**QMU Logo**

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# Medical with solid fill Introduction

Practice Based Learning (PBL) is the education of students with patients, clients and groups, in simulation, campus activities and real practice environments. Practice Based Learning is a core element of the curriculum that allows students to consolidate theory into practice and aligns with the Four Pillars of Practice. For many learners, Practice Based Learning (PBL) is the highlight of their programme.

Students need to finish a certain number of assessed PBL hours to complete their programme; these vary by professional programme. Additionally, each professional programme will have supplementary information tailored to the programme requirements. PBL can take place in a variety of settings, including:

* The National Health Service (NHS) in Scotland
* Social Care
* Private Organisations
* Voluntary Sectors
* Schools
* Care Homes
* At QMU within clinics held on campus

These opportunities can be found in Scotland, the UK, or even around the world!

PBL can be challenging, as it involves working in new and different contexts. This handbook is a student and Practice Educator guide for all things related to PBL and will help ensure that students have every opportunity for successful practice experiences.

As programmes of study vary across the School, the Handbook should be supported by a programme or subject specific document(s).

If you have any questions about any of the information contained within this handbook, please contact the PBL Coordinator or the placement team ([placementadministration@qmu.ac.uk](mailto:placementadministration@qmu.ac.uk))

# Mental Health with solid fill Importance of PBL in Health Sciences

Placements occur at designated times and follow various patterns and durations, which differ by programme. These variations are influenced by the subject area and the specific professional requirements of each discipline. For detailed information, please refer to the Placement modules associated with your programme. Securing placements for students can be quite competitive. However, QMU offers robust and well-established systems to secure placements, and support to help students find suitable elective placements if this is a requirement of the programme. QMU has partnerships with a wide range of organisations across Scotland and beyond. This ensures that students have access to diverse opportunities that align with their career goals and professional requirements in urban and rural locations.

These experiences offer a range of learning opportunities, exposing students to a wide range of medical conditions and scenarios. Such placements enhance clinical skills, build confidence, and provide networking opportunities. Additionally, they help develop cultural competence, which is essential for providing effective care to diverse populations.

**Interprofessional Education & Learning (IDEaL)**

Practice placements provide many opportunities for students to evaluate the nature of interprofessional team working and collaboration, as well as their own contribution to the delivery of occupation-focused and patient-centred practice.

All students are required to attend IDEaL sessions which facilitate an understanding of the complexity of health and social care in Scotland and help students to develop an awareness of political and strategic developments influencing practice and how these impact on care provision.

These sessions ensure our students understand and reflect on their role and how they can effectively work with others to ensure individuals receive high quality, safe, person-centred care delivered by the right person, at the right time in the right place.

Information about IDEaL sessions can be found on programme canvas pages.

**Quality Standards for Practice Based Learning**

The Quality Standards for Practice Placements have been created so that students, and those individuals and organisations who support them, understand their responsibilities and expectations in relation to practice placement learning. The Standards apply to any structured placement learning in NHS Scotland that is accessed by nurses and allied health professions and supported through an educational programme.

# Idea with solid fill Preparing students for practice-based learning (PBL)

**Placement Passport**

All students maintain a Placement Passport (ePortfolio) on PebblePad, an electronic document to help students with all aspects of placement preparation and their continued professional development. In line with PBL agreements, the Placement Passport is a prerequisite for starting a placement with any education provider and must be signed off by the Programme Leader or Placement Coordinator at QMU.

The Placement Passport allows University staff to verify that students have completed all compulsory preparation tasks before starting their placement and to keep track of progress Students must collect and maintain documents and certificates that record the completion of mandatory tasks and activities required for placement preparation.

When students graduate, they can activate a free personal PebblePad Alumni account. Students can activate their personal accounts before they graduate. The alumni account enables students to continue access to the current PebblePad Assets and keep track of all placement information and continued professional development.

The Passport is assessed on a pass/fail basis.  The mandatory elements of the practice placement passport are listed below. Some programmes may require students to complete additional elements, modules or reading prior to placement. The placement tutor/coordinator will guide students as to when and how these need to be completed. Announcements will be made via email or Canvas.

Checklist for the Placement Passport prior to placement:

1. Signed Code of Conduct Declaration
2. Signed Fitness to Practise Declaration
3. PVG certificate confirmation
4. Health Clearance (Fit for Course/Fit for Placement)
5. Learning Modules – evidence must be uploaded to the passport.
6. Adult Support and Protection – Practice Level 1 [informed]
7. Adult Support and Protection – Practice Level 2 [skilled]
8. Basic Life Support (Turas module and practical)
9. Child Protection – Practice Level 1 [informed]
10. Child Protection – Practice Level 2 [skilled]
11. Dementia Informed Practice – Level 1
12. Duty of Candour
13. Equality and Diversity: equality and human rights
14. Fire Safety Awareness
15. Manual handling (Turas module A and practical)
16. Preventing Hazards in the Workplace - module 1
17. Safe Information Handling
18. Scottish Infection Prevention and Control Foundation Layer of the Education

Pathway (13 modules or as advised by the programme)

1. Prevention and Management of Violence and Aggression: Essential learning for AHP students.
2. Whistleblowing – National Whistleblowing Standards
3. Mandatory Skills sessions – pre-placement

**Mandatory skills sessions**

Prior to commencing placement, students must undertake the Mandatory training sessions as detailed in the practice-based learning module. These sessions are delivered through a variety of formats including lectures, seminars, practical sessions in the eLearning packages (e.g. Moving & Handling, Information Governance, Infection Control and Basic/enhanced Life Support).

Students will also have to complete and pass mandatory Core Skills eLearning packages via a platform called TURAS before they go on to their first placement experience. Some of the Core Skills eLearning packages are repeated on an annual basis. This evidence is held within the portfolio and signed off by the Placement Coordinator or Programme Leader.

Every student must complete mandatory education and training upon a range of health and safety issues before the first practice-based learning begins; students should check their Placement Module pages for any additional information.

**Code of Conduct**

Alongside QMU’s Code of Student Conduct, at the start of each academic year, students are required to complete a Code of Conduct declaration within the ePortfolio related to placement activities. This declaration outlines the professional standards that must be followed while on placement, ensuring they understand and commit to maintaining professionalism, patient safety, and legal compliance. All students must sign the Code of Conduct annually, which includes a declaration of fitness to study and practice.

