

Guidelines for Clinical Placements in NSW Health

Summary This Guideline forms part of the Clinical Placements in NSW Health Policy (PD2016_057) and was developed to establish best practice in relation to the implementation of this policy.

This Guideline provides additional support to Health Services and Education Providers responsible for clinical placements and includes information about clinical placement principles, mandatory compliance and verification requirements, operational details for ClinConnect including user roles and responsibilities, and business rules such as placement and booking timeframes.

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Distributed to Ministry of Health, Public Health System, Tertiary Education Institutes

Audience Nursing and Midwifery, Allied Health, Dental, Medicine, Clinical Placement Coordinators

GUIDELINES FOR CLINICAL PLACEMENTS IN NSW HEALTH

PURPOSE

The Guidelines were developed to establish best practice in relation to the implementation of the Clinical Placements in NSW Health Policy (the Clinical Placements Policy) and booking and management of ClinConnect processes and functions.

The Guidelines form part of the Clinical Placements Policy and compliance is mandatory across NSW Health Organisations (including Affiliated Health Organisations) and Branches in the NSW Ministry of Health.

KEY PRINCIPLES

The Guidelines:

- Provide guidance around the implementation of the Clinical Placements Policy including using ClinConnect to book and manage clinical placements in NSW public health facilities, and
- Inform and provide additional support to Health Services and Education Providers responsible for clinical placements to support them to efficiently and consistently meet clinical placement requirements.

It is intended that the Guidelines will enable greater flexibility when updating information related to ClinConnect processes and functions.

USE OF THE GUIDELINE

The Guidelines are to be used in conjunction with the Clinical Placements Policy (PD 2016_057).

As per the Clinical Placements Policy, the following mandatory requirements must be satisfied prior to the commencement of a clinical placement:

1. A NSW Health Student Placement Agreement (SPA) for Entry into a Health Occupation must be in place between a Health Service and Education Provider.
2. Compliance with NSW Health mandatory requirements as set out in relevant NSW Health policy directives, guidelines and procedures.
3. ClinConnect, must be used to book and manage all clinical placements that take place in NSW public health facilities and affiliated organisations in all discipline areas aligned to clinical services, and used to record clinical placement activity and student details for medicine.

The Guidelines provide additional information, support and guidance to Health Services and Education Providers to assist them to efficiently and consistently meet their mandatory clinical placement requirements, including:

- Legal and legislative framework (Section 1.3)

- Mandatory compliance and verification requirements for clinical placements (Sections 2.2 and 2.3)
- Responsibilities of Health Services (Sections 2.2.1 and 2.3.1)
- Responsibilities of Education Providers (Sections 2.2.2 and 2.3.2)
- Operational details for ClinConnect including user roles and responsibilities (Section 3.2)
- Business rules such as placement and booking timeframes (Section 3.3).

The Guidelines apply to all groups who have a role and / or responsibility for facilitating clinical placements in NSW Health public health facilities, including Health Services, Education Providers, Students, and Facilitators.

REVISION HISTORY

Version	Approved by	Amendment notes
December 2016 (GL2016_028)	Deputy Secretary, Governance, Workforce and Corporate	New guideline.
April 2018 (GL2018_009)	Deputy Secretary, People, Culture and Governance	Guideline amended to separate Mandatory Training requirements from pre-placement verification requirements.

ATTACHMENTS

1. Guidelines for Clinical Placements in