Process

If you have not passed the practice module then you will normally be offered one further opportunity. Normally you will only be required to resit those components that you have been referred in. You will be required to make an appointment to see the Placement Co-ordinator/ Module Leader for the practice module you have not passed in order to discuss your referral. You are required to discuss your referral including your learning needs with your mentor on the placement where you are undertaking your resit opportunity at the preliminary interview and to make contact with the practice officer and lecturer practitioner for support.

3.8.1 Failing Year Two Placement

If a student is FAILED after referral you will not be able to register with the HCPC as Paramedic and no retakes will be offered.

3.9 Placement information for students regarding IT

Access to IT facilities is available in most student placements. This facility will provide you with a rich resource including the organisation’s intranet which will normally give you access to their policies and procedures which you will be expected to apply within your practice. It is imperative that you follow the instructions given to gain access to the organisation’s IT facilities. These instructions vary across the differing trusts. If you haven’t been made aware of what to do to access IT facilities then please ask your mentor/ practice facilitator/educator how to do this. By following these instructions you will receive a personal log in password which is personal to you. You must also familiarise yourself with the placement provider’s IT rules and agree to abide by these. It is imperative that you get your personal log in as it is a disciplinary offence for employees within the organisation to log you in under their log in or to give you their log in details as this is a breach of security. In placements where IT facilities are available to you failure to follow the instructions and gain access can be considered as unprofessional behaviour as you are putting security at risk and this can be used as evidence by your mentor when assessing your practice in placement.

3.10 Additional requirements

The Equality Act 2010 requires that institutions do not, even inadvertently, place any student at a substantial disadvantage in their learning experience.

If you have any additional educational requirements, please take the opportunity to discuss these with your module leader, course director, academic in practice and personal tutor, or someone from the Welfare and Disabilities Office (Student Services).  Additional support is often available, and obviously this is much easier to arrange if we know of your needs early in the academic year.

We recognise that some people find it is difficult to disclose the appropriate information and so we ask that you use one of several paths open in order to inform us of your needs.  The sooner we are made aware the sooner we can action the specific requirements you need.

EVALUATION OF PRACTICE - SECTION 4

4.0 Evaluation of Practice

As part of the quality monitoring process you will be asked to attend an evaluation session at the university and complete a placement evaluation form at the end of each practice placement. The data obtained from this process is used to enhance the quality of the practice learning component and to inform changes and developments to the paramedic course therefore your feedback is invaluable to us.

CONCLUSION – SECTION 5

5.0 Conclusion

The information in this handbook is designed to help you get the best from your practice learning. If you should have any question not addressed within the handbook please contact the placement co-ordinator or course director.

**GOOD LUCK AND ENJOY**

REFERENCES –SECTION 6

6.0 References

Health and Care Professions Council (2016) *Standards of Conduct, Performance and Ethics*. London: HCPC

Health and Care Professions Council (2016) *Guidance on Conduct and Ethics for Students*. London: HCPC

Health and Care Professions Council (2014) *Standards**of Proficiency Paramedics.* London: HCPC