**Fit for Placement**

In accordance with principles of NMC’s The Code: Professional standards of practice and behaviour for nurses, midwives and nursing associates (NMC 2018) and HCPC’s Standards of conduct, performance and ethics (HCPC 2024), student must declare any changes to good health, good character and fitness to practise status annually during the matriculation process or at any stage during the course when changes in status occur. If students fail to disclose any changes to their good health, good character or fitness to practise or study and subsequently the University or placement provider become aware of this, they may be withdrawn from placement and/or programme immediately without prejudice, pending an investigation.

**Protecting Vulnerable Groups scheme (PVG scheme)**

Students are required to declare whether they have a conviction or caution as part of the annual matriculation process. This includes all cautions and convictions unless they are ‘protected’.

All students undertaking PBL are required to join the PVG Scheme, or have their PVG membership linked to QMU at point of entry to the programme. Please note that only matriculated students with a current UK address can apply. Applicants from outside the UK are also required to provide QMU with a satisfactory police check from their home country.

Any students with concerns about disclosing previous cautions or convictions, or questions regarding the PVG process, should contact [placementadministration@qmu.ac.uk](mailto:placementadministration@qmu.ac.uk)

Conversations regarding PVGs are held in the strictest of confidence and without judgement.

**Occupational Health Clearance**

All students who have direct contact with patients must undergo a Standard Health Clearance Check before they are permitted to go on placement. Health Clearance checks take place on site at the QMU campus. Students are assessed and screened for Tuberculosis (TB), Hepatitis B and Mumps, Measles and Rubella (MMR).

Attendance at the Health Clearance Check is mandatory and the cost may need to be covered by the student (see the QMU website for current information regarding fees and Charges for current students).

All new entrants and students who are returning to study following a period of deferral, are sent a pre-placement questionnaire from Occupational Health via their online system. Students are asked to fully complete this and provide their vaccination history. Once Occupational Health have reviewed all the information, they will make an appointment for the student to meet with a nurse from Occupational Health. QMU do not make these appointments and we do not know when they are scheduled for each student.

Students will then receive two reports from Occupational Health during their first semester which must be uploaded to their placement passport:

1. **Fit for Course:** will detail the student's ‘Fitness for Course’. If a student indicates any potential health issue or disability in their pre-placement questionnaire, Occupational Health will investigate the details with the student and will then supply a written response. This may include suggested reasonable adjustments. The Occupational Health response may include a statement suggesting the student could benefit from support from QMU Student Services.
2. **Fit for Placement**: issued after the student’s first face to face appointment with Occupational Health staff. Most students will receive this within 48 hours of their appointment, however, students who need blood work will receive their report around 10 days after their appointment due to the lab tests and results being reported to Occupational Health.

Students are responsible for providing Occupational Health with their personal e-mail address, telephone number and contact address. All communication regarding Occupational Health appointments and details must be directly between the student and the Occupational Health provider.

Should a student fail to attend an appointment with Occupational Health, without giving at least 48 hours' notice, they will be charged an administration fee for non-attendance. If a student is unwell, they should contact Occupational Health at the earliest opportunity to arrange a new appointment.

All information pertaining to the students' vaccination status is held by NHS Lothian's Occupational Health Service. QMU do not have access to this information.

**Professional Indemnity Insurance**

The University insurance only provides cover for the University's legal liabilities where the University undertakes direct supervision of the student on placement. Due to professional requirements, students are required to hold professional indemnity insurance as a pre-condition of progressing to practice-based learning. This is most easily gained through joining the professional body, and information on this is provided during the induction process into the programme. Professional Indemnity Insurance must be maintained throughout the period of study.

**Insurance cover for motor vehicle use during practice-based learning**

Students using their own motor vehicle during practice-based learning will be expected to obtain confirmation from their insurers that adequate cover is in place for all costs and claims and no liability is placed on the University and/or practice-based learning provider. The vehicle must be in a roadworthy condition with valid road tax and MOT (if applicable). A copy of the insurance policy certificate must be uploaded to the Placement Passport. Under no circumstance should student carry service users, service user family members, or carers in their own vehicle.

**Overseas travel for placement**

Where a student travels overseas for placement, the overseas placement provider should insure the student for public liability insurance as a minimum. The University has travel insurance and students proposing to travel outwith the UK for placement should complete and submit the online form, no later than four weeks prior to their proposed start date. This ensures that the University's Finance team have the required information and the student will be issued with the relevant Insurance Policy details and Emergency Contact information.

**Name Badge**

All Nursing, Paramedic Science, Audiology and AHP students will be issued with a name badge at the start of the programme. The name displayed will be their preferred name. In settings where name badges are worn, these must be visible at all times; some settings may also require an additional security pass. Students must also carry their QMU matriculation card while on placement, as this will identify them as a QMU student should they be required to confirm their identity.

**Uniforms**

Practice education providers will make these requirements known to students in advance of starting the placement. Some practice placement sites may require a uniform whereas in other settings smart, casual dress is the norm. When a scarf or a veil is worn, students should ensure that the flow of the garment promotes effective communication and safe moving and handling. Scarves or veils should be changed on a daily basis. Students need to adhere to all of the placement sites’ infection control and uniform requirements.

Students are reminded to be mindful of personal safety, infection control, and being a representative of the University and the professional programme they are undertaking in addition to any practice-based learning provider policies and guidelines.

The official National Health Service uniform is issued to all Nursing and AHP students prior to their first practice-based learning placement (this may incur a cost to some students).

**How should I launder my uniform?**

Students should follow the guidance as detailed by The Scottish Government: [National uniform policy, dress code and laundering policy](https://www.publications.scot.nhs.uk/files/dl-2018-04.pdf)

**Uniform swaps**

If students require an alternative sized uniform during their programme, they may be able to exchange it for pre-worn items, which incur no charge. However if these are not available, students can purchase replacement uniforms. In the unlikely event a uniform is in a state of disrepair, students will be expected to purchase replacement uniforms.

If a new uniform is required student should report this at [PPSO@qmu.ac.uk](mailto:PPSO@qmu.ac.uk) This will be ordered and co-ordinated by the Placement Team and student will then be invoiced for the cost of replacements.

If a student becomes pregnant then they should contact the Placement Team who will arrange for the student to have replacement uniforms; please note these may be pre-worn.

**Uniform for Nursing and AHP programmes**

Information on the NHS guidelines regarding uniforms can be found on the QMU website. Students will be emailed, during September, with instructions on how to place their order via the supplier's website. Please note that uniforms are gender neutral (with the exception of paramedic science). Those who require a uniform for placement will be issued with four tunics and four pairs of trousers around four weeks before their first placement. Students will need to ensure that all trousers are suitably hemmed as they are made with a long leg!

