

# Clinical Placement Handbook for Paramedicine Students



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## Welcome to Clinical Placement at the University of Southern Queensland

The aim of clinical placements is to integrate theory into practice in the real world paramedic setting. Clinical placements can be exciting however they can also be stressful for some students. To ensure students are well prepared and eligible to participate in clinical placements please read this document carefully and contact the Professional Experience Placement Team or your Academic Team if you have questions.

### The Professional Experience Placements Team (PEPT)

The Placements Team consists of Clinical Placements Officers and Professional Experience staff in Toowoomba and Ipswich

#### **Ipswich**

**Location:** Level 2 I Block

**Email:** [HES.support@usq.edu.au](mailto:HES.support@usq.edu.au)

**Phone:** 07 3812 6086

#### **Toowoomba**

**Location:** Level 1 W Block

**Email:** [HES.support@usq.edu.au](mailto:HES.support@usq.edu.au)

**Phone:** 07 4631 2974

Their role is to

- liaise with the Academic Team and QAS
- allocate the clinical placements
- review and verify mandatory documents if they are correct
- email reminders to students

*They can help you with any questions or problems you have getting ready for and going on clinical placement.*

### The Academic Team

The Paramedicine Academic Team are based in I Block at the Ipswich Campus.

The Clinical Coordinator will be the first point of contact for the academic team for anything placement related. They will

- assist students with performance related concerns and professional issues surrounding clinical placement
- discuss any non-compliance with mandatory requirements with students
- address any notifications by placement facilities of any performance concerns that are breaches of safety, professional or ethical boundaries

### CLINICAL COORDINATOR (ACADEMIC)

#### **Clinical Coordinator:**

Renee Sharples

**Phone:** (07) 3812 6028

**Email:** [Renee.Sharples@usq.edu.au](mailto:Renee.Sharples@usq.edu.au)

**For safety concerns or emergencies after hours phone (07) 3812 6028**

## Critical Actions at the start of each year

### 1. Review the Queensland Ambulance Service (QAS) [Clinical Placement Site](#)

- review all documents especially the [QAS Medical Standards](#) to ensure you can comply with these before you go on placement

### 2. Review your [Paramedicine Placement Hub](#) and Clinical Placement Handbook for Paramedicine

- This will explain the evidence USQ requires from you to demonstrate you are compliant with the QAS mandatory requirements
- It will also provide you with your roles and responsibilities for placement

### 3. Log on to [InPlace](#) – USQ's Placement management system

- Students must upload all mandatory requirement evidence to InPlace to be checked and verified by the PEPT
- For second and third year, check the expiry dates of your documents here and plan ahead to have these completed for the due dates

### 4. Check the '[Important Dates](#)' document

- You will only be permitted to go on placement if you have correctly provided all the requested evidence, by the due date and in the format requested, to show you are compliant with QAS requirements
- USQ allows you to provide some placement preferences for the QAS location you would like to be placed – you must provide these via InPlace in the timeframe advised

Incomplete Hepatitis B immunisation status and BMI over 33 are the two things that cause the most delays in placement

**Start the process to be ready for these as soon as you enrol in Paramedicine**

## Pre Placement Requirements

**QAS** are the only providers of clinical placements for Paramedicine students in Queensland. They have requirements that the student must meet before being allowed to go on placement within their stations. These requirements are identified and discussed on the QAS Clinical Placement Site.

### Academic pre-requisites

To attend or remain on clinical placement, you must have met any academic pre-requisite requirements for the placement courses.

In order to be able to comply with these requirements, **USQ** has decided what evidence Paramedicine students must submit to demonstrate that they meet these QAS mandatory requirements. A student must provide these **mandatory documents** by the dates requested or they will not be allocated a placement. This will mean either failing the clinical placement course or delaying placement and therefore increasing the time it will take to complete your Bachelor's degree.

- The 'Mandatory Documents' listed on pages 7 & 8 provide you with a complete list of all evidence required by USQ to show you comply with QAS requirements. It is also available in more detail on your USQ Paramedicine Placement Hub
- Some documents may take you up to 6 months to obtain in your first year this is why you must start as soon as you are accepted into the program
- The cut-off dates for documents are strictly adhered to and a placement will only be requested for students who have complied

***Before you commence placement you must:***

**1. Attend a pre-placement workshop**

Designed to give you important information about placements including your responsibilities, safety, logistics and assessments.

**2. Attend a Priority 1 information session**

This is a dedicated session run by **QAS Priority 1** counsellors, designed to assist you with building resilience and managing stressful situations that you may encounter on placement.

**3. Complete your acknowledgement of Responsibilities**

Ensure you have completed the acknowledgement of responsibilities quiz prior to attending placement.

**This information is available on your Study Desk for the placement you are about to undertake. Session times will be added to the Study Desk each semester.**

## **Mandatory Documents**

### **Blue Card**

**ONLY** use the Blue Card application forms available on your Paramedicine Placement Hub. Complete these and then submit them through the USQ Placement Team. It takes 6 to 8 weeks to obtain a Blue Card. Blue Cards are valid for 3 years

### **Immunisation evidence**

Please see a breakdown of immunisation requirements on page 8.

### **CPR and First Aid**

CPR is valid for 12 months and must be renewed annually

First Aid is valid for 3 years.

Certificates must be obtained through a nationally recognised training organisation

### **Medical Assessment**

QAS require you to have a medical assessment completed through Sonic Health. You must meet all the requirements indicated on the QAS Clinical Site to pass this assessment.

### **QAS Checklist**

Must be submitted 6 -8 weeks prior to each placement commencing.

