

Division of Tropical Health & Medicine | College of Healthcare Sciences

Nursing, Midwifery and Nutrition



Graduate Certificate of Diabetes Education

PROFESSIONAL EXPERIENCE PLACEMENT HANDBOOK

Everything you need to know about PEP 2017

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INTRODUCTION

Professional experience placement is an integral component of the Graduate Certificate of Diabetes Education course with the intent of meeting ADEA Competencies and Standards for Credentialed Diabetes Educators (2008). The aim of professional experience placement is to integrate theoretical knowledge into practical clinical experiences. Clinical placement has been designed to develop a beginning Diabetes Educator who:

- is able to deliver safe, competent diabetes care;
- is able to apply decision making and clinical judgment;
- is a consciously interactive, reflective carer.

That is, students must have knowledge and practical experience in a range of clinical settings where they will encounter a range of people with diabetes and their family. Subjects with a clinical component are indicated in the course overview.

ORGANISATION

Professional experience in the form of clinical placement is sought by the student. It is a requirement of the Grad Cert Diabetes Education that all students secure a minimum of 80 hours clinical placement at an approved clinical facility. The clinical experience is documented in the professional and reflective practice portfolio. The workbook is divided into two parts. Part A is for documenting clinical experiences and Part B is where the student is assessed to be clinically competent in Diabetes Education practice in a range of settings. The Grad Cert Diabetes Education can be completed in 12 months by undertaking 2 units per semester; or over eighteen months (mid-year start); or over 2 years at one unit per semester. The student needs to secure a professional experience placement in NS5383 Professional Practice Unit in order to complete the course.

All undergraduate and graduate students who undertake a course that includes prescribed professional experience placements must be aware of the following University policy: [Enrolment Policy – Coursework Students, 12. Professional Experience](#). An extract is printed below.

12. Professional Experience

Where a course includes prescribed professional or clinical placements, students may be required to undertake such placements away from the campus at which they are enrolled at their own expense.

12.1 Students may be required to be interviewed, in accordance with the relevant procedures, to assess their suitability to undertake, or to continue in, a professional or clinical placement.

12.2 Where a course includes a prescribed professional or clinical placement(s) and where that placement(s) may involve contact with young people, a student's initial enrolment and continuing enrolment in that course will be conditional upon the following:

12.2.1 eligibility of the student for a Suitability to Work with Children Card at the time of the first enrolment;

12.2.2 maintenance of that eligibility throughout the whole of the course;

12.2.3 actual application for or acquisition of a Sustainability to Work with Children Card prior to commencement of Placement

In the event that a student becomes ineligible for a Suitability to Work with Children Card, at any time between the date of first enrolment and the date of completion of the course, the student will not be able to complete the degree.

PROFESSIONAL EXPERIENCE PLACEMENT

Professional experience placement is an essential component of the student's education for assuming the professional responsibilities of a Diabetes Educator and therefore such activities as jobs, athletic endeavours, family commitments including appointments and Army Reserve experience, although important in themselves, cannot take priority over the student's clinical learning. Professional experience placement is also a priority over personal celebrations such as birthdays and weddings.

The student will spend 10 days placement in the clinical setting and will have the opportunity to practice in simulated settings during five day residential for both units NS5380 Clinical Management of Diabetes and NS5382 Applied Diabetes Education and Management.

The student will need to familiarise themselves with ADEA Competencies for Credentialed Diabetes Educators, National Standards of Practice for Credentialed Diabetes Educators, ADEA Code of Conduct, and Role and Scope of Practice for Credentialed Diabetes Educators documents available online at <http://www.adea.com.au/about-us/our-publications/>

STUDENT SUPPORT WHILST ON PROFESSIONAL EXPERIENCE PLACEMENT

Whilst on professional experience placement the university is able to offer the student support through:

1. The clinical preceptor or Diabetes Unit Manager attached to the professional experience placement.
2. The Grad Cert DE Course Coordinator, JCU = office phone: 42321437
3. Student Services e.g.: Counseling services, Accessibility service, Chaplaincy

PRE-PLACEMENT REQUIREMENTS

The University has binding agreements with all the facilities and organisations that provide clinical placements. From these contracts, and in accordance with other legal obligations, there are mandatory pre-placement requirements (PPRs) that **all** students **must** complete, administered by the [JCU Professional Placement Unit](#). The mandatory pre-placement requirements for the Graduate Certificate of Diabetes Education are:

1. JCU STUDENT ID CARD and JCU STUDENT CLINICAL ID CARD

Even though you are studying off-campus, it is essential for students to obtain a **JCU Student ID Card** and a **JCU Student Clinical ID Card**.