**Uniform for Paramedic Science programme**

Students will be emailed during September with instructions on how to place their order via the supplier's web portal. Paramedic Science students will be issued with the following items at a core class in mid-October:

4 \* Polo Shirts QMU Crest & Paramedic Student

2 \* Trouser Ambulance

1 \* Softshell c/w Paramedic Student Embroidery

1 \* Hi Vis Jacket c/w Paramedic Student Print

1 \* Green A7A Helmet c/w Student Transfer (one size)

1 \* Magnum Safety Boot

1 \* Debris Glove (one size)

1 \* Chemical Glove (one size)

# Blockchain outline Fitness to Practise

The fitness to practise policy covers students on healthcare programmes at QMU. The University recognises that individuals in an early stage of their healthcare career need to be supported to develop a full understanding of the standards of professional conduct, performance and ethics that apply to the health profession which they are seeking to register in. Fitness to Practise procedures should provide support to students to enable them to learn from mistakes but must also identify those who give cause for concern. Cases will be treated on an individual basis, and with due consideration for fairness and equity. Queen Margaret University has a duty to the public to ensure that students and graduates of its professional healthcare programmes are fit to practise.

If the University becomes aware of an issue regarding a student’s behaviour it may initiate Fitness to Practise proceedings. Where there are serious concerns a Fitness to Practise (FtP) Panel may be convened by the University. The FtP Panel has the delegated authority to impose a range of sanctions including requiring a student to suspend study or withdraw from the programme as stated in the Fitness to Practise Policy.

**Standards for Fitness to Practise**

The QMU standards for Fitness to Practise align with the Health & Care Professional Council (HCPC) and the Nursing & Midwifery Council (NMC) standards of proficiency. The HCPC standards of proficiency include common standards, which apply to all 15 of the professions they regulate. The HCPC & NMC standards of proficiency describe what professionals must know, understand and be able to do in order to join and remain on the relevant register. They set expectations for professionals and help make clear to the public what they should expect of a HCPC or NMC registrant. HCPC & NMC hold professionals to these standards at the point of registration, renewal, and when fitness to practise concerns are raised.

**Monitoring students' fitness to practise**

Fitness to practise at QMU is monitored through the following procedures: [Fitness to Practise Policy | Queen Margaret University](https://www.qmu.ac.uk/about-the-university/quality/committees-regulations-policies-and-procedures/regulations-policies-and-procedures/fitness-to-practise-healthcare-programmes)

On commencing the programme, each student must join the Protection of Vulnerable Groups Scheme and must fully and truthfully complete the Occupational Health Pre-Placement Questionnaire.

During the programme, students are required to declare whether they have a conviction or caution as part of the annual matriculation process. Students are required to work within the framework of the Health and Care Professions Guidance on Conduct and Ethics for Students, the NMC, National Whistleblowing Policy, and local organisational and University policies.

Records of absence will be kept for each student noting the duration and the reasons for absence. Students must inform both the PE and University of any absences from placement. A supporting medical certificate must be obtained to cover absences of five working days or more from placement

Students intending to return to placement following illness or injury must be suitably assessed by a qualified professional external to QMU (see section 4.5).

All students must also complete a QMU fitness to practise form annually (Appendix 1). It is the student’s responsibility to inform their practice placement Tutor or Coordinator if/when their circumstances change. It may be necessary to ask a student to attend an assessment via Occupational Health and this is actioned via completion of an Occupational Health Management Referral form.

# Blockchain outline Student support

During placement, students will be assigned a Placement Educator/Supervisor who will be their primary point of contact and will guide the student through the assessment process, providing support and supervision throughout the placement. Additionally, the QMU Placement Coordinator, Personal Academic Tutor (PAT) and the Placement Team are available to offer further assistance and support.

When students are on Practice-Based Learning (PBL) placement, they are still QMU students and have access to the full support of QMU staff and support mechanisms Students experiencing any personal difficulties while on practice-based learning are encouraged to use the Counselling Service https://www.qmu.ac.uk/study-here/student-services/counselling-service/ or the Wellbeing Service https://www.qmu.ac.uk/study-here/student-services/wellbeing-service

Students should also continue to use QMU’s report and support function to raise any issues or concerns. [Report + Support - Report + Support - Queen Margaret University](https://reportandsupport.qmu.ac.uk/)

**Disability and health-related issues**

Queen Margaret University is committed to equality of opportunity and believes in a culture of diversity and inclusion. All students should experience the same broad range of practice settings to enable them to demonstrate that they have achieved the learning outcomes for each placement.

Practice education involves a range of relationships, rights and responsibilities, some legal and others negotiable between the student, University and placement provider. The University acknowledges information relating to a student’s disability or health condition may be relevant to placement providers but cannot be disclosed without the permission of the student. Students are strongly encouraged to disclose relevant information to their PE and this should normally be provided on a need-to-know basis.

**Individual Learning Plans (ILPs)**

Information about student ILPs, including: what is an ILP; who sees ILPs; and sharing an ILP can be found on the Disability Services website. The ILP template can be found in Appendix 2.

**Returning to placement after illness or injury**

Students returning to placement following an absence due to illness or injury are required to provide confirmation that they are fit to return to placement.

If the student is recovering from a recent injury e.g., fracture, recent uneventful surgery/ treatment or has a self-limiting condition they will recover from shortly, a GP should be able to guide.

If specialist Occupational Health advice is required, this is likely to relate to a deterioration in a known condition (Equality Act 2010), a complex injury or a new diagnosis that is likely to continue to impact in the medium to longer-term. Students are referred to Occupational Health using the Occupational Health Management Referral form for further assessment and support. This is completed by QMU staff, with the student, and is submitted to HealthClearance@qmu.ac.uk and is sent on to Occupational Health via agreed secure methods.

Students should be signposted to student support services if appropriate.

**Reasonable adjustments on placement**

For students who have a disability, the placement provider is responsible for putting reasonable adjustments into place. What is deemed reasonable on placement might vary from what the student has been used to in the educational setting. Students who have an individual learning plan (ILP) are advised to share their ILP with the placement provider as this will help the placement provider to make decisions about any reasonable adjustments. If a student chooses not to disclose their disability to the placement provider the student cannot expect the placement to put any reasonable adjustments in place.