### **Medical Declaration**

For all second and third year placements you must submit a signed document 8 weeks prior to each placement starting, stating that you continue to meet QAS medical requirements and will advise USQ if any changes occur between the time of submission and commencing placement.

### **USQ Student Guide Declaration**

At the end of this handbook is the declaration. You must sign and submit this to declare you have read, understand and will comply with the information in this handbook.

**Links and further information to help you obtain these documents is available on the Paramedicine Placement Hub**

## **Immunisation requirements breakdown**

Your immunisations must be given to you by your doctor in accordance with the QAS guidelines. You will need to take your immunisation evidence with you when you attend your medical assessment with Sonic Health and they will review these and sign off on them, however you must provide the immunisation evidence to USQ as well.

### **Hepatitis B**

**Provide serology that shows whether or not you are immune and upload to InPlace early in first semester of first year**

***If you are NOT IMMUNE, your immunisation series must be given at the following intervals***

- First immunisation – 0 months
- Second immunisation – 1 month after first
- Third immunisation – 6 months after first

### **Measles, Mumps and Rubella Immunisation**

**Provide serology showing whether or not you are immune to each disease and upload to InPlace early in first semester of first year**

If you are not immune to all 3 diseases, evidence of 2 MMR immunisations given at least 1 month apart must be provided

### **Varicella (Chicken Pox) Immunisation**

Evidence of 2 doses of Varicella vaccine at least 1 month apart (1 dose if before 14 yrs old) **OR** positive serology **OR** history of chickenpox or physician diagnosed shingles

### **Diphtheria, Tetanus and Pertussis (Whooping Cough)**

Evidence of an **adult** Diphtheria, Tetanus and Pertussis vaccination within the last 10 years.

### **Flu Vaccination**

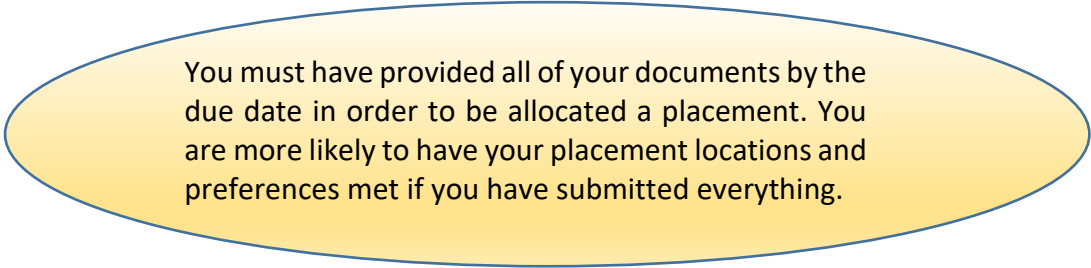
Evidence of a yearly flu vaccine is required. **This is the only immunisation that will need to be uploaded on a yearly basis.**

**USQ Student Services bulk bill students, offer blood tests for serology and can provide immunisations if required**



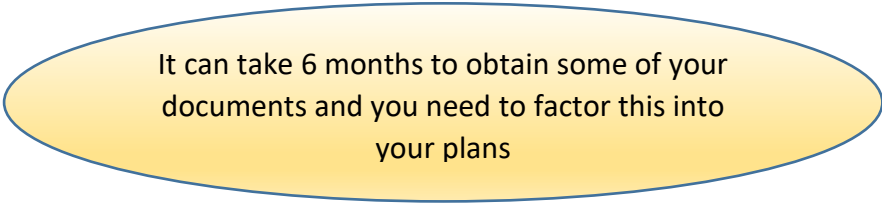
## *Timelines for submitting mandatory documents*

The 'Important Dates' document available on your Paramedicine Placement Hub will provide mandatory document due dates.



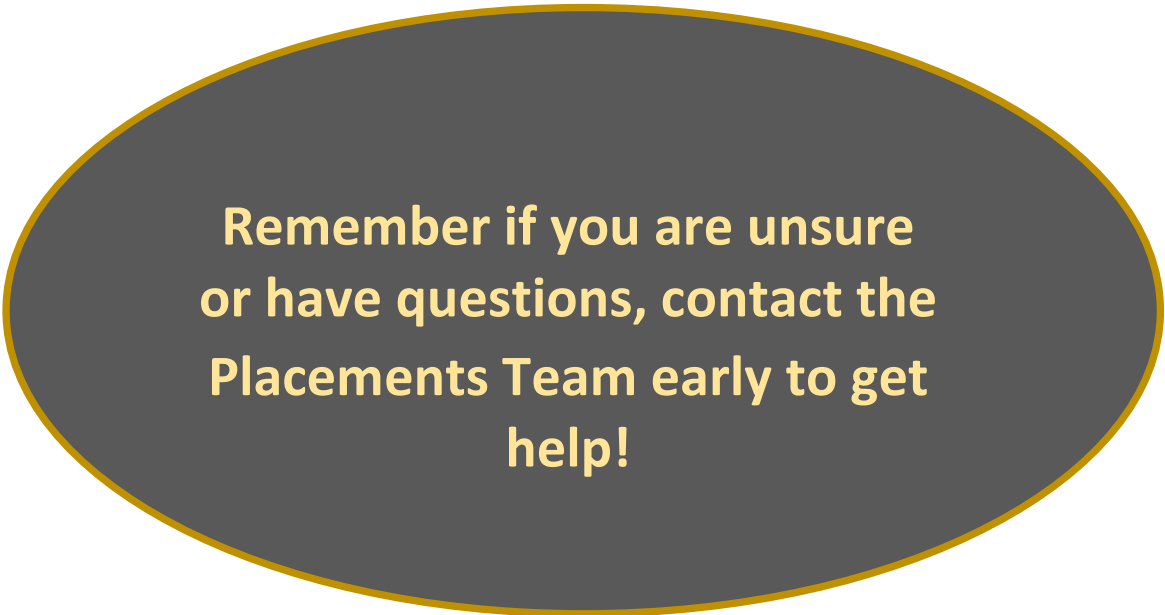
You must have provided all of your documents by the due date in order to be allocated a placement. You are more likely to have your placement locations and preferences met if you have submitted everything.