1. How to obtain a **JCU Student ID Card**

You need this card for exams, to access the library, printing services and computer labs if you visit our campus. A JCU Student ID Card is required before a JCU Student Clinical ID Card can be issued.

To obtain a JCU Student ID card please visit "[Submit a Request for a Student ID Card form](#)". If you have not received a JCU Student ID Card before, you will need to include a passport-sized photo certified by a Justice of the Peace on the reverse side to confirm that the photo provided is a likeness of you.

2. How to obtain a **JCU Student Clinical ID Card**

Clinical ID cards are used for placement and are not the same as JCU Student ID cards. To obtain a Clinical ID you must have first obtained a JCU Student ID. During professional experience placement **you must wear your Clinical ID at all times**. Clinical ID cards are valid for the duration of your enrolment and must be returned to JCU at the completion of your course.

The Professional Placement Unit organise your **JCU Student Clinical ID Card** and will notify you by email when to source your Clinical ID card. Cards can be sourced from the Student Centre; Townsville Building 134 and Cairns A1. The cost of the card to students is \$15.

2. JCU PLACEMENT PROCEDURE AND PROCEDURE FOR INFECTIOUS DISEASE

As a JCU professional experience placement student you are required to read the following:

- Professional Experience Placement Procedures for students within the Division of Tropical Health and Medicine.
- Procedure for Infectious Disease for students within the Division of Tropical Health and Medicine.

Links to these documents and the Student Declaration are available from the Professional Experience Placement website at <https://www.jcu.edu.au/professional-experience-placement/preparation-checklists/nursing-midwifery-and-nutrition>

- **JCU Placement Procedure and Procedure for Infectious Disease**

After reading these documents you must sign the Student Declaration, which confirms you have read and understood the contents of both procedures, and return the signed document to the Professional Placement Unit.

Students are required to complete the declaration at the beginning of the course. The completed declaration form must be submitted to the Professional Placement Unit prior to WEEK 4 of the first teaching period of the course.

3. JCU CONFIDENTIALITY ACKNOWLEDGEMENT

You must complete and sign the JCU Confidentiality Acknowledgement every year.

In signing the Acknowledgement, you – the student – acknowledge that you have been instructed in the concept of patient, client and business confidentiality, and will respect clients' confidentiality at all times.

The confidentiality acknowledgement form is available from the Professional Experience Placement website at <https://www.jcu.edu.au/professional-experience-placement/preparation-checklists/nursing-midwifery-and-nutrition>

- **JCU Confidentiality Acknowledgement**

Please download, complete, sign and submit the Confidentiality Acknowledgement to the Professional Placement Unit by email or in person.

Students are required to complete the confidentiality acknowledgement at the beginning of the course. The completed declaration form must be submitted to the Professional Placement Unit prior to WEEK 4 of the first teaching period of the course.

4. QUEENSLAND HEALTH STUDENT ORIENTATION CHECKLIST (QHealth Facilities only)

Queensland Health requires all students read and complete the Student Orientation Checklist and Student Deed Poll prior to placement.

Links to the Student Orientation Checklist and Student Deed Poll are available from the Professional Experience Placement website at <https://www.jcu.edu.au/professional-experience-placement/preparation-checklists/nursing-midwifery-and-nutrition>

- **Queensland Health Orientation Checklist and eLearning Modules**
- **Queensland Health Student Deed Poll**

The completed checklist and deed poll should then be submitted to the Professional Placement Unit on completion.

NOTE: Students undertaking placement outside Queensland will be required to meet the orientation requirements of their host facility. Students should check with their health service for requirements in preparation for placement.

Students are required to complete the checklist at the beginning of the course. These completed forms must be submitted to the Professional Placement Unit prior to WEEK 4 for each year level. This means all students are required to do the checklist and deed poll annually.

