

Student Guide for School of Health & Social Care Students

The information in this guide should be read in conjunction with the University's Student Handbook. The University's Student Handbook directs you to essential information about the University's services, facilities and regulations, and directs you to further information where appropriate.

The information in this guide is a supplement to the University Student Handbook and the content is specific to students studying health and social care courses.

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Student Intranet

The School of Health & Social Care (SOHSC) has a Student Intranet which is an additional resource that provides School specific guidance and procedures. It can be accessed at <http://sohsc.tees.ac.uk> or via the School webpage. It also hosts ARC, which is where all placement information is made available to you. School announcements and other useful information are also to be found here.

School Information Desk

The Information Desk is located within the main entrance of the Centuria Building. The Information Desk is open from 8.30 am – 5.00 pm Monday to Thursday and 8.30 am – 4.30 pm Friday. As well as acting as the primary reception point for the School, the Information Desk also provides a number of other services that will be useful to you.

Please note the Information Desk does not accept student assignments.

Changes to Health Status

It is a requirement that any changes in your health status are reported to the School as this may affect your continuation on the course or your eligibility to register with the respective PSRB in due course. It is important that you disclose any long-term health issues you may have to ensure we can make appropriate arrangements to support you.

Where appropriate, advice on health matters can be sought from the Occupational Health Service within the organisation where you are on placement, if applicable. The Occupational Health Service within the University and at James Cook University Hospital provides occupational health assessments for students in the School. Under certain circumstances, a Course Leader or other senior representatives of the School or University can refer you for health advice or assessment if they feel it is appropriate. The referral would be discussed with you.

You are reminded that any physical or psychological problems which occur after commencement of your course which could compromise either your own or another person's wellbeing must be drawn to the attention of your Course Leader. Unfortunately, the University won't be able to pay for therapy or treatments that you have organised yourself.

Changes to DBS Status

Students on courses leading professional registration are subject to an enhanced DBS disclosure and it is imperative that you report any change in your DBS status to your Course/Pathway Leader as soon as possible. The incident may require investigating under the Fitness to Practise Regulations. **However, failure to disclose will definitely result in a Fitness to Practise investigation.** Accepting a police caution means that you are admitting guilt and as such it changes your DBS status and must also be disclosed. You may feel that this is a way of avoiding going to court but think carefully whether you have committed an offence and what you are being cautioned for before accepting a caution. You must also advise us if you are involved in any investigation/allegation during your course as it may have implications for continuing in practice and on your course. If you are not sure if something is worth reporting, please check with your Course Leader.

Please also be aware that future employers may also request that a DBS check is repeated before you are offered employment. At the point of registration some regulatory bodies may require you to declare DBS information.

Students who are current employees and studying part time are also subject to checks. If information comes to light which prevents you from taking up a place on a course, then your employer will need to be informed of such. This will be discussed with the student before such action is taken and confidentiality is assured at all times.

Digital Identity

Digital identity is just one component of Digital Capability. As a student within the School it is important to consider what your digital identity is and how you might wish to develop this along with other digital skills as part of your student experience.

Sites such as Facebook, LinkedIn, YouTube, Twitter are Social Media (SoMe) Platforms may be of benefit to students who wish to:

- Develop communities of practice relating to your areas of interest
- Raise your profile and influencing policy through contributions to online discussions
- Access contemporary learning materials
- Access information from SOHSC, Teesside University, Academics, key leaders in your professional area of interest
- Identify contemporary literature (Grey Literature)

A recent [publication](#) relating to the use of SoMe within Teesside University was published by a SOHSC student and Senior Lecturer to explore the benefits, but also the risks of using social media.

Many people are familiar with using SoMe in a personal capacity, but considering your digital 'footprint' as a student and professional might be new to you. In particular, SoMe is an area that requires consideration. Try putting your name into a search engine and see what the search yields in terms of pictures, information, videos etc. Are the results in keeping with the requirements of your course and profession?

Although there are numerous drivers supporting student use of SoMe there have been occasions when student behavior within a SoMe context has resulted in Fitness to Practice cases within the School.