Some documents only need to be submitted once, before your first clinical placement. Some have expiry dates and need to be updated throughout your studies. Carefully review this information on your Paramedicine Placement Hub to ensure you understand the requirements.



It can take 6 months to obtain some of your documents and you need to factor this into your plans

If you have circumstances that impact on your ability to have your mandatory documents completed on time, this **MUST** be discussed with the Clinical Coordinator and Placement Team before the cut-off date. Non-compliance may result in your placement being cancelled.



**Remember if you are unsure  
or have questions, contact the  
Placements Team early to get  
help!**

## ***Preference and Special Consideration opportunities***

### **Preferences for placement**

USQ offer you the opportunity to choose **5 different QAS stations from 3 different Local Ambulance Service Networks (LASNs)** as your preferences for your placement location.

***FYI you can only complete a total of 2 placements in any one LASN and a total of 3 placements in the two Metro LASNs.***

***The students who follow this process correctly will have their preference requests considered.***

There will be a short timeframe of around 2 weeks when you will be able to provide your preferences for each placement via USQ's InPlace placement management system. The Placement Team do not accept preference requests at any other time or via any other process.

***When you are submitting preferences, be aware that there is no accommodation offered at any QAS sites. You are responsible for organising and paying for your accommodation and your travel for placement.***

USQ is competing with multiple universities from within Queensland, other states and other organisations for placements with QAS. Each station only takes a limited number of students and therefore you may end up in a location you did not request. **While we try to place you at one of your preferences this is not always possible and we cannot guarantee that you will get your preferences.** If we can't place you at one of your preferences, we try to place you at a nearby station or within one hour of your address on InPlace, however, again we can't guarantee this and you may be required to travel to your placement.

### **Special Considerations**

USQ offer you the chance to provide information to support a need to be placed in a particular location or at a particular time. This must be provided via email to your Clinical Coordinator and evidence against the [Compassionate and Compelling Circumstances procedure](#) must be provided to support your request.

**Dates for submission of preferences and special consideration information can be found in the 'Important dates' document**

## ***Submission of mandatory documents, preferences and special considerations***

### **InPlace Submissions**

**InPlace** is a vital part of all placements. It is a cloud based placement system used by USQ to electronically manage clinical placements. Your mandatory documents are managed here, your preferences and special considerations are submitted here and your placement details can be found here.

All **mandatory documents** apart from Blue Card applications must be submitted electronically via InPlace. You should start submitting them as you obtain them as this shows the placement team that you are working towards being ready for placement.

**Preferences** are to be submitted via InPlace during the dates that preferencing is open. Check the Important date's list for these blocks. They are usually early in the semester prior to the semester you are enrolled in placement.

**There are instructions for InPlace on your Paramedicine Placement Hub**

### **Some InPlace tips –**

- Once you upload your documents on the 'details' page, InPlace will send the Placements Team a message to 'verify' that they are correct
- Go back and check a couple of days later that they have been approved or read the comment that explains why they were rejected
- InPlace works best with **Google Chrome and Mozilla Firefox**
- **Password and Username:** the same as your other USQ login details

### **Non InPlace Submissions**

**Special Consideration** requests should be submitted via email to your Clinical Coordinator

**Blue Card applications** should be submitted in person to the Placement Office at Level 2 I Block, Ipswich Campus or Level 1 W Block, Toowoomba Campus. Alternatively via email to [HES.support@usq.edu.au](mailto:HES.support@usq.edu.au)

## Recap for each year's placements .....

### 1st Year

**First year placement:** Takes place in 3rd semester

**Mandatory Documents:** due mid-2nd semester

**Preferencing:** in the first month of 2<sup>nd</sup> semester

**Start getting mandatory documents in the first week of semester 1!**

### 2nd Year

**Second year placement:** Takes place in 2<sup>nd</sup> semester

**Mandatory documents:** In 1<sup>st</sup> Semester check the expiry on any annual documents to make sure they will not expire before or during your placement and update them by the cut-off date. Also upload a new **QAS checklist and a Medical Declaration**

**Preferencing:** Early in 1<sup>st</sup> semester

**Don't forget to get your annual flu vaccine during flu season as you will need this for third year placements!**

### 3rd Year

**Third Year placements:** take place in 1<sup>st</sup> Semester and 2<sup>nd</sup> Semester

**Mandatory documents:** In semester 3 of second year, check the expiry date on any annual documents and update by the cut-off date for your third placement. Also upload a new QAS checklist and Medical Declaration.

**Preferencing:** will take place late in semester 2 of second year and in semester 1 of third year

**Don't forget you will need to be preparing for third year placements in second year!**

**Check your 'Important Dates' document for exact dates!**

## ***Placement Allocations***

### **INPLACE**

Placement allocations release dates are in the Important dates document. Your placement will not be released on **InPlace** however, until you have submitted all of your mandatory documents. You will be able to log into InPlace and see the details of where you have been placed.