5. WORKING WITH CHILDREN CHECK – BLUE CARD

The [Working with Children Check](#) is a screening process that assesses your suitability to work with children based on known disciplinary and police information.

Please **DO NOT** submit your application directly to Blue Card Services. Applications are specific to JCU and must be submitted through the Professional Placement Unit. You should begin your application as soon as possible and submit it to the Professional Placement Unit for processing and submission. There is no fee for students. It can take up to 8 weeks to obtain a Blue Card because of the checks and processes involved.

The Blue Card is valid for three years. It must be renewed at least one month before its expiry date to retain currency.

It is your responsibility to maintain a current Blue Card throughout your course. It is also your responsibility to ensure your contact details are up to date with Blue Card Services. For example, if you change your address or phone number, you must contact Blue Card Services and provide your new details.

Information on how to start your Blue Card application or instructions for applicants who already hold a Blue Card are available at the Professional Experience Placement website at <https://www.jcu.edu.au/professional-experience-placement/preparation-checklists/nursing-midwifery-and-nutrition>

- **Working with Children Check – Blue Card**

Please note: the deadline for either producing your Blue Card or applying for a Blue Card is WEEK 4 of the first teaching period after commencement of study in all courses. Students who do not have a current Blue Card will not be able to attend professional experience placement due to non-negotiable legal and insurance requirements. Such students will thus receive an X for the subject and need to repeat it in its entirety the following year.

NOTE: Students undertaking placement outside Queensland will be required to meet the obligations of the host facility and state requirements for working with children. Check with the [Professional Placement Unit](#) for interstate requirements.

6. IMMUNISATION REQUIREMENTS

In accordance with Queensland Health and JCU procedures, students who are enrolled in health courses must be fully immunised for:

- Hepatitis B
- Measles, Mumps and Rubella (MMR)
- Varicella (chickenpox)
- Pertussis (whooping cough)

before commencing their professional experience placement, or by the end of the first teaching period, whichever comes first.

Students are required to visit a general practitioner to complete the JCU Health Record and Immunisation Form and when all evidence is completed, students are required to email the completed form and immunisation evidence to the Professional Placement Unit.

Information on immunisations, links to the JCU Health Record and Immunisation form, and instructions on how to submit documents to the Professional Placement Unit are available at <https://www.jcu.edu.au/professional-experience-placement/preparation-checklists/nursing-midwifery-and-nutrition>

- Health and Immunisations

NOTE: Students undertaking placement outside Queensland will be required to meet the obligations of the host facility and state requirements for immunisations. Check with the [Professional Placement Unit](#) for interstate requirements.

Students who do not submit evidence of immunisation by the end of the first teaching period will not be able to attend professional experience placement due to non-negotiable legal and insurance requirements. Such students will thus receive an X for the subject and need to repeat it in its entirety the following year.

7. AUSTRALIAN FEDERAL POLICE CHECK

Prior to placement, you must obtain a **National Police Certificate (NPC)**, which is issued by the Australian Federal Police (AFP).

It is important to begin the application process as soon as possible because the certificate can take up to 3 months to process and finalise. Application costs must be borne by you, the student.

A National Police Check obtained from a third party organisation is NOT an acceptable alternative to an NPC issued by Australian Federal Police.

For further information on AFP National Criminal History Checks and links to forms visit the Professional Placement Unit website at <https://www.jcu.edu.au/professional-experience-placement/preparation-checklists/nursing-midwifery-and-nutrition>

- Australian Federal Police (AFP) National Criminal History Check

Students who do not submit a current Australian Federal Police Check will not be able to attend professional experience placement due to non-negotiable legal and insurance requirements. Such students will thus receive an X for the subject and need to repeat it in its entirety the following year.

OTHER HEALTH REQUIREMENTS

If any student has a medical condition or injury which may restrict movement or mobility, or which requires regular treatment (e.g. diabetes, asthma, epilepsy, mental health problem), or any other personal health issue, it is important that they notify and supply documentation to the Course Coordinator. This is for the student's own safety to successfully complete the PEP. This information will be treated in the strictest confidence.

NB For students requiring or going to placement in Mackay, it is compulsory that there is documented evidence of Mantoux Testing that needs to be presented with other compulsory paperwork at the beginning of clinical placement.