Examples that have led to disciplinary action are:

- Breach of confidentiality – discussing a patient or client
- Photographs – images of unacceptable behaviour in a practice or social setting
- Defamation of character – offensive comments made about work colleagues, fellow students or university staff

These issues can be avoided by following the guidance provided. For Social Media guidelines the following link will direct you to a host of professional guidance:

<http://www.nhsemployers.org/your-workforce/need-to-know/social-media-and-the-nhs/social-media-guidelines>

To help you manage your digital identity the University Careers Service runs workshops on how best to interact with the digital environment.

Change of Personal Details

We need to have up-to-date personal information for the following reasons:

- Professional/Regulatory/Statutory Bodies are now imposing a minimum fee (to be paid by the graduate) for each difference which appears between the data provided by the University on student completion and that supplied by graduates seeking registration.
- To ensure that assessment/award results are accurately recorded and communicated. Any name changes after the awards ceremony will ultimately require the reprinting of the award certificate and will incur a cost.

It is important that we are kept informed of any changes in your personal details, such as your name, telephone number and email/postal address. **You can change your address via E-vision which can be accessed via the Student Portal or University website, Student Handbook.**

Bursaries

If you are in receipt of a bursary (this is a grant funded by the Department of Health) you are reminded that if you withdraw from or interrupt your studies, you are no longer eligible for a bursary. It is your responsibility to communicate to NHS Business Services Authority your status on the course. If you continue to receive a bursary you are subject to an accusation of fraud by the NHS Business Services Authority. The School has no responsibility for the management of bursaries. However, we are required to provide student data throughout the year.

You are also reminded that some of you are required to re-apply each year for a bursary. Please see Student Grants Unit.

If you are unsure of your status, please liaise with the School's Student Records Office.

Student Support Officer

The School has a Student Support Officer who is located in H0.51 and is available on Monday, Wednesday and Thursday between 9am and 2pm for drop-in sessions. You do not need to make an appointment. The Student Support Officer can provide you with information about resources within the University, and direct you to the appropriate support. Sam can also be contacted via email at samantha.westerburg@tees.ac.uk or telephone 01642 738151.

Attendance

We know that good attendance and engagement with your studies improves your chance of succeeding and doing well. All students are required to attend all formal teaching sessions, to engage with their studies, and to inform a designated member of staff if they are unable to attend classes. Attendance recording mechanisms will be in place for all modules and it is your responsibility to ensure your attendance is recorded for every teaching session. If you persistently fail to attend or to engage with your studies the University reserves the right to withdraw you and report your withdrawal to external authorities (e.g. Student Loans Company (SLC), UK Visas and Immigration (UKVI)) as necessary.

International students should be aware that it is a condition of your visa that you attend all your classes and maintain contact with the University. You will therefore be required to sign in regularly throughout your studies, to ensure compliance with UKVI regulations. Further information is available via the Student Handbook, [Student Regulations](#). [Further information for International Students is detailed under the International Student Attendance section of this document.](#)

If there are any specific attendance requirements for your course you will be informed of these in your course student handbook or Module Guide. Your Course Leader can provide further information on request. Your attendance at sessions will be recorded and non-attendance will be followed up. Persistent non-attendance can result in withdrawal from your course or may mean that you are unable to attend a placement. If you are experiencing difficulties then please contact your personal tutor, Course Leader or the School's **Student Support Officer** samantha.westerburg@tees.ac.uk, 01642 738151 who will be able to advise and support you.

If you are a student required by Professional Statutory Regulatory Bodies (PSRBs) to attend for a minimum number of hours the course team will ensure you understand these requirements and provide you with regular information with regard to any shortfall in your hours.

If you are sponsored to attend a module by, for example, your employer, there is an expectation that you will attend for the contact sessions. The University is asked to provide attendance information to sponsors and you are advised to keep your sponsor informed regarding any issues relating to attendance. Attendance will be recorded for each module and followed up.

Distance Learning Modules

Within the design of distance learning modules there is an expectation that strategies to support your engagement have been embedded. There should be weekly interaction with you and this may be through different mediums. If you are not engaging with your studies the module leader will try to contact you to offer support.

Blended Learning Modules

Where a module is delivered through a blended approach there is an expectation you will inform the module leader of sessions that you are choosing not to attend. Where there has been no communication from you the Module Leader will try to contact you to offer support.