Before starting the programme of study, students will have undergone occupational health clearance, which is a requirement for all pre-registration students. If there are any changes to the student’s physical or mental health during their studies, including pregnancy, that may affect the student’s ability to learn in practice, they must inform their Programme Leader. If there are concerns about the students’ health during the programme, the University may ask the student to attend an Occupational Health assessment. In some cases, if the student’s health is likely to impact their placement performance, the student may need to take a temporary break from their studies and provide a fit-to-return note from their GP/Healthcare professional.

**Student Visa whilst on placement**

International students on a Student Visa can undertake placements if they are an assessed and integral part of their degree programme. The university must report the placement to the Home Office, and students must continue to comply with the conditions of their visa. Students must s keep the Placement Team up to date with any changes to their placement dates.

If the placement is outside the UK, students will need to obtain the appropriate immigration permission for the country where the placement will take place, unless it is their home country.

For more detailed information, please refer to the UKVI guidelines or consult the University's international student support services (international@qmu.ac.uk).

**Supporting Failing Students on Placement**

Sometimes a student may experience difficulties on placement. Early intervention can often mean that actions and support can be put in place to allow for the successful completion of the placement. Students and PEs should be encouraged to contact the placement tutor/coordinator at QMU as soon as there are signs that a student is struggling on placement and may not meet their learning outcomes. Each programme should have its own process identified in its programme handbook.

# Route (Two Pins With A Path) with solid fill Placement Allocation & Logistics

Practice placements will be located in community and hospital settings throughout Scotland. This is essential to ensure the student meets professional body requirements and are exposed to a wide range of service users and specialisms within different demographics.  Students should expect their placements to be at any of the locations across Scotland as identified by their programme and are asked to carefully consider travel arrangements, including finance and childcare support.

Due to the wide geographical dispersal of practice-based learning, it is expected that every student will complete practice-based learning involving significant daily travel to and from the site (normally, up to 1½ hours of travel time each way) and/or moving into temporary accommodation.

Students are normally notified a minimum of 4 weeks before the commencement of placement. Please note that notification may be delayed, or changes made to practice placements, at very short notice for many reasons, i.e. changes in service/care provision or other factors which are beyond the control of Queen Margaret University. As such, students may be required to go to a practice placement within a different setting or location than originally published, at short notice. The Placement Tutor/Coordinator will support students with this if it should happen

**Finding out placement allocation**

Students can find the published placement allocation via InPlace. Depending on the subject areas, a draft placement rota may be published for students to check for errors and substantive issues for a limited time before the final placement allocation is published.

Students should take a few days to consider their placement allocation and the arrangements they will need to make. Any unreasonable refusal of the allocated placement may be deemed as refusing the curriculum offered. Students do not have the right to challenge their practice-based learning allocation on the grounds of, for example, time, travel, or financial resources.

**When should students contact their placement provider?**

Depending on the programme students may be asked to contact the placement provider before the placement is due to commence; students are guided by their placement coordinator as to the timeframe. On initial contact, students can introduce themselves, find out the name of their Practice Educator and possible rota or working week. Students can also ask any questions that will help them prepare for their placement experience; for example, is there any preparatory reading that would be helpful?

Calls from students on a Friday before placement on a Monday may delay placement commencement, as a placement cannot be arranged in this limited timeframe.

**Travel**

Given the wide geographic range of our placement providers, some students may need to relocate or travel further than others to reach their placement. This can be a valuable opportunity for networking and building links in a different health regions. We understand that this can sometimes be challenging, but unless there’s evidence of exceptional circumstances or a sudden change in a student’s situation, we kindly ask that all students attend the placement they’ve been allocated.

All students will have to use various modes of transport (i.e. a combination of walking, buses and/or trains, private car) to get to their placement. Students should expect and plan to have placement experiences anywhere within Scotland.

Students under 22 are eligible to apply for a Young Scot NEC with under 22s free bus travel: <https://young.scot/the-young-scot-card/> if they have lived in Scotland for at least 6 months.

**Use of own vehicle by students for practice learning activities**

Students may use their own vehicle for activities directly related to their practice placement. It is the student’s responsibility to ensure that they have suitable vehicle insurance for activities directly related to their practice placement and be able to provide proof of suitable vehicle insurance upon request by the practice placement and/or the University. If the student is entitled to claim mileage as part of their travel expenses with SAAS they must have business insurance.

There are various travel planners that can assist with this but note that Google maps is the only route planner accepted by finance for calculating mileage claims. <https://www.google.co.uk/maps>

Please note that students must not use their own car to transport patients under any circumstances.

**Accommodation**

If a placement is too far for daily travel (90 minutes each way, in line with current SAAS guidance available at [SAAS guidance - Practical placement expenses](https://www.saas.gov.uk/forms/pnmsb-and-ahp)) students should consider staying in local accommodation.

Students should choose the most cost-effective option within the accommodation offered in the area, or they can opt to stay with family and friends in the area. Some students may be able to claim some of the accommodation costs form SAAS. Please see the SAAS guidance.

Students are responsible for organising their own temporary housing while on placement. Some accommodation resources can be found on the programme’s PBL area on Canvas.

**Placement Changes**

In the event that a placement is changed, students will be e-mailed by a member of the QMU staff. This may be followed up with a telephone call/voice message using the telephone number in on the student record. Students must keep their personal details up to date on the Student Portal to facilitate this. If the student’s address and telephone numbers are not kept up to date this may have a detrimental impact on the organisation of the placement.

**Requesting a change to placement allocation**

The change of placement allocation process is dependent on the subject area. If a student requests a change in placement, the student should email the Placement Coordinator in the first instance, who will either support or decline the request. While the change of placement allocation request will be considered, there is no guarantee an alternative placement will be found.

If the student declines an allocated placement, they may be placed at the bottom of any existing waiting list for an alternative placement. A new offer will only be made once all other students on the waiting list (including those from other universities) have been allocated placements. It is strongly recommended that the student discuss any decisions with their Placement Coordinator or Personal Academic Tutor (PAT).

If the student experiences a change in their circumstances that qualifies them for an individual matching (reasonable adjustments), they can decline the placement and will be offered an alternative placement, subject to availability. The student must provide the necessary evidence before a new placement can be arranged.

Keep in mind that any delay in placement can affect progression. Therefore, it's strongly advised that students consider making any changes to allocations and that they do not make travel or holiday plans until they have been allocated a placement and notified of a start date by the Practice Educator.

**Student Access to IT on Placement**

Different Health Boards and Organisations have different systems and policies in place for student access to their IT systems. Students must refer to the organisational policy regarding this. It will usually involve the student completing a form to request appropriate access.

