

**University College Cork**

**Procedure for Monitoring and Communication  
During Student Placement**

**Version 1.00**



The purpose of this procedure is to provide a framework for monitoring of and communication with students of University College Cork during Student Placement. This procedure is a supplement to the University's Student Placement Policy which sets out the University's minimum required standards in the organisation and management of Student Placements.

# Monitoring and Communication During Student Placement

## Document Location

<http://www.ucc.ie>

## Revision History

<b>Date of this revision: 27/09/2016</b>	<b>Date of next review:</b>
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Version Number/Revision Number	Revision Date	Summary of Changes
0.01	07/06/2016	Initial draft
0.02	28/07/2016	Review by Nora Geary
0.03	12/08/2016	Review by Sub-group
0.04	25/08/2016	Review by Working Group
0.05	06/09/2016	Review by Steering Group
1.00	27/09/2016	Approval by UMTO

## Consultation History

Revision Number	Consultation Date	Names of Parties in Consultation	Summary of Changes
0.1	13/05/2016		

## Approval

This document requires the following approvals:

Name	Title	Date
Caroline Fennell	Senior Vice-President Academic and Registrar	13/09/2016
UMTO	University Management Team – Operations	13/09/2016
Academic Council		

This procedure has been approved by the Senior Vice-President Academic and Registrar, University Management Team – Operations (UMTO). Any additions or amendments to this or related policies will be submitted by the Corporate Secretary to UMTO for approval or to

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whatever authority UMTO may delegate this role. These procedures will be reviewed annually by the xxx who will consult as necessary before submitting any amendments for approval.

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## **2 PURPOSE**

The purpose of this procedure is to provide a clear and straightforward process for monitoring and communication during a Placement. This procedure is a supplement to the University’s Student Placement Policy which affirms UCC’s commitment to its duty of care to Students while on Student Placement.

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## **3 PROCEDURE FOR MANAGING A STUDENT DURING PLACEMENT**

### **3.1 Beginning of Placement**

The Student must present themselves at the date and time advised during their preparation. There the Student will meet their Placement Organisation Supervisor or their nominee.

The Placement Organisation will provide an induction to enable the Student to carry out their duties safely. This induction may include the following, where applicable:

1. safety statement;
2. organisation chart;
3. arrangements for safe working;
4. emergency procedures;
5. accident/incident reporting procedures;
6. first aid arrangements;
7. contact details for representatives of employee safety (where applicable);
8. confidentiality expectations;
9. child protection guidelines;
10. Placement Organisation policies;
11. factors specific to the Placement itself;
12. drug testing.

The Placement Organisation will also provide any workplace training which is necessary for the Student to perform their duties. Please see The Preparation of Students going on Student Placement Procedure for further details <link>

The Student is required to contact their Placement Co-Ordinator and/or Academic Mentor within 2 weeks of the beginning of the Placement to update them on:

1. their contact details;
2. who they are reporting to;
3. contact details of the Placement Supervisor;
4. where they are working;
5. how the Placement is progressing.

This contact may be by e-mail. The Placement Co-Ordinator and/or Academic Mentor will update the details on their files. If the Placement Co-Ordinator or the Academic Mentor do not hear from the Student within 3 weeks of commencement of the Placement then they should contact the Student.

On work-based Placements, the Academic Mentor and/or Placement Co-Ordinator will contact the Placement Organisation Supervisor, if they have not already done so, to:

1. introduce themselves;
2. advise they are the point of contact for any queries and/or issues;
3. check everything is progressing satisfactorily.

At this point, if either party are not happy with the progress of the Placement then the Issue Resolution step should be followed (see Section 3.2.4).

### **3.2 During the Placement**

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## **3.2.1 General Monitoring**

During the course of the Placement it is essential to have regular communication between the Academic Mentor and the Student. The Student must contact the Academic Mentor at the previously agreed intervals to advise how the Placement is progressing and raise any issues or concerns.

In work-based Placements, the Academic Mentor or Placement Co-Ordinator should contact the Placement Organisation, within 6 weeks, to check on the progress of the Placement and to check the performance of the Student.

## **3.2.2 Student Queries**

If the Student has any queries regarding their Placement they should contact the nominated points of contact they received at their briefing.

A note must be kept by the Academic Mentor and/or Placement Co-ordinator of any contact with the Student.

## **3.2.3 Site Visit (Work Based Placements Only)**

Where students are on placement for more than 2 months, it is recommended that they be visited in their placement by their Academic Mentor or Placement Co-ordinator. Such visits allow for detailed discussions on the placement in question with the Student and their Placement Organisation Supervisor. This will enable the Academic Mentor to assess how the Placement is progressing.

Site visits also have numerous additional benefits, such as allowing evaluation of the potential for future placements, building linkages between UCC and host organisations, and allowing UCC staff to remain current in practice in their discipline by visits to external sites.

Conversely, site visits have the advantage for the Placement Organisation of providing an opportunity to discuss the placement directly with a UCC representative and also further develop links, around placement or possibly other interactions, with UCC.

It is acknowledged that sometimes specific circumstances may make a visit impossible, and in such cases a virtual visit (e.g., using video-conferencing systems) should be organised, and the reason for the lack of a physical visit noted on the Site Visit Report Form or equivalent record.

This visit should be midway through the Placement or at least when the Student is well established. During this visit the Academic Mentor should meet the Student and the Placement Organisation Supervisor separately. The Academic Mentor will check that the Student is being provided with the opportunity to achieve their learning objectives and that the Student is taking advantage of this opportunity. If possible, the Student should give the Academic Mentor a tour of their work area. The Academic Mentor will check that the Placement Organisation Supervisor is happy with the performance of the Student.