Pre-Registration Students

Please note: Absence for particular sessions that are essential for safe practice may result in your not being allowed to undertake an assessment or being allowed into practice. These decisions are made on a course basis. Where certificates are issued for mandatory training these must be retained in your portfolio and there is a charge of £10.00 for a duplicate copy.

Depending on the requirements of your course you may also be required to extend your course to make up any shortfall in theory or practice hours.

If you receive a bursary, your bursary will stop if you are absent without authorisation.

You can check your absence record via e-Vision every three months and if you believe there is an inaccuracy, you must contact your Course Leader at the earliest opportunity to arrange a meeting. Remember to take any evidence you may have about your attendance/absence to the meeting. Where an inaccuracy is agreed, your Course Leader will contact the Student Records Office and the record will be changed. You should then re-check your record after 20 days, and, if you still believe your record to be inaccurate, contact your Course Leader again.

Sickness

You must contact the SOHSC Student Records Office (Student Records Office, Room H0.06, 01642 384184 or absence.soh@tees.ac.uk). If you are a full time student you must produce a self-certification for the first five days of sickness followed by a fit note for prolonged periods of illness. Failure to do so will result in the absence being recorded as unauthorised.

You should also inform the office of the date of your return. If you wish to return before the end of the period specified on the fit note you must provide a note stating that you are fit to return. If it is felt that you can return but there are restrictions you would need to meet with your Course Leader/Pathway Leader to determine whether the School could accommodate the restrictions. You must contact your Course Leader/Pathway Leader before returning.

Prolonged or extensive periods of sickness may result in a referral to occupational health to ensure that you are fit to continue with your studies.

Authorised Absence

You may request a leave of absence by completing a leave of absence form and where possible this should be agreed in advance. Examples of circumstances include childcare emergencies, funeral of a close relative etc. The leave can be authorised by the Course Leader/Pathway Leader. The form must be submitted to the SOHSC Student Records Office after it has been authorised by the respective party.

Unauthorised Absence

If you have not reported in sick, submitted a Leave of Absence form, communicated with the School or not pre-arranged your non-attendance (e.g. car broken down) this is recorded as unauthorised absence. After the fourth consecutive teaching session has been missed you will be contacted by your personal tutor.

Unauthorised absences may trigger the Fitness to Practise Procedure.

Practice Placement

Where practice placements are integral to your course you are expected to have 100% attendance. You must inform the SOHSC Student Records Office by 10am of any absence and also the practice area before the start of the shift. Absence from placement during a weekend should be reported to SOHSC Student Records Office by 9am on the following Monday morning. Non-attendance at placement may lead to the Fitness to Practise Procedure being instigated.

International Student Attendance

The University's International Student Attendance Monitoring protocol can be viewed on the following via the Student Handbook, [Student Regulations](#).

Failure to comply with weekly registration and attendance will result in UKVI being informed if appropriate.

Weekly Registration Requirements

If you are studying on a Tier 4 visa you must report to the School Reception at an appointed time each week to formally register. If you fail to do so you will be contacted by the Course Leader or Lead Monitoring Officer (LMO). For postgraduate taught international students the signing in requirements normally change during the final project phase of the course from once weekly to once every four weeks.

For pre-registration international students the signing in requirements are twice per week during theory (in addition to the registers taken during taught modules). For students attending a clinical placement block, sign-in will be once per month but a copy of the timesheet must be submitted to the Student Records office on a weekly basis (a photograph or scanned copy is sufficient).

Attendance Monitoring Requirements

Your attendance at scheduled teaching sessions will be monitored and every single missed interaction you will be contacted by the Module or Course Leader.

Sickness

Tier 4 international students must contact the School's Student Records Office by 10am to notify their absence on the first day of sickness and giving an indication of when they are likely to return. Student Records Office (SRO), Room H0.06, 01642 384184 or absence.soh@tees.ac.uk. All sickness/absence of more than five days must be accompanied by a fit note, or alternatively, evidence of hospital attendance for treatment. You must report back on return from sickness/absence irrespective of whether this is their normal registration day.