**TRAK and Sunray Cards (NHS Lothian only)**

Within NHS Lothian, desktop computers are operated using the ‘Sunray’ system. The NHS e.Health Department will issue each member student with a personal IT ID card for use on this system. Cards are sent to QMU and issued to students in advance of placement. However, it should be noted that the turnaround for issuing both TRAK and Sunray cards can be very tight. Students should expect to collect their details from QMU campus days prior to commencing placement.

Students must collect their TRAK and Sunray cards themselves, in line with NHS regulations. The University cannot provide this information to anyone else. Students should not request that someone collects their ID card on their behalf as this will not be permitted.

Students should contact NHS LOTHIAN number/email if they have any issues with their login details.  Please note QMU does not have any control over the issueing of the login details from NHS Lothian.

**Expenses Claims**

Students on pre-registration Nursing or Paramedic Science courses who receive a bursary can claim expenses from the Student Awards Agency Scotland (SAAS). AHP students do not receive a bursary and can only claim SAAS expenses if their tuition fees are paid by SAAS or they are in receipt of a loan which has been verified by SAAS.

All claims must be submitted within 6 months of the placement end date and there must be no breaks in the claim period. Expenses cannot be claimed for placements outwith Scotland.

Full details from SAAS can be found here: [Paramedic, nursing, midwifery and AHP](https://www.saas.gov.uk/forms/pnmsb-and-ahp)

Students who are in receipt of an award from the Student Awards Agency Scotland (SAAS) may be eligible to claim back practice-based learning expenses either for additional accommodation or travel from SAAS. Currently, there is no direct financial remuneration available to students on the 2-year MSc (pre-registration) accelerated programme for the funding of travelling or accommodation costs associated with practice-based learning.

Students should retain all receipts and submit these to SAAS. Claims are subject to the travel element already included in the Standard Maintenance Allowance. Further information is available from the SAAS website: <http://www.saas.gov.uk/index.htm>

If a placement is cancelled or changed at the last minute, students are expected to try to get a refund for any prepaid accommodation. If students can’t do this, they may be able to get reimbursed for those costs from SAAS, along with reimbursement for any new accommodation required. The student will have to provide evidence that the original placement provider confirmed their placement and then cancelled it short notice.

International and self-funding students are not eligible to claim expenses from SAAS.

Information about the University Student Funding Service is available here [QMU Student Funding Service](https://www.qmu.ac.uk/study-here/services-for-students/student-funding/student-funding-service).

# Employee badge outline Attendance monitoring

**Identity checking**

Student identity must be confirmed at the start of each practice placement. To do this, students are asked to bring their student matriculation card, which shows the photograph and name of the student with them on placement and they must show this to the PE responsible for their training.

In the unlikely event that the student's identity cannot be confirmed from their matriculation card, an alternative official photo ID (i.e., passport or driving licence) can be used to confirm identity. If the student’s identity cannot be confirmed, the Practice Educator should contact the Placement Coordinator urgently.

**Attendance Monitoring**

Every student is required to inform the practice placement site and the University should they be unable to attend their placement on any given day.

In the event that a student has an authorised or unauthorised/unexpected absence from placement which lasts for more than 48 hours we ask that the PE informs the relevant university contact of this absence immediately.

Attendance should be monitored throughout the placement and all absences from placement should be recorded in the appropriate section of placement report or via a similar recording system. The final placement report should be submitted to the university in line with normal practice.

The University needs to be able to record the attendance of students on placement for the following reasons:

* To aid the retention of students by allowing early identification of those students at risk and allow timely interventions to be made in terms of academic and personal support.
* To comply with the requirements of UK Visas and Immigration (UKVI) under our licence that requires us to accurately record the attendance of those students subject to visa restrictions so that an attendance return can be made within specified timescales required by the agency.
* To comply with the requirements of the Student Awards Agency for Scotland (SAAS) who require attendance confirmations to be made on a regular basis for those students who are in receipt of SAAS financial support.
* To enable timely notifications of withdrawals and deferrals to external stakeholders (e.g., UKVI, SAAS).
* To meet the demand placed on the University to report absences to employers, Professional Statutory Bodies, or other sponsors where they are funding/partially funding programme tuition fees.

**Pre-authorised absence**

We completely understand that life is full of important moments, weddings, family events, and other special occasions. However, QMU are unable to accommodate placement absence outside of the weeks outlined in the four-year undergraduate or two-year MSc (pre-registration) programme plan. Placement leave cannot be taken during theory or placement weeks, so it is essential to keep to the designated times allocated for leave. We appreciate students’ understanding and commitment to staying on track with their programme.

However, if and when things do come up, the student must have the approval of their Placement Coordinator (and Programme Leader) before taking time off placement as it will have an impact on placement hours and potentially the ability to graduate and qualify when expected.

In order to avoid the unnecessary declining or swapping of a placement allocation, students are strongly advised not to make travel/holiday plans until they have been allocated a placement and a start date has been confirmed with the individual Practice Educator.

**Unauthorised absence**

Any failure to report for duty when on placement, that has not previously been negotiated/authorised and is not sick leave, demonstrates unprofessional behaviour. This reflects negatively on the student in terms of professional accountability, ability to communicate, show respect for others and meet professional standards. It could result in failure to meet programme requirements and/or referral to a fitness to practise panel.

Students must not negotiate holidays, or other leaves of absence during practice-based learning, directly with Practice Educators. The student must contact their Placement Coordinator/Programme Leader.

**Sickness / absence on placement**

If a student is sick or absent they must:

* contact the placement provider (before the shift commences) on the first day
* email the relevant contact in QMU
* complete a Student Absence form via the QMU student portal.

**Attending personal appointments**

Students are expected to arrange personal appointments e.g. G.P. appointment, dental appointment, during the hours they are not on duty in their practice placement. It is at the discretion of the Placement Coordinator/Tutor whether to grant the student authorisation to attend a personal appointment when they had been expected to be on duty. Authorisation must be sought prior to the personal appointment. If time is to be made up, this will be negotiated by the Placement Coordinator. Students who need to attend an emergency Occupational Health appointment during practice hours e.g. following a needle stick injury, must not be prevented from doing so and will not be required to make up lost time. Students are also allowed to attend pre-authorised scheduled antenatal appointments as required.

**Part-time Work Commitments**

If students have a part-time job, they will need to ensure that placement hours take precedence over any part-time work. Students are expected to work the shifts/hours planned by the practice educator.

Please note, students are not permitted to work as a healthcare support worker in the same area as their current placement.

