

Escalation of Concerns about a Placement Area

This document describes the process to be followed when a concern is raised about a placement area by a student, the university academic placement link team, the professional regulatory and statutory body, CQC, or OFSTED.

Process

1. Concerns are raised about a placement area by students or Sheffield Hallam University tutors, or a Professional and Statutory Regulatory Body (PSRB) or the Care Quality Commission (CQC) or Office for Standards in Education (OFSTED).

Serious concern or serious incident

1. Serious incident or concern regarding a placement area used for Sheffield Hallam University (SHU) student placement experience.
2. Incident/concern must be reported to the SHU Director of Placement Learning for action planning as appropriate.

Concern or incident is important but not an immediate cause of serious concern.

1. Concerns discussed between placement provider and Subject Area Placement Learning Lead/Lead Link Lecturer to identify a plan for resolution.

Initial outcome

1. Concern/issue remains unresolved – refer to Red Pathway.
2. Concern/Issue can be resolved – refer to Green Pathway.

Concern/Issue remains Unresolved (Red Pathway)

1. Incident/concern must be reported to the SHU Director of Placement Learning for action planning as appropriate.
 - a. Inform HEI Head of Department and College Executive
 - b. Senior Management of Placement Provider organisation.
2. For HEE students - Inform HEE North or HEE Midlands and the East
3. Consider escalation to PSRB (HCPC/NMC/SWE)

Concern is an immediate risk to service users/students and/or co-workers.

1. Inform/discuss with placement provider.
2. Inform organisation's Safeguarding Officer.
3. Concern raised with Local Area Safeguarding Team
4. Remove student(s) from placement.
5. Inform HEI Director of Placement Learning/College Placement Learning Lead
6. Inform placement provider education lead.
7. Education Audit must be updated.
8. Professional Placement Team take the placement 'offline'
9. Professional Placements Team reallocates student(s) to placement(s) with satisfactory, in-date education audit and qualified/prepared and updated practice educator/supervisor; and notifies placement, student and Link/Placement Tutor.
10. Placement/Link tutor and student support advisor prepare and support student.
11. Director of Placement Learning (DPL)/College Placement Learning Lead (CPLL) or Subject Area Placement Lead / Lead Link Lecturer/Link Team and placement provider agree action plan.

12. Placement is re-audited when confirmed to be suitable as a learning environment for students.

Concern is a risk to the learning environment.

1. Inform HEI Director of Placement Learning (DPL)/College Placement Learning Lead (CPLL)
2. Inform placement provider education lead.

EITHER Concern/issue identified as having potential for resolution.

- a. DPL/CPLL or Subject Area Placement Lead / Lead Link Lecturer/Link Team and placement provider agree action plan.
- b. Placement is re-audited when confirmed to be suitable as a learning environment for students.

OR Concern or issue identified as remaining unresolved –

- a. Follow Red Pathway steps 4-10.
- b. Director of Placement Learning (DPL)/College Placement Learning Lead (CPLL) or Subject Area Placement Lead / Lead Link Lecturer/Link Team and placement provider agree action plan.

Issue can be Resolved (Green Pathway)

1. Education Audit is reviewed and updated with agreed Action Plan documented.
2. Students remain on placement, supported by SHU Link Placement/Visiting Tutor.