

Dealing with significant student concerns regarding the practice learning environment, e.g., practice issues which may have impacted on assessment decisions.

*Students are encouraged to evaluate each individual learning experience utilising the electronic evaluation form. On occasions a student may feel that their practice experience is having a negative impact on their assessment and learning in practice. In these circumstances students should raise their concerns/complaints as soon as possible during the placement allocation.*

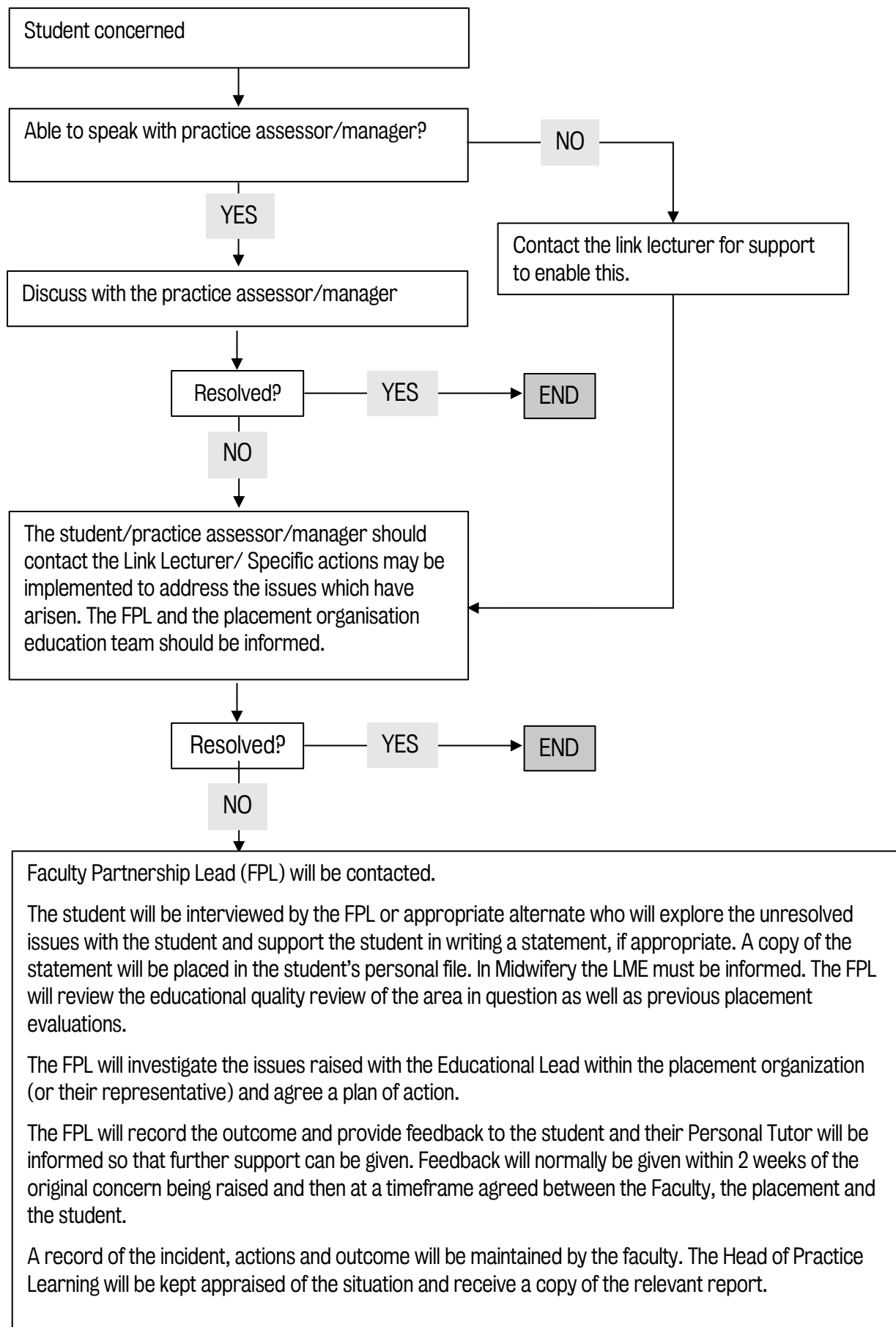
If a student raises significant concerns about support/placement learning experience:

1. The student should discuss the concern with the practice assessor and/or manager during the allocation. Where the student does not feel able to speak directly with the practice assessor and/or manager or practice placement manager/facilitator they should contact the link lecturer or clinical teacher for support to raise the concern.
2. If the situation is not resolved, the student/practice assessor/practice placement manager should contact the Link Lecturer/Academic Assessor.
3. Specific actions may be implemented to address the issues which have arisen. The Faculty Partnership Lead and the practice learning partner education team should be informed.
4. If the situation cannot be resolved at placement area level the Faculty Partnership Lead will be contacted.
5. The student will be interviewed by the Faculty Partnership Lead or appropriate alternate who will explore the unresolved issues with the student and support the student in writing a statement, if appropriate. The Personal Tutor should be informed, and a copy of the statement will be placed in the students' personal file. In Midwifery the LME must be informed.
6. The Faculty Partnership Lead will review the PLPLG Multi-professional audit of area in question as well as previous placement evaluations.
7. The Faculty Partnership Lead will investigate the issues raised with the Educational Lead within the practice learning partner (or their representative) and agree a plan of action.
8. The situation will be case-managed appropriately, with all relevant parties updated (cohort lead, programme lead, personal tutor, academic assessor, the student and other parties). Feedback will be provided to the student and their Personal Tutor will

be informed so that further support can be given. Feedback will normally be given within two weeks of the original concern being raised and then at a timeframe agreed between the Faculty, the placement and the student. If the concern is formally investigated by the PLP, this timeframe will be longer than two weeks.

9. A record of the incident, actions and outcome will be maintained on AMS:  
<https://internal.kcl.ac.uk/about/ps/safety/emergency/accident-and-incident-reporting>
10. The Associate Dean (Practice Learning) will be kept apprised of the situation and receive a copy of the relevant report.

Flow for dealing with issues relating to the Learning Environment:



<b>Maintained by:</b>	Associate Dean (Practice Learning)
<b>Owned by:</b>	Associate Dean (Practice Learning)
<b>Approving Committee of Body:</b>	Faculty Education Committee (FEC)
<b>Last updated:</b>	July 2022
<b>Review date:</b>	July 2024
	To be reviewed on a periodic basis, with allowance for minor annual updates of roles and responsibilities by FNFNM QA Team as required