**Placements are not confirmed until they are released on InPlace.**

**QAS have their own placement system called**

### **SPOT**

- Once USQ have enrolled you on Spot, you will receive an email with log-in details
- Make sure you keep the details of the email for the duration of your program as you will require them for each placement
- Your placement details will be added to Spot normally around 8 weeks prior to your placement
- You will find your placement details, your roster and contact details for QAS personnel on Spot
- All other placement requirements will be managed on InPlace



## Obtaining your Clinical Placement Uniform

USQ Student Paramedicine uniforms are supplied through **Whatsinaname**

Whatsinaname is located at **3/14 Christina Place, Capalaba**

They cost approximately \$282.70 for the uniform (2017) plus the cost of boots which can be in excess of \$100

Your uniform will consist of

- 2 shirts with USQ embroidery front and back
- 1 x hi-vis pants
- 1 x rain jacket with USQ transfer on back
- 1 x hi-vis vest with USQ transfer on back
- Gloves
- Earplugs
- Safety glasses
- Hard Hat
- Cap
- Belt

**NB: Boots are an additional purchase**

On-campus fitting and ordering take place during Semester 1. There are 2 to 3 opportunities available to attend fittings. These are organised to fit with the class timetable.

You will be reminded of these fitting dates via an announcement **posted on the Paramedicine Placement Hub** with an email going out to all students.

**Payment** is taken from bank accounts as soon as the order is placed. If students have financial issues, a payment plan can be arranged with the supplier.

Uniforms are delivered to Ipswich Campus and distributed via USQ. **You will be notified when they are available through the Paramedicine Placement Hub**

If you have any **questions** please talk to any of the Student Support staff, Level 2, I Block

If you need to obtain a **replacement** for any of your uniform you should contact Whatsinaname to order any items required.

### Boots

Must be black leather, acid resistant, non-slip, lace-up or pull-on - **NOT** steel cap

### Polar Fleece Jackets

Available for winter placements.  
Details are posted on the Paramedicine Placement Hub

## Remaining Ready for Placement

### *Fitness for Clinical Placement*

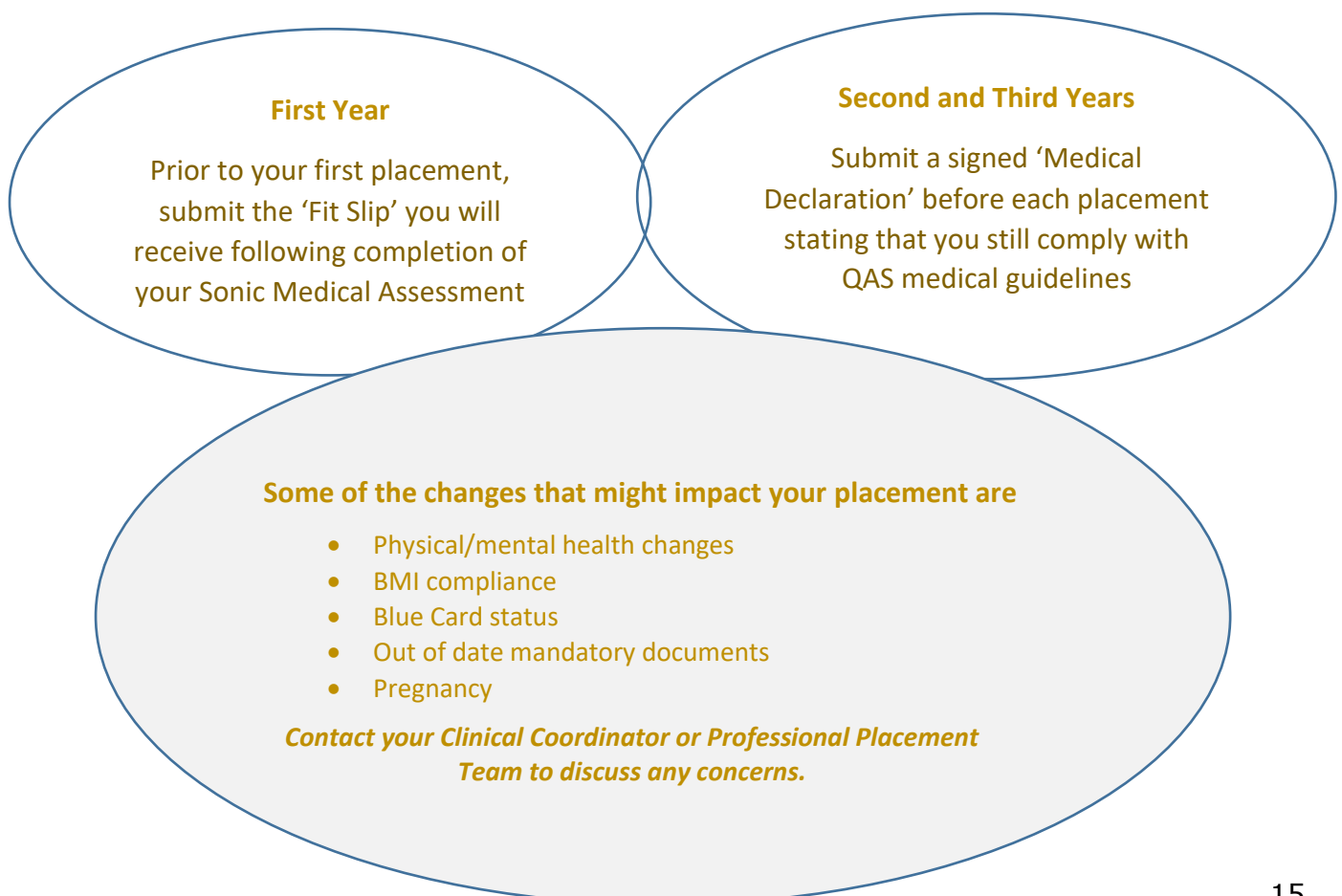
Circumstances can change over the 3 years of your Bachelor of Paramedicine degree and you may have changes to your health, family situation or other legal situations that could impact on your ability to do placements and progress through your course.