**Religious holidays**

If students require time away from practice placement for a religious holiday, the time off is negotiated with the QMU Placement Coordinator as far in advance as possible to see how this can be accommodated. However, please note that any agreed practice time off may be required to be made up.

**Pregnancy**

Students are asked to inform their Programme Coordinator/PAT if they are pregnant so that an essential risk assessment can be undertaken. Further details can be found here: [Student Pregnancy and Maternity Policy | Queen Margaret University](https://www.qmu.ac.uk/about-the-university/quality/committees-regulations-policies-and-procedures/regulations-policies-and-procedures/student-pregnancy-and-maternity-policy)

**Making up placement hours**

The placement team records and monitors sickness/absence hours and will alert students when practice hours need to be completed.

Students who have not met the sufficient hours needed to meet the programme requirements (i.e. if hours have been lost through sickness or absence) are required to make up the time.

The process to make up placement hours is dependent on the subject area; please refer to the subject specific documentation. In some areas, the additional placement is negotiated by the Placement Coordinator; in other areas, the student negotiates directly with the practice educator. If the student cannot make up time during their current placement, placement will be organised at another point in the academic year. Whilst making up placement hours, students are required to remain within the EU working time directive.

# Clipboard Partially Ticked with solid fill Professional Conduct

Students are expected to uphold the highest standards of professional behaviour while on clinical placement, ensuring they represent themselves, the university, and their future profession in a positive and professional manner. Both the Health and Care Professions Council (HCPC) and the Nursing and Midwifery Council (NMC) set clear expectations for professional conduct, which all students are required to follow throughout their placements.

**Professionalism and Attitude**

Students are expected to:

* Act with honesty and integrity at all times.
* Demonstrate respect towards patients, service users, carers, colleagues, and the wider healthcare team.
* Comply with any local dress code or uniform policies and maintain a professional appearance.
* Attend placement punctually and be prepared for each shift or learning activity.
* Respond positively to feedback and actively seek guidance and support when required.

Patient-Centred Care

Students are expected to:

* Treat all patients and service users with dignity, kindness, and respect.
* Communicate clearly and effectively, ensuring they listen to patient concerns and involve them in decisions wherever appropriate, in line with their role as a student.
* Maintain professional boundaries at all times, ensuring relationships with patients, carers, and colleagues remain appropriate.

Confidentiality and Data Protection

Students are required to:

* Adhere to GDPR and all relevant policies regarding patient confidentiality and data protection.
* Access only the information necessary to perform their duties and never share confidential information inappropriately.
* Refrain from discussing patient information in public areas or outside the clinical setting.

Accountability and Scope of Practice

Students must:

* Work within the boundaries of their role and level of competence at all times.
* Recognise when a situation exceeds their knowledge or ability and escalate appropriately to a supervisor or mentor.
* Take responsibility for their own learning and professional development, including engaging with feedback and reflecting on their practice.

Safety and Safeguarding

Students are expected to:

* Follow all relevant health and safety, infection control, and risk management policies.
* Remain alert to safeguarding concerns and understand how to escalate any worries about a patient’s welfare.
* Report any incidents, near misses, or safety concerns through the appropriate channels.

Professional Conduct Online and Outside of Placement

Students are reminded that professional conduct extends beyond the placement setting. They are expected to:

* Act in accordance with QMU Code of Student Conduct
* Be mindful of their professional image on social media and other online platforms.
* Avoid posting content that could damage the reputation of the placement provider, university, or profession.

**HCPC Guidance for Allied Health Profession Students**

Students following HCPC-regulated programmes are required to meet key standards, including:

* Promoting and protecting the interests of service users and carers.
* Communicating appropriately and effectively.
* Working within their knowledge and skills.
* Delegating safely and appropriately.
* Respecting and maintaining confidentiality.
* Acting with honesty and integrity.
* Behaving in a way that maintains public confidence in the profession.

**NMC Guidance for Nursing and Midwifery Students**

Students following NMC-regulated programmes are required to uphold the NMC Code, which requires them to:

* Prioritise people – placing the interests of those receiving care at the heart of their practice.
* Practise effectively – maintaining the knowledge, skills, and competencies necessary for safe and effective care.
* Preserve safety – recognising and managing risks to ensure the delivery of safe care.
* Promote professionalism and trust – upholding the reputation of the profession at all times.

**Consent**

Students must always seek the understanding and cooperation of the patient/service user before undertaking any clinical/care activity. A patient/service user or carer has the right to decline care by a student. If a student has any concerns about the ability of the patient/service user to give consent or is uncertain of their response, they should involve their Practice Educator or a qualified member of staff in establishing effective communication with the patient/service user.

**Social Media**

Social media is a constant in many of our lives and is an important communication tool that many of us use. Indeed, many employers are now also using social media channels to screen candidates, so it is important that students’ “digital footprint” presents a positive image and that they are aware of the positive and possible negative impacts social media can have on their lives.

Please remember that anything posted on a social media site is in the public domain. The University and the Professional and accrediting bodies have strong guidance related to students’ professional conduct within and outwith the campus. For further information please read the policy here: Social Media on Placement | Queen Margaret University, Edinburgh

Students should also read the guidance from professional bodies:

HCPC: [Communication and using social media | The HCPC](https://www.hcpc-uk.org/standards/meeting-our-standards/communication-and-using-social-media/)

NMC: [Social media guidance - The Nursing and Midwifery Council](https://www.nmc.org.uk/standards/guidance/social-media-guidance/)

Students should consider everything they upload to social media channels. Any content found to be offensive, derogatory or putting the University or profession into disrepute could result in a formal complaint against the student, and a fitness to practice referral made.

**Mobile Phones**

Students should be mindful of the practice environment, the professionals they are working with, and, most importantly, the patients/clients in their care. To maintain professionalism, it is expected that students avoid texting, making phone calls, or using phones in any way when in the presence of patients, clients, or their families.

To stay focused and professional in practice settings, we recommend switching off mobile phones when arriving at placement to avoid any distractions. However, we do encourage students to use PebblePocket, the ePortfolio app, to record skills achieved during placement, as needed. If students need to use PebblePocket, please inform the Practice Educator in advance so they are aware of the need to have a mobile phone active in the clinical environment. Always turn the phone to airplane mode if the practice educator is completing PebblePocket forms.

The student must adhere to Health Board or placement provider policies with regard to personal mobile phone use. The student must never take audio/visual recordings or images of a patient/client/carer or relative in the placement environment.