Authorised Absence

Authorised Absences must be agreed by the Dean or their nominated deputy. The authorisation must clearly define the **start/finish** of the agreed period of absence, and provide a **specified date** at which you **must re-present** for attendance monitoring. Although international students studying a standard course are expected to attend during term time only, you must inform the Course Leader and LMO if you intend to leave the UK during scheduled University vacations.

Fitness to Practise

The School has a responsibility to ensure that students on professional education courses are fit for practice throughout their studies, from enrolment to the point of registration with the relevant Professional/Statutory/Regulatory Body (PSRB). Whilst each PSRB has specific requirements in relation to Fitness to Practice, the School has a range of processes in place for all students undertaking professional courses.

The courses that lead to registration with or accreditation by the Professional/Statutory Bodies, such as, Health and Care Professions Council (HCPC), Nursing & Midwifery Council (NMC), General Dental Council (GDC) require a Duty of Care towards others. A student who fails to demonstrate appropriate standards of behaviour at University, on placement or socially, may be deemed to be professionally unsuitable. This means that your behaviour and conduct outside of work can impact on your professional career.

As a student you are required to demonstrate attitudes and behaviours in line with your professional code. If you are unsure what this means, check the code for guidance.

The University Regulations relating to Fitness to Practise can be found on the University website via the Student Handbook, Regulations, Academic Regulations. You are advised to read these regulations which gives you examples of types of concerns that may arise.

Please be aware that owing to the seriousness of some offences such as theft, a Fitness to Practise panel is likely to have no alternative but to recommend removal from the course.

You can access additional support and guidance through the Student Union Student Support (SUSS).

Consent and Confidentiality

All students have an obligation both in University and practice settings to see that patient data is accessed appropriately.

You **MUST** treat all information carefully and not disclose it to unauthorised persons. Disclosure could result in legal proceedings against you and/or the organisation. You must understand, therefore, that it is a condition of your placement that all information in respect of patients/clients or indeed personal information relating to anyone at all which comes to your knowledge, directly or indirectly, shall be treated as confidential and must not be discussed or disclosed to any person unless you have authorisation to do so.

It is essential that information relating to patient care is used for assessed work/study only if informed consent has been received from the individual concerned and any data used is anonymous. It is a requirement therefore, that you read the [Confidentiality and Informed Consent Guidelines for Students](#) (use the search term 'consent and confidentiality' in the e-directory). You will also be required to attend a session regarding these issues and complete a Student Declaration Form confirming you attended the session and that you understand the importance of consent and confidentiality. Where consent is required for an assessment you are expected to include a completed [Obtaining Informed Consent Form](#) (see e-directory and use search term 'consent and confidentiality form'). Reference should also be made to the guidance from the Department of Health with respect to consent, see: <http://www.dh.gov.uk>.

Placements

All of our pre-registration professional courses necessitate allocation to practice placements.

Indemnity

Placements will be indemnified through the University and the host organisations for the purpose of vicarious liability. If, however, you wish to negotiate a placement outside our current arrangements then you will need to agree this with your Course/Field Leader/Placement Co-ordinator. You will need to complete the Request for Indemnity Cover Student Placements form. The form is within the International and Out of Area (within UK) Placements Guidance for Staff and Students on the [student intranet](#).

Using Your Car on Placement

It is your responsibility to ensure that any vehicle you use to travel to and from, and in between, practice placement areas is properly insured for this purpose. Your car should be covered for business travel not just commuting to a place of work. If you are in any doubt that your car insurance covers you for this, then you must seek prior advice from your insurance company on this matter.

You are reminded that you must not convey patients or clients in your own vehicle.

Pregnancy and Placement

If you become pregnant you must report this to your Personal Tutor, Field Leader, Zoned/Visiting Academic and your Practice Educator/Mentor on placement as soon as you receive confirmation of the pregnancy. This is essential in order to protect both the pregnant woman and unborn child whilst in the University but more importantly during placements.

If you are based in practice you must inform your Practice Educator/Mentor at each placement area and complete the relevant practice-based Risk Assessment Form, which will then be actioned accordingly.

The guidance notes for pregnant students can be found on the Student [e-directory](#).