You are expected to discuss any concerns with your Clinical Coordinator when you become aware of them. Some changes may be able to be managed to allow you to continue progressing through your course. If you do not discuss them early, it may be more difficult for USQ to support a positive outcome for you.

### **Any information you provide will be treated with discretion**

QAS have specific mandatory health and fitness requirements for attending placement. These requirements can change from time to time but are available on the [QAS Clinical Site](#) for you to read. It is your responsibility to ensure you remain up to date with requirements.

USQ is required to obtain evidence from you to show that you do comply with these requirements.





## Expectations of students while on Placement

### *Follow policies and ethical guidelines*

QAS and USQ have strict policies and guidelines that you must abide by while on placement. Most of these are related to ethical and privacy requirements relating to patient care. You will learn more about these during your classes prior to going on placement. ***You can be dismissed from your placement if you do not comply with these requirements*** and it will then be up to QAS to decide whether or not they will accept you for a further placement in the future. Depending on the seriousness of the conduct you may not be permitted to do any further placements.

**The outcome of this is you either will be delayed in completing your degree, or you will not be able to continue with your degree**

**Pre-placement Workshops with the Academic Team are run prior to each placement. Attending these will give you the opportunity to refresh and update your knowledge to ensure you comply with requirements.**





## ***Policies and ethical guidelines that relate to placements***

Over 2,300 years ago Hippocrates insisted that doctors “keep secret anything learned as the outcome of a professional relationship with a patient which should not be divulged”. This was firmly restated in the World Medical Association’s Declaration of Geneva (1949): “A doctor owes to his patient absolute secrecy on all which has been confided to him or which he knows because of the confidence entrusted to him”.

Patients will not share confidences unless they are certain confidentiality of this information is assured. As the Law Reform Commission (1980) stated, it is for each individual to decide “in relation to those details of his private life he has freely made known to another, whether they may be made known to third parties, in which circumstances and to whom”.

### **Confidentiality**

**As students you are now privy to exactly the same confidential information as doctors and other health care professionals and hence are subject to exactly the same constraints as stated so clearly in the ethic above.**

**All students must adhere to the [Information Privacy Act 2009 \(QLD\)](#) (IP Act), as this is a major issue for health care workers. Please ensure you are aware of your responsibilities and obligations under this Act.**

**Failure to maintain confidentiality could result in legal action by the patient for breaches of confidentiality.**

### **Police Requests**

From time to time students will be requested or required by a police officer or the courts to perform a task or provide a statement for an incident. Whilst you are required to follow all legal requirements, it is requested that you contact the University to seek advice and/or assistance when possible.

### **Subpoenas**

All students are requested to contact the University in the event they are served with a subpoena.

### **Ambulance/Clinical Placement Agency Requests**

All students are requested to contact the University before providing a verbal/written statement to the clinical placement agency in response to an incident.

## Social Media

**Social media refers to any online or mobile tool where you share information of any kind and in any format**

To make sure you comply with required standards of both USQ and QAS **DO NOT SHARE ANYTHING** related to your Placement whether this be about the station, the staff, patients, other students, situations you have been involved in while on placement or anything else on any form of social media **INCLUDING PRIVATE OR GROUP PAGES.**

You may think that only other students will see what you have posted in a private group, however anything you post can be shared with others including QAS and Academic Staff. If you post anything that contravenes any of the laws or codes that apply **you will be removed from placement.**

**Please read the information available on your Paramedicine Placement Hub**

## USQ Internal Policies

**Please review the [Student Academic Misconduct Policy](#) and [Academic Misconduct Policy](#).**

Students will be continuously assessed regarding their fitness to participate in the Bachelor of Paramedicine program. These assessments may have implications for a student's ability to graduate. The three major areas to be identified in this program are

1. **Competence** – concerns academic progress especially within the fields of knowledge, skills and application to clinical practice.
2. **Impairment** – the presence of physical or psychological illness, stress or other matters of student welfare, which may inhibit progress through the program.
3. **Conduct** – relating to paramedicine student attitudes and behaviours that are accepted as appropriate for junior members of the paramedical profession.

## ***Dress code for Paramedicine Students***

You are representing USQ while attending **clinical placements and external clinical/educational opportunities**. These rules are in place to acknowledge the right of patients to feel secure in a professional environment where you have the privilege to learn from them.

**Remember you will be bending over, working on the ground, working in difficult situations with potential risk of damage from multiple sources – appropriate clothing may protect you!**

### **It is expected that students will**

Maintain uniforms and **replace or repair** damaged or faded items

Have USQ **student ID** visible at all times

**PPE kit** must be available at all times when wearing your uniform

Paramedicine uniform is **not to be worn** outside of designated clinical placements or simulation activities

**Hair** should be neat and long hair firmly secured

Items of **jewellery** must be simple and unobtrusive

**Footwear** must be black leather, oil & acid resistant, non-slip, lace-up or pull-on - **NOT** steel cap

**Sunglasses** may be worn, however bizarre or brightly coloured sunglasses should not be worn

Abide by **approved uniform** standards

Wear **neat, clean and ironed** uniforms at all times

Discuss with the Placement Coordinator any **cultural or religious** beliefs that impact on uniform requirements

If not travelling directly to/from a placement or if using public transport you are strongly advised to **cover your uniform**

**Facial hair** must be trimmed and neat

All **nails** should be trimmed and no acrylic nails worn

## *Getting the most out of your placement*

As a student you are responsible for making the most out of the learning opportunities within your allocated placements. In summary you will need to:

**Introduce** yourself to the staff within the area you will be working

**Be engaged** in all clinical activities

Take time to **effectively communicate** with the person overseeing your placement to ensure your placements goals, personal strengths and expectations can be achieved.