**Artificial Intelligence (AI) Tools**

To ensure ethical, safe, confidential, and professional practice in clinical settings, students must only use AI tools at the direct instruction of your practice educator AND only if they have been approved for clinical use. Otherwise, AI tools must NOT be used for any clinical activity, including informing or supporting clinical decision-making, direct patient care, or any activity requiring clinical judgement. Users must not request, generate, or act upon AI outputs in any clinical context.

In other PBL settings (Leadership, Education and Research for example) students should also only use AI tools with the permission of their practice educator.

**Professional Relationships**

Students should always maintain clear professional boundaries in the relationships they have with others. Therefore, students should never arrange to meet patients/clients, their family members or carers socially, either during or after the placement. Students should not accept any gifts, favours or hospitality that might be interpreted as an attempt to gain preferential treatment.

# Folder Search with solid fill Record keeping

Whilst on placement, all the written and electronic records must be countersigned by a qualified staff member. Documentation used during placement (care pathways, policies, and procedures) plays a role in assessments, so permission from the Practice Educator before using or photocopying any materials is advised.

If students need to reference patient care plans, they must also obtain permission from the patient, service user, carer, or their legal guardian and never copy any patient related materials. When completing assignments, student must ensure anonymity for staff, patients, service users, and the placement provider (including all staff members).

No documentation, whether paper or electronic, should ever be removed from the practice placement. Additionally, handover notes must be disposed of securely at the end of each shift (e.g., by shredding or confidential waste stream) and never removed from the placement site.

Students should keep a copy of all their own placement records (hours completed, supervisor reports, competencies and skills achieved) , as these are important for assessment purposes. Students may also need details of placements for future job opportunities. While the University can provide a basic outline of the placements complete, this is limited by data protection rules and may come with an additional cost.

To ensure students have access to their records after graduation, we strongly recommend downloading PebblePad ePortfolio before finishing the programme or creating an Alumni PebblePad account.

**Confidentiality**

As a healthcare student and, after graduation, as a health care professional, students are committed to handling information safely and securely. Students are required by law to protect the personal or confidential patient information used on placement and when providing care. This means ensuring it is only accessed by those that need it, providing only information required for that purpose, and ensuring consent or another legal basis to view and share the information.

Students must respect a person’s right to confidentiality at all times in accordance with The NMC Code (NMC 2018) and HCPC Guidance on Conduct and Ethics. Students must not disclose information to anyone who is not entitled to it and particularly outside of the placement area in public places, travelling on buses/trains, in the student’s own home or on social networking sites.

Students must have read guidelines on confidentiality with programme handbooks, completed the relevant electronic recording system training (e.g. TRAK in NHS Lothian) and TURAS modules, and reviewed any local policies by the placement provider. This includes anonymising any information in coursework or assessments that may otherwise directly or indirectly identify people, staff, relatives, carers or placement providers.

Students should also think carefully about what personal information is disclosed to patients/clients, or carers/relatives about themselves.

Students should never look up any information about themselves, a friend or family member, or any person with whom they have not had direct clinical contact with while on placement as this could lead to disciplinary action and removal from the programme. Such data breaches are taken very seriously by the University. This behaviour is defined as professional misconduct and can be escalated to a Summary Hearing under the Regulations Governing Discipline.

# Construction worker female outline Health and Safety

Students must always adhere to health and safety policies that apply to the area in which they are working. If an incident occurs, the student must inform their QMU link person (e.g. their Placement Coordinator or PAT or placement tutor) and adhere to local reporting mechanisms. As part of the Practice Placement Passport, all students are required to complete the Scottish Infection Prevention and Control Foundation Layer of the Education Pathway.

**Sharps or splash injury**

If a student sustains a sharps or splash injury while on duty, they should immediately inform the staff member in charge of the Practice Educator. Depending on the circumstances, the student may be referred to the PP’s Occupational Health Department or an Accident & Emergency Department. Students must also complete the appropriate incident report on placement and keep a copy for their records. In NHS Scotland this is called a ‘Datix’ incident report

**Infection control**

Students must not attend placement if they are unwell. It is important that students adhere to the NHS/University/ Health Board/Placement provider policies in relation to diarrhoea and vomiting. Check with the Practice Education and follow their advice. Please follow the sickness absence process and stay at home until symptoms of these infections have ceased for at least 48 hours.

# Cycle with people with solid fill Roles and Responsibilities

We expect students to behave professionally and seek support whenever needed throughout their studies. Before starting placement, students should ensure they have the necessary funding and have completed all required reading and training. Depending on the programme of study, students should complete the Advance Information for Practice Educators Form, within six weeks of starting their placement.

Students should: continue to follow the QMU Code of Conduct and local placement site policies; always represent QMU with professionalism; keep up to date with QMU emails and Canvas announcements for any updates from the programme team and ensure they attend all QMU and Placement mandatory briefings and activities.

Students must engage respectfully with staff, develop a Learning Agreement/Learning Objectives with the practice educator, and promptly address any significant issues with their PAT/Placement Coordinator.

During placement, students should come prepared for supervision sessions and actively participate in reviews and evaluations. They should reflect on their experience for personal and professional growth, complete evidence for their Continuing Professional Development, and submit all required forms at the end of their placement in good time.

Students are asked to report any unresolved concerns whilst on placement with the Programme Leader/Placement Coordinator or PAT and inform the University of any changes in placement circumstances.

**The role of the Practice Educator**

Practice Educators (PEs) play a crucial role in the professional development of QMU students. They are experienced professionals responsible for assessing students’ learning outcomes during practice-based learning. Before the placement begins, PEs undergo appropriate training and are provided with programme information.

PEs will provide students with essential information in advance of placement, including an overview of the service, travel directions, recommended reading, and other helpful details. Students will find a copy of this on Canvas or InPlace. They also prepare an induction for the student’s first day to confirm their identity (students must bring their student card every day to placement) and outline any local policies and facilities. Students will be given their contact information and/or a named member of the multidisciplinary team to refer to.

The PE will develop a schedule that reflects the learning requirements and identifies relevant learning opportunities. Students will have formal supervision sessions (mid-way and end of placement), and should document them appropriately, and plan dates for midway and final reports to be submitted to their EPortfolio.

PEs monitor attendance, sign off on timesheets, and inform the University of any significant absences or concerns regarding the student’s wellbeing, behaviour, or performance.