Uniform and Placement Badge

Some health courses require students to wear a uniform. Students will be issued with a relevant uniform at enrolment. Additional or replacement uniforms for any other reasons will have to be ordered and paid for by the student. For all uniform requests/queries, please contact the Student Records Office:

- Extension 4184
- Email sohsc.records.placements@tees.ac.uk
- Information Desk, Centuria Building

Maternity uniforms are also available upon request. A refundable deposit of £30.00 will be required upon issue of the uniform. Once the uniform is returned you will be refunded your deposit

General messages and announcements to students about uniforms will be posted in the following locations, so it is important that you check these regularly:

- Individual course sites on e-learning@tees – with contact information for the current uniform supplier (including the security password relevant to your course)
- By email to your student account so please check your email

Uniform measuring takes place at enrolment prior to induction week. If you miss this session you will be invited by email to a session within three weeks of your course start date.

When your uniform is available for collection, you will be notified by email to your student account.

Care of your uniform is important in order to maintain a professional image. You should therefore pay particular attention to the washing instructions for each garment. **Please ensure you arrive on placement in a clean and ironed uniform. This conveys a professional image.**

Safeguarding your Uniform and TUSC

Your uniform represents the University and also the professions which you are studying towards, therefore, you have a responsibility to ensure that you keep your uniform and TUSC Card safe and secure at all times. You also have a responsibility to ensure that it does not fall into the hands of someone who could potentially steal your identity and pose a threat to patients, clients and/or service users, therefore discrediting the University and the profession you are studying towards.

The following guidelines have been put in place for you to follow in the event of any of these concerns.

If you lose any or all of your uniform:

Report it to sohsc.records.placements@tees.ac.uk as soon as you possibly can giving your name, student number and the course you are studying. The Student Records office will report it to the School Manager or designate who will alert the appropriate academic leads in the School.

How to dispose of your uniform and TUSC card when you complete/leave the course:

Your uniform should be carefully disposed of when you complete your course or leave before study is completed. You must cut out the logos from the garment and then dispose of the garments separately from the logo.

Your TUSC card should be cut up or shredded with a cross shredder to ensure this cannot be used by anyone else.

Remember, your uniform and your TUSC card are your responsibility; please safeguard the public by acting responsibly if you lose it!

Placement Badge:

Students enrolled with the University are issued with a TUSC as mentioned earlier. This must be used at all times for identity purposes whilst on practice placements. If you lose your TUSC you should cancel it by going to either; www.tees.ac.uk/payonline (off site) or MyTUSC.tees.ac.uk (on site) and selecting the “Cancel TUSC” option. You can also purchase a replacement card by selecting this option from the same two sites. You should also report the loss of a TUSC or placement identity badge to the relevant practice placement area and the School Information Desk, Centuria Building.

Disability and Placement

Placement areas may need to make adjustments to enable you to fully participate and to ensure you receive adequate support. It is important that you meet with the School Disability Co-ordinator:

sohscdisability@tees.ac.uk a member of the course team and possibly practice representatives to go through the recommendations from your assessment and agree how you are to be supported. During this meeting if there are any reasonable adjustments that cannot be made these will be explained to you. You should also discuss your support needs with relevant staff at the beginning of each placement. **You must be aware that failure to disclose any special support requirements may affect your ability to succeed on placement.** Your Practice Educator/Mentor is keen to support you, but it is your responsibility to communicate with them on any relevant matters.

Concerns about Placement

The School operates a Raising and Escalating Concerns (Whistleblowing Procedure) available [on the e-directory](#). The procedure identifies the processes to be followed by academic staff and students when they have a concern relating to the:

- practice learning environment and/or
- standards of practice/care

It also aims to provide a mechanism to support both staff and students and prevent/reduce possible harm to service users. See Placement Concern Flow Chart (on the [e directory](#)) in the Raising and Escalating Concerns (Whistleblowing Procedure).

Conscientious Objection

Whatever course you are doing, you must be aware that your own moral, religious and political beliefs must not compromise the care and welfare of your patients or clients. These must not prevent you from participating in any care intervention. If you have any concern of this nature, then you must bring it to the immediate attention of your Personal Tutor/Course Leader or Practice Supervisor.