PREGNANCY AND BREAST FEEDING WHILE ON CLINICAL PLACEMENT

Students, who will be more than 32 weeks pregnant at their allocated placement time, must contact the Grad Cert DE Course Coordinator by phone or email as early as possible. If amenities for breast feeding are required, students should contact the Diabetes NUM or manager at the clinical facility or the Grad Cert DE Course Coordinator who will liaise with the individual facility one (1) month prior to placement.

UNIFORM

Dress code: You are expected to wear appropriate dress and closed footwear suitable for a clinical visit. A collared shirt with navy blue/black trousers or knee-length skirt is suitable. Check with the placement facility for their requirements.

You must respect the agency's policies, procedures and regulations and any other specifications identified at the Unit web site for the clinical agency.

You must meet all clinical preparatory requirements of the University and any clinical agency that you visit. Specific details for individual agencies are provided on the unit web site. **YOU MUST COMPLY WITH THESE REQUIREMENTS** - Failure to do so will necessitate your exclusion from the clinical area.

Jewellery

One small stud earring in each ear only, no other visible piercing.

Medical identification bands if necessary.

No jewellery on arms/hands except flat wedding band (plain gold bands, no stones)

No other visible jewellery.

Hair

Must be above the collar.

Long hair is to be held back and must be above the collar.

No ribbons, bows or glitter.

Hand Hygiene

Fingernails must be clean, short (<6mm) and with nothing adhered to the nail (no nail polish, acrylic nails, gel tips or artificial nails of any type).

Footwear

Closed-in shoes; (boots are not appropriate). Fully enclosed footwear must be worn at ALL times, in ALL clinical settings. Footwear must have a non-slip sole and heels that are in good condition. Footwear must be fastened or buckled as appropriate at all times whilst on placement. Sandals, backless, sideless, scuffs, stiletto style shoes, strap style shoes, thongs and clogs are not permitted to be worn in any setting.

Rationale: The wearing of inappropriate footwear while on clinical placement could place you at risk of injury through crush, sharps, slips and falls and potential exposure to body fluid.

Tattooing

Students should be aware that facilities may ask them to cover their tattoos.

Identification

[JCU Student ID card](#) and clinical facility identification badge worn on uniform

No student, male or female, is permitted to wear T-shirts with slogans or any type of provocative clothing while on professional experience placement.

HOW TO APPLY FOR A PROFESSIONAL EXPERIENCE PLACEMENT

Students can undertake their clinical placement closer to home in their choice of facility providing the institution has a Memorandum of Understanding or Student Deed with James Cook University.

Both the course coordinator and the student approach the selected Clinical Facility to secure a date for clinical placement. This should be done at least 3-6 months prior to placement to ensure the facility can take you at that time.

PROFESSIONAL EXPERIENCE PLACEMENT ASSESSMENT

The **minimum** assessment requirements that the student will be required to satisfactorily complete are:

- Clinical Attendance Record showing attendance for all scheduled days.
- Clinical Skills Assessment. The clinical competency workbook must be submitted to the Grad Cert DE Course Coordinator upon completion of your PEP.

In order to pass clinical, students must meet the assessment requirements placement as published in the relevant clinical competency workbook.

REFLECTIVE JOURNAL AND PLACEMENT ATTENDANCE

It is **MANDATORY** that students fill out the reflective journal along with the practice portfolio.

It is **MANDATORY** that students attend PEP as scheduled by the clinical placement facility (see Absence from Professional Experience Placement).

Clinical assessment (clinical competency workbook) MUST be returned to the Grad Cert DE Course Coordinator no later than TWO WEEKS following completion of your clinical placement. Failure to return your clinical assessment documentation may result in an “X” (fail) for the subject.

The original copy is returned to the student following marking and verification. A copy is kept by the College of Healthcare Sciences. You should keep your copies of your placement evaluations in a safe place, as most potential employers will ask to see them when you apply for a job at the end of your course. They should also be included in your Professional Practice Portfolio. It is recommended that students scan or photocopy all clinical documentation before they submit.