**QMU Personal Academic Tutor role during PBL**

A student’s Personal Academic Tutor (PAT) continues to play a vital role in supporting students during their placement. They offer timely advice and support, responding to initial requests from both practice educators and students as soon as possible. The PAT will contact students after the midway review or completion of a placement block to discuss the performance, wellbeing, and professional behaviour. The PAT is involved in negotiating an appropriate plan of action if any concerns are raised and maintain accurate records of all interactions. The PAT will raise concerns as appropriate within the subject-specific team.

**QMU Professional Practice Tutor/Placement Coordinator responsibilities**

The Professional Practice Tutor (PPT) or Placement Coordinator (PC) is crucial in managing, developing, and reviewing practice education within their programme. They ensure that academic, regulatory, and professional standards are consistently implemented by collaborating with placement providers. The PPT/PC engages with various networks to sustain and promote practice-based learning education and the broader allied health profession programmes at QMU. The PPT/PC also contributes to the preparation of practice educators by organising and delivering inter-professional education and training events. These events are advertised onn t4eh QMU website.

The PPT/PPC will organise all placement agreements and allocate students to a suitable placement based on circumstances. They will monitor engagement and progress whilst on placement and coordinate communication and support for all stakeholders. They will address any concerns about student wellbeing or performance and ensure quality assurance by responding to complaints and incorporating feedback for continuous improvement.

**Practice Education Co-ordinator responsibilities**

The Practice Education Coordinator is an external partner who plays an essential role in fostering a positive culture around practice-based learning, and contributing to staff development and recruitment within the service. They collaborate with the University to identify new learning opportunities and coordinate responses to university requests for placements. They also address any potential issues that may arise, including those not reported by practice educators or students, and use feedback from student evaluations to improve the process. Additionally, the Coordinator participates in meetings, workshops, and other events related to practice-based learning, ensuring a constructive and supportive environment for all involved.

**Placement Administrators (the Placement Team)**

Placement administrators play a key role in managing the logistics of practice-based learning. They forward request forms for placements, coordinate and collate returned forms, field queries, and manage assessment paperwork. They also distribute relevant information throughout the year to the practice-based learning coordinators’ network.

The Placement Teams ensures that all students are allocated a placement and act as the liaison between students and the placement site. They make sure all necessary preparations are in place before students begin their placements. This includes checking and countersigning Protection of Vulnerable Groups Scheme Record membership applications, organising health clearance appointments, mandatory training and ensuring students have professional indemnity insurance. They organise name badges and NHS Scotland uniforms and are happy to discuss any pre-placement requirements with students.

They also collate data for practice-based learning agreements and offer secretarial support to the Health Science Practice-based Learning Advisory Group and Placement Liaison meetings.

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| **Key QMU contacts:**  **Placement team phone number: 0131 474 0127**  **Emergency out-of-hours number: 0131 474 0999**  [**placements@qmu.ac.uk**](mailto:placements@qmu.ac.uk) |

# Brainstorm outline Raising Concerns

If a PE or student is concerned that a member of staff or students is behaving inappropriately or witnesses unsafe, unprofessional or poor practice, they must raise their concern by informing one or more of the following:

1. Practice Educator

2. Placement Co-ordinator /Tutor

3. Personal Academic Tutor

4. Programme Leader

5. Head of Division

If there is an immediate risk of harm to a patient/service user/student/staff the HCPC and NMC requires that it is reported immediately to anyone listed above to protect the health, well-being and safety of a patient/service user or others.

We encourage students to speak with someone at the practice placement first if they feel comfortable doing so. However, the most important thing is that students and PEs share their concern with a relevant person, either at the placement site or the University, as listed above (preferably both).

Every placement provider has its own policies and procedures for raising and escalating concerns, including safeguarding patients and service users. These policies will be followed whenever a concern is raised.

**Report & Support**

The QMU **Report and Support** platform [Report + Support - Report + Support - Queen Margaret University](https://reportandsupport.qmu.ac.uk/) allows you (students/PEs/third parties) to report various forms of harassment and violence. It also provides access to advice and support. There are two ways you can report something, either by reporting anonymously **or** reporting with contact details. All reports are triaged and confidential. Students can also access support directly through our student counselling and wellbeing service. Students can self-refer into our counselling and wellbeing service or email [CWS@qmu.ac.uk](mailto:CWS@qmu.ac.uk)'

**Whistleblowing**

Queen Margaret University supports and encourages an environment where students can raise concerns about derogatory behaviour (including microaggressions) or patient safety and malpractice. The procedures for raising and handling whistleblowing concerns are detailed in the National Whistleblowing Standards. Where the student remains dissatisfied, the concern can be escalated for external review to the Independent National Whistleblowing Officer.   The student must be reassured that following the whistleblowing procedure will not have a negative impact on their placement experience.

NHS Scotland organisations are required to handle whistleblowing concerns according to the National Whistleblowing Standards. Arrangements for student can be found here : NationalWhistleblowingStandardsPart09\_Students.pdf (spso.org.uk)

Non-NHS Placement sites should have their own policy for raising concerns. Students are expected to familiarise themselves with this policy as part of their induction to placement.

If a student experiences an incident, accident, or personal injury while on placement, such as physical abuse from a patient, they must contact the Placement Coordinator/Placement Tutor so a copy of the incident details and action plan can be kept. Students should follow the Practice Placement’s policy and seek guidance from their Practice Educator. The Practice Educator will complete a placement incident report; the student may be asked to be part of this process but will not be named.

**Withdrawal/removal from practice-based learning**

If a student chooses to withdraw from practice-based learning without prior discussion with the Practice Educator and approval of the University, normally the student is deemed to have failed the practice-based learning module. If extenuating circumstances occur which preclude prior discussion (such as serious illness, or a sudden family bereavement) then a course of action will be mutually agreed.

There may be occasions when Practice Educator(s) deem it appropriate to remove a student from the area immediately, and they have the authority to do so. The practice-based learning site will report the matter at its earliest convenience to the University. The student is also required to inform their Personal Academic Tutor immediately if any such event occurs.

**Appeals procedure**

A student wishing to appeal against a decision about a summative outcome for a practice-based learning assessment may do so by following the procedures and practices set out in the Academic Appeals Regulations <https://www.qmu.ac.uk/about-the-university/quality/committees-regulations-policies-and-procedures/regulations-policies-and-procedures/academic-appeals-regulations/student-guide-to-academic-appeals/>

**Complaints**

The University has a Complaints Handling Procedure and has three stages: frontline resolution, investigation and external review. A Guide for Students is also available on the QMU website.

Complaints relating to practice-based learning should be discussed with the Programme Leader, Personal Academic Tutor or Professional Practice Tutor in the first instance.