**Achieve** a satisfactory grade on the assessment items, as per the course specifications

**Attend** clinical placements for the full number of hours allocated to each clinical course

**Return** all assessment items to the Course Examiner by the due date (as per the course specification)

## *Letting us know about issues of concern to you while on placement*

Most students have a positive experience on placement but occasionally events arise that can be concerning to you. As a student you should voice your concerns via the following channel of communication:

- if you feel comfortable firstly speak to your allocated mentor
- if the issue is not successfully resolved contact the Clinical Coordinator (Academic) to discuss options and possible solutions



## ***Behaviour Expectations while on Placement***

Much goodwill has been shown towards the University and students. Please behave appropriately with respect, humility and good manners. All persons involved in dealing with students have been asked to report both exemplary and negative behaviours. Inappropriate behaviour will be dealt with as per the Student Code of Conduct Policy.

***Please remember that you are ambassadors of The University of Southern Queensland***

### **Addressing Patients and Staff**

- All patients are to be treated with the highest level of professionalism and respect at all times
- All medical staff should be addressed as Dr unless or until they request otherwise
- All ambulance staff should be addressed in a professional and respectful manner at all times

### **Mobile Phones**

Must be on silent or vibrate only within the hospital/ambulance and only emergency phone calls answered. Phones **must not** be used to acquire images/photographs/video/audio.

### **Photographs or Recording**

**At no time** can any photograph, image capture or recording be taken while attending a clinical placement.

### **Media Requests**

Please refer all media requests to your paramedic supervisor and/or [usq.support@usq.edu.au](mailto:usq.support@usq.edu.au). Students **must not provide any comment** to the media about the clinical placement agency, a patient, an ambulance case or disclose any other information that was obtained during the course of completing your clinical placement.

### **Other Rules**

- Smoking is only permitted in designated smoking areas.
- No intoxication by alcohol or any illicit substance.
- Ensure your language and demeanour is appropriate.
- The rights of patients to feel they are in a secure professional environment are paramount.

## **Attendance at Clinical Placement**

- It is an expectation that

Students will attend 100% of their clinical placement at the time and shift allocated by the placement provider

***This is a requirement of the course specifications for a clinical subject***

- Students need to understand that Paramedicine involves shift work

You will be expected to do morning, evening and night shifts, including weekends and public holidays

***If there is a Public Holiday on one your rostered days, you will be expected to work the shift.***

- All aspects of the placement shifts apart from organising the placements, are the students own responsibility. This includes:

- arranging child-minding;
- organising and paying for transport to and from the placements
- making plans to rearrange private work commitments
- bringing your clinical guide/workbook to shift each day

- Where a student's clinical performance is deemed incomplete because the student has not completed the time requirements of the clinical placements, they must

Advise the Clinical Coordinator as soon as you realise you will be short of the required hours.

- If a student is absent on placement for any reason they will need to

**Email** [Renee.Sharples@usq.edu.au](mailto:Renee.Sharples@usq.edu.au) – Clinical Coordinator  
**Phone** the Officer in Charge of the Station  
**Provide** a Doctors Certificate in your assessment

**We hope you enjoy your placements!**

## STUDENT DECLARATION

Every student must complete and submit the following declaration to confirm they have read and understood the entire contents of this handbook. This Guide has been produced to aid students in their understanding of clinical placement expectations and requirements.

- I declare I have read and understood the Clinical Placement Handbook for Paramedicine.
- I understand that I must abide by the standards described within the Clinical Placement Handbook for Paramedicine. I understand that I need to contact the Clinical Coordinator if I am unable to meet the obligations for clinical placement at any stage of my course progression.
- I understand and accept my student responsibilities as outlined in the Clinical Placement Handbook for Paramedicine including Social Media guidelines.

Student Name: \_\_\_\_\_

Student Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Witness Name: \_\_\_\_\_

