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Managing Concerns – a quick guide
Thursday 27th November 2014
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Locating the procedures

- Practice Learning Handbook – section 7



Concerns

- Concerns may be:
 - About the student
 - Low level niggles
 - Serious breaches of HCPC guidance
 - About not meeting the required PCF domain level
 - About the placement (changes, availability of learning opportunities)



Sources of support

- Contact tutor
- Placement co-ordinator (Heather Saunders)
- Module co-ordinators (Ian Mathews and Diane Simpson)
- Practice Educator support groups within the county
- In your own agency - Placement co-ordinators, peers, line managers

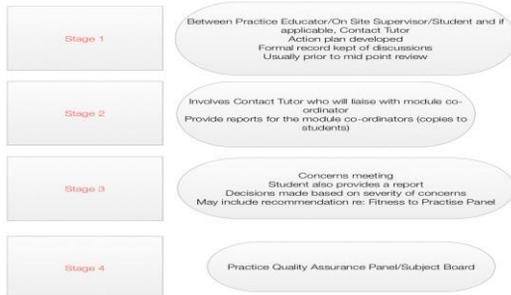


Managing concerns – top tips

- Don't delay
- Many concerns can be dealt with by early intervention
- Consider support for yourself and the student
- Clearly articulate your concerns
- Cross reference to the HCPC code of conduct and ethics for students and the relevant PCF domain appropriate to first/final placement
- If in doubt, ring or email the Contact Tutor or someone in the practice team (Ian, Diane, Heather)
- Listen to your instincts but be specific
- Be open and transparent with the student about the concerns
- Seek resolution



The Process (from the Practice Learning Handbook)



The Concerns Process

- The stages do not necessarily have to be sequential – it depends on the concerns. For example, serious concerns could lead to placement termination/suspension without recourse to stage 1
- The university placement/practice team are always happy to offer advice



Useful guidance re: responding to concerns and reflecting upon the process

- How were power dynamics considered and worked with?
- Clarity of roles and responsibilities
- Review and amend the learning agreement if necessary
- Are assessments of the student robust?
- Has the student received constructive feedback?
- Were the needs of the student identified and addressed?
- Were there sufficient learning opportunities to assess the student?

From: Munro (2014: 134) adapted from Maclean and Lloyd, 2008) and Williams and Rutter (2013: 52)



References

Munro, L. (2014) *Dealing with Difficulties in* Pam Field, Cathie Jasper and Lesley Littler, *Practice Education in Social Work: Achieving Professional Standards*. Northwich: Critical Publishing.

Williams, S. and Rutter, L. (2013) *The Practice Educator's Handbook*, London: Sage.