The site visit is an opportunity for either party to raise any issues or concerns they may have. If any issues are raised then the Issue Resolution step should be followed (see Section 4.2.5). It is the Student's responsibility to raise any issues/concerns they have at this meeting, if they have not already done so.

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It is recommended that the Academic Mentor, Student and Placement Organisation Supervisor should all meet at the end of the visit to discuss progress.

Upon completion of the site visit, the Academic Mentor will complete the Site Visit Report form or, other relevant form. Please see Appendix 1 for a sample Site Visit Report form. This form is to be retained in keeping with the Records Management Policy.

## **3.2.4 Issue Resolution**

An issue or concern may arise for the Student and/or the Placement Organisation during Placement. If possible, it should be addressed locally between the Student and Placement Organisation. The Placement Organisation should deal with any issues as they would with any other employee/student. If either party is unable or uncomfortable to raise the issue, then they should contact the Academic Mentor or Placement Co-ordinator for advice.

## **3.3 End of the Placement**

Each Unit should document their feedback process and ensure it is adhered to.

At the end of the Placement an exit interview, formal or informal, may be carried out by the Placement Organisation.

In some programmes, the Student will write a final report and/or presentation and, where applicable, agree this with their Placement Organisation. The report and /or presentation may form part of the Student's academic assessment.

The Placement Organisation Supervisor will provide feedback to the Academic Mentor on their assessment of the Student. This feedback may be written or verbal.

For educational Placements, a transcript of records may be sent to the Placement Co-Ordinator.

On all Placements, the Student and Academic Mentor must meet for a face-to-face debrief within 4 weeks of the Placement ending or the start of the next academic semester. Any issues raised at the debrief session must be escalated by the Academic Mentor to the Head of Department for action. A close out note must be kept by the Academic Mentor of the debrief session.

## **3.4 Recording of Communication/Contact**

A note must be kept, by the Placement Co-ordinator and Academic Mentor, of all communication during a Student Placement.

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## **4 ROLES AND RESPONSIBILITIES**

### **4.1 Beginning of Placement**

<b>Participants</b>	<b>Responsibility</b>
Student	<ol style="list-style-type: none"><li>1. Contact Placement Co-ordinator with:<ol style="list-style-type: none"><li>a. new/updated contact details;</li><li>b. who they are reporting to;</li><li>c. where they are working;</li><li>d. how Placement is progressing.</li></ol></li><li>2. Attend induction provided by the Placement Organisation</li><li>3. Read any training or information documentation provided</li></ol>
Placement Organisation	<ol style="list-style-type: none"><li>1. Provide Student with the training and information required to enable them to complete their Placement safely</li></ol>
Placement Co-ordinator	<ol style="list-style-type: none"><li>1. Log any new/updated contact details from the Student.</li><li>2. Log any contact from the Student.</li></ol>

### **4.2 During the Placement**

<b>Participants</b>	<b>Responsibility</b>
Placement Co-ordinator	<ol style="list-style-type: none"><li>1. Answer any Student administrative queries</li><li>2. Identify and facilitate reasonable accommodations required for individual students</li></ol>
Academic Mentor	<ol style="list-style-type: none"><li>1. For Placements with a duration longer than 2 months, perform a physical site visit at least once during the Placement. If a physical visit is not possible, perform a virtual site visit.</li><li>2. Answer any Student academic queries</li><li>3. Monitor Student's well-being</li><li>4. Monitor Student's academic progress</li><li>5. Manage any issues raised</li></ol>
Student	<ol style="list-style-type: none"><li>1. Contact the Academic Mentor at previously agreed intervals</li><li>2. Raise any issues/concerns as soon as possible</li><li>3. Act in a professional manner</li></ol>

## **5 RELATED POLICIES AND PROCEDURES**

These procedures underpin the following University policies and procedures:

- a) Student Placement Policy
- b) Critical Incident Procedure
- c) Placement Risk Assessment Procedure
- d) Preparation of Students Going on Student Placement Procedure

UCC staff should ensure compliance with the above policies and procedures in addition to this Monitoring and Communication During Student Placement Procedure.

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## 6 Appendix 1: Site Visit Report Form

Date of Visit .....

Name of Organisation .....

Organisation Representatives met                      Position in Organisation

.....

.....

.....

.....

Based on your meeting with the Student and the Placement Organisation Supervisor, please assess or rate the following:

### 6.1 Work Experience

	Yes	No
Is the placement challenging?	<input type="checkbox"/>	<input type="checkbox"/>
Is the placement of relevance to the Student's course of study?	<input type="checkbox"/>	<input type="checkbox"/>
Are there well defined targets to be achieved/projects to be completed?	<input type="checkbox"/>	<input type="checkbox"/>
Is there adequate support/supervision?	<input type="checkbox"/>	<input type="checkbox"/>
Are health and safety matters being addressed adequately onsite?	<input type="checkbox"/>	<input type="checkbox"/>
Is the Student's log book being completed and is it up to date? <i>Please sign and date the log book.</i>	<input type="checkbox"/>	<input type="checkbox"/>

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## 6.2 Placement Organisation Supervisor's Evaluation of the Student's Performance

	!-----!				
	Poor				Excellent
Student's level of technical knowledge for this placement	1	2	3	4	5
Overall quality of work carried out by Student	1	2	3	4	5
Ability of Student to work with others	1	2	3	4	5
Timekeeping of Student	1	2	3	4	5
Ability of Student to manage their time effectively and to meet deadlines	1	2	3	4	5
Ability of Student to manage change, if appropriate	1	2	3	4	5

Assessment of the Student's strengths and weaknesses based on this placement

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Overall rating of the placement

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Further comments/suggestions

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Academic Mentor's Name .....

Signature .....

Date .....