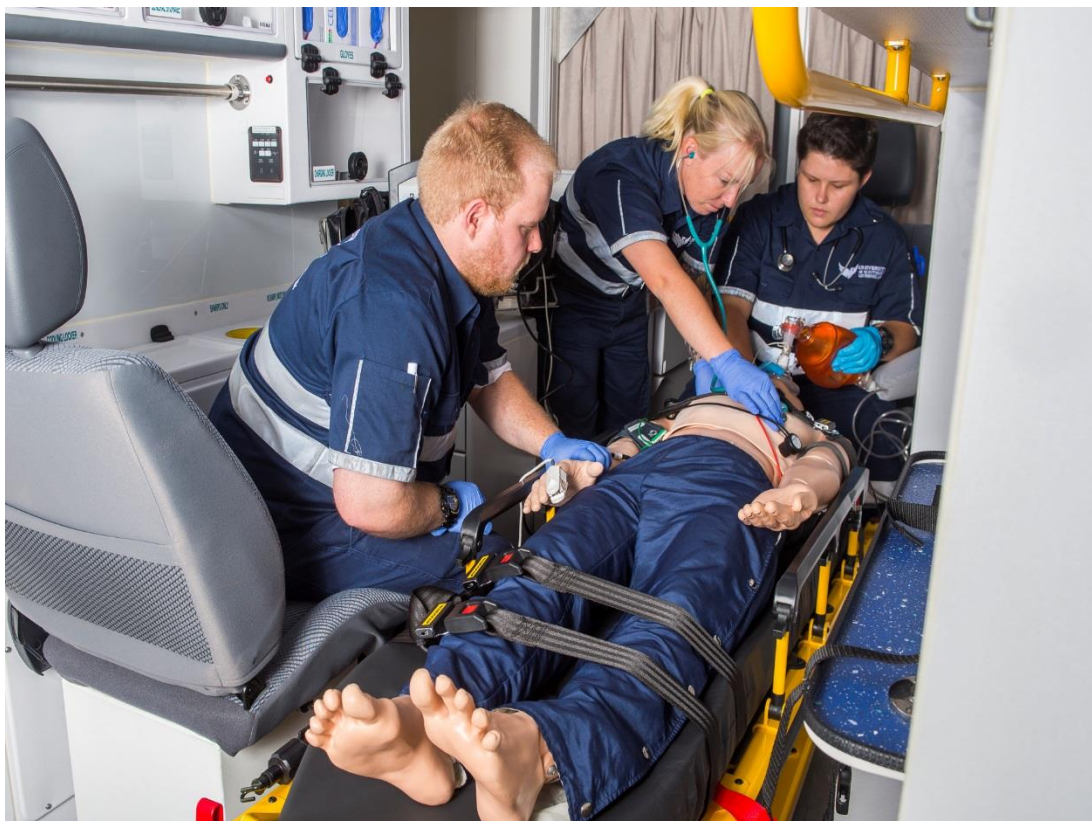
Witness Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

This form is part of the pre placements mandatory requirements for all students that attend clinical placements within health care facilities from the University of Southern Queensland. This page only is required to be uploaded to InPlace.



## APPENDICES





## Appendix A – Frequently Asked Questions

### Frequently Asked Questions

**Q. What should I do if I am asked to drive a QAS vehicle?**

- A. If you are asked to drive an ambulance with other people (patients or crew) then respectfully decline, stating you have not been cleared to drive under these circumstances.

If you are asked to drive an ambulance with no other people, or a car to follow the ambulance or back to station, then, if you hold the appropriate licence, you may drive it, only to the place directed and only at normal road speed. You may never drive a QAS vehicle under lights and sirens while you are a student with USQ.

If you do drive a QAS vehicle, then you must email [Renee.Sharples@usq.edu.au](mailto:Renee.Sharples@usq.edu.au) as soon as practicable after the event, detailing the type of vehicle, time, place and reason.

**Q. What should I do if I am sick and cannot attend a shift?**

- A. Contact the clinical placement agency (usually the Officer in Charge) and USQ program staff via the appropriate method.

**Q. What should I do if I am injured, assaulted or involved in a road traffic crash whilst on clinical placement?**

- A. Take all appropriate and reasonable actions to protect yourself. Work with the clinical placement agency and your placement supervisor to ensure you receive appropriate medical attention, immediate psychological support and where appropriate, support from police. As soon as possible, contact the clinical placement phone number (24/7).

When appropriate, program staff will assist you to complete the appropriate health and safety reports.

For general information on occupational health and safety at USQ, visit:

<http://policy.usq.edu.au/documents/13482PL>

To report an incident, visit: <http://policy.usq.edu.au/documents/13341PL>

Consider seeking support from USQ student services.

**Q. What should I do if I am involved in a near miss (i.e. an incident occurred but I was not injured) or dangerous situation?**

- A. Contact program staff for advice during normal business hours. Reporting near misses assists in managing risks and may assist in reducing potential future injuries or other significant issues. If this occurs, take all appropriate and reasonable actions to protect yourself. Report the issue / concern to your clinical placement agency supervisor.

For general information on occupational health and safety at USQ, visit:

<http://policy.usq.edu.au/documents/13482PL>

To report an incident, visit: <http://policy.usq.edu.au/documents/13341PL>

**Q. What should I do if I am unable to complete a minimum of 150hrs clinical placement?**

- A. **As soon as you realise** there is a chance you will not complete 150hrs of clinical placement, contact the clinical placement co-ordinator via email ([Renee.Sharples@usq.edu.au](mailto:Renee.Sharples@usq.edu.au)). At all times it is the student's responsibility to calculate the projected number of hours that will be undertaken on clinical placement. Failure to complete 150hrs of clinical placement may hinder your ability to be awarded a "satisfactory" for this course.

**Q. What should I do if I have a personal issue or concern while on clinical placement?**

- A. Your safety, health and security is USQ's number one priority. You are strongly encouraged to seek appropriate support (see section entitled "take a minute for yourself"). You may also contact program staff via email or phone (see USQ student paramedic concern flowchart). Please note, program staff are not Doctors or counsellors and therefore are not able to provide medical advice or counselling services. All students are encouraged to seek specialist advice from their local GP or mental health worker.

**Q. What should I do if I have concerns or issues with my ambulance supervisor?**

- A. At all times you must act in a professional manner. You must also follow university policy and procedures, including the USQ Student Code of Conduct, the required dress code, behaviour, confidentiality, integrity and misconduct guidelines.

It is also imperative that at all times the patient and patient care is the first priority. If given a direction from the clinical placement agency, this direction must be followed (as long as the direction is lawful, reasonable and will not potentially lead to harm).