Your Clinical Record **MUST** be completed, **and signed**, by yourself and your Preceptor. You are required to organise a mutually convenient time with your Preceptor prior to the end of the clinical placement to discuss your overall clinical performance.

CLINICAL COMPETENCY WORKBOOK

The Clinical Competency Workbook identifies all the clinical requirements of the Grad Cert DE course.

- **It needs to be filled out by you;**
- **Signed by your Preceptor;**
- **Signed by your Preceptor or Diabetes Unit Manager when competencies are completed;**
- **Submitted to the Grad Cert DE Course Coordinator upon completion of PEP;**
- **You should make a copy for yourself before handing it in (which needs to be done within ONE WEEK of completion of placement).**

Students will be encouraged to practice the Diabetes Educator skills learned throughout the course, under the guidance of a Diabetes Educator Preceptor/ Diabetes Unit Manager. Satisfactory competence on a clinical skill does not preclude further practice and/or demonstration of your competence.

UNSATISFACTORY GRADE ON PROFESSIONAL EXPERIENCE PLACEMENT

Students who attract any Unsatisfactory grade/s (U) on their Clinical Placement may be contacted by the Grad Cert DE Course Coordinator to make an appointment to discuss grades. Any requirements for further clinical placement experience, including conditions, will be decided during that meeting.

The decision to offer Clinical Makeup for an overall unsatisfactory grade is at the discretion of the Grad Cert DE Course Coordinator and Subject Coordinator, and will only be offered in exceptional circumstances.

Students who fail a clinical subject MUST see the Grad Cert DE Course Coordinator and/or Academic Advisor, as soon as possible, to discuss their progress in the course.

ABSENCE FROM PROFESSIONAL EXPERIENCE PLACEMENT

- Students who miss placement for whatever reason must inform **BOTH the Grad Cert DE Course Coordinator and the Facility, as soon as possible.**
- Students who miss any day/s of placement must provide evidence of illness or other extenuating circumstance (such as compassionate leave, sick family members or other catastrophic event). Evidence will be, for example, a medical certificate which would be submitted with your clinical assessment records at the completion of clinical placement.
- Failure to provide satisfactory documentation may result in failure to progress or an overall fail (N) for the subject.

Students who have frequent absences or absence without supporting documentation throughout the program will be required to attend a meeting with the Grad Cert DE Course Coordinator. The student will be counselled and advised of the course of action to be taken for their frequent absence from clinical. The student will be required to attend further clinical placement for the cumulative absence from the program.

Students who miss PEP without appropriate documentary evidence may attract a FAIL (N) grade for the subject overall.

The student will be required to supply documentation to support their non-attendance at clinical placement to the clinical facility within two (2) weeks of the missed day/s.

Any extenuating circumstances involving clinical placement will be referred to the Grad Cert DE Course Coordinator and/or Director of Education.

Send documentation to:

Graduate Certificate Diabetes Education Course Coordinator
Nursing, Midwifery & Nutrition
College of Healthcare Sciences
James Cook University
PO Box 6811
Cairns, QLD 4870.

WORKPLACE INJURY/ACCIDENT

You are expected to maintain safe practice in the workplace, by using the ergonomic, infection control and safety precautions taught in your course subjects, however, despite these precautions, at times accidents will occur. In the unlikely event of your sustaining an injury/accident within the clinical facility while performing the duties of your professional experience placement, you need to do the following:

- Notify your Diabetes Unit Supervisor/Preceptor immediately;
- Follow the clinical facility's workplace accident and injury policy;
- Notify the Grad Cert DE Course Coordinator, Nursing Midwifery and Nutrition, JCU on 07 42321437;
- Provide a copy of the clinical facility's workplace accident and injury documentation to the College Office.

CHALLENGE POLICY

Nursing, Midwifery & Nutrition, College of Health Care Sciences is committed to provision of quality care based on holistic models which includes chronic disease self-management models. It is the College's responsibility to ensure safety to practice and caring professional behaviour from all students while on professional experience placement. It is therefore important to have a structured, objective system in place to manage any questionable situations that arise while students are involved in professional experience placement. Students with incomplete Diabetes Educator Skills/Competencies or Clinical Mastery may also be placed on a Clinical Challenge prior to or during placement.

The purpose of this policy is to:

- maintain an objective standard for challenge procedures in the event of situations when behaviour is considered to be unsafe or unprofessional;
- identify unprofessional, unsafe, and unsatisfactory behaviours warranting intervention as listed on the Formal Challenge Procedure Form;
- identify in detail the procedures to be followed in the event of a challenge being issued;
- maintain a formal procedure for removing a student at any time from the clinical practice setting because of unsafe or unprofessional behaviour(s).

If an event or series of events occurs involving a James Cook University student while on professional experience placement which, in the opinion of the Diabetes Unit Manager requires intervention, the following options are available:

STAGE 1: STUDENT VERBAL WARNING OF IMPENDING CHALLENGE

At this point the procedure is informal involving the Diabetes Unit Manager and the student. The Diabetes Unit Manager informs the Grad Cert DE Course Coordinator of the threat of the challenge and discusses the situation with the Grad Cert DE Course Coordinator who will also inform the relevant Subject Coordinator.

Steps:

1. Document the preceding events and his/her concerns, addressing published student assessment criteria. Inform student that s/he is at risk of a formal challenge.
2. Counsel the student about the specific unacceptable behaviour(s).
3. Discuss appropriate behaviour and establish a clear expectation of modification of behaviour and support the student in their progress towards satisfactory practice for their year level.
4. Establish a timeframe with the student for demonstration of alteration of the behaviour(s).
5. Set a time for a follow-up discussion with the student at the end of the timeframe.

If correction of behaviour has not occurred, the process proceeds to Stage 2: Formal Challenge Procedure.

STAGE 2: FORMAL CHALLENGE PROCEDURE

Formal challenge is initiated if no significant effort has been made by the student to modify the unacceptable behaviour by the end of the given time frame. The Grad Cert DE Course Coordinator is informed of the matter and the formal challenge details and is sent a copy of all relevant documentation.

Steps:

1. An objective account of the circumstances or incident which initiated the challenge is documented by the Diabetes Unit Supervisor.
2. Following a formal, confidential dialogue between student and Diabetes Unit Manager addressing the behaviour(s) requiring correction, the documentation is signed by the student and the Diabetes Unit Supervisor.
3. A copy of all relevant documentation is sent to the Grad Cert DE Course Coordinator.

4. The Diabetes Unit Manager advises the student that s/he may contact the Grad Cert DE Course Coordinator independently to discuss her/his status.
5. The Grad Cert DE Course Coordinator notifies the relevant subject coordinator of the formal challenge procedure.
6. The student is assisted to redeem the challenge by negotiating a learning contract with their Diabetes Unit Supervisor.
7. The Grad Cert DE Course Coordinator and relevant subject coordinator will be involved in the contract negotiations. The contract will be time limited and contain specific expectations. This learning contract may be activated during the same clinical placement or, alternatively, may need to occur during make-up of professional experience placement and/or placement in a subsequent study period.
8. If the contract is fulfilled within the time frame, the challenge is redeemed. The documents relating to challenge remain in the student's confidential College clinical record. The student and Diabetes Unit Manager will meet to provide closure to the incident.
9. If the student fails to redeem the challenge, s/he is then counselled by the Grad Cert DE Course Coordinator regarding the repercussions of the behaviour(s), which may include stage 3.

STAGE 3: REMOVAL FROM CLINICAL FACILITY

1. The Grad Cert DE Course Coordinator in conjunction with the Diabetes Unit Manager have the option to **immediately remove the student from the clinical environment** in the event of a serious breach of professional behaviour or client safety or at the request of a clinical facility.

The Diabetes Unit Manager is responsible for providing the student with the following information should this occur:

1. Reason for action.
2. Subsequent steps/follow-up with the student including date/time/location of further discussion.

The Diabetes Unit Manager will also:

1. Notify the Grad Cert DE Course Coordinator.
2. Provide documentation of the events or behaviour.
3. Notify the relevant facility liaison person.

PROTOCOL FOR STUDENTS WHO HAVE A PROBLEM WITHIN THE FACILITY

Students are encouraged to contact the Grad Cert DE Course Coordinator on 07 42321437 at the earliest possible opportunity, for support if they perceive that they have a problem with their Preceptor /Diabetes Unit Manager or the facility while they are on placement.