At an appropriate time (i.e. whilst not managing a patient) respectfully discuss the issue with your supervisor. If this is not possible, or you feel you are not in a position to discuss the issue, contact program staff.

Consider if you would benefit from improving your conflict resolution skills with advice from USQ student Services.

**Q. What should I do if I disagree with something my ambulance supervisor tells me?**

- A. As long as the direction is lawful, reasonable and will not potentially cause harm, it is expected that you will follow the direction.

It is important that you are respectful and professional at all times. It is also important to select an appropriate time to discuss the disagreement with your supervisor. For example, it would not be appropriate to discuss the issue while performing a resuscitation, however it may be appropriate to ask your supervisor when you arrive back at the ambulance station about how they came to their decision.

If the disagreement is serious and / or you have a significant issue, contact program staff for advice.

**Q. What happens if I do not have a USQ student paramedic uniform (including all personal protective equipment), student ID card or am not presented professionally?**

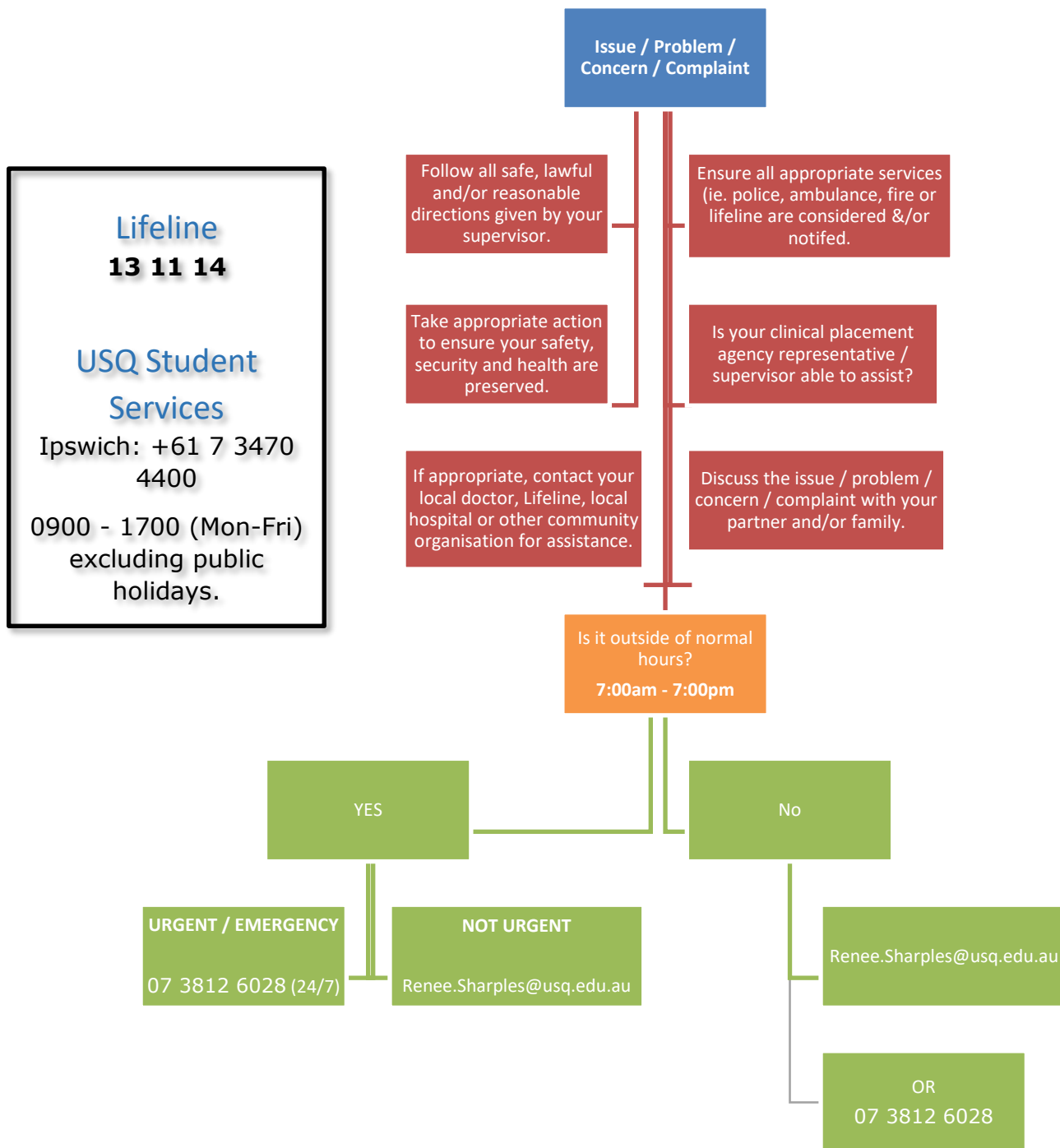
- A. All clinical placement agencies have been authorised to refuse student access to the clinical placement if a student is not wearing appropriate attire, does not have the appropriate personal protective items, is not wearing a student identification card or is not presented professionally. Therefore, at all times on clinical placement you must be wearing the USQ paramedic uniform, have your student ID card visible and be presented professionally.

**Q. Who should I contact if I have a question about an assessment item?**

- A. Contact the placement coordinator in business hours via phone or email. The placement coordinator will be able to respond to your question or arrange a time to meet with you if required.

General assessment advice and support is available from a USQ Student Services advisor.

## Appendix B USQ Student Paramedic Concern Flowchart



Even if you have been able to resolve the issue, concern or complaint, advise program staff via the [Renee.Sharples@usq.edu.au](mailto:Renee.Sharples@usq.edu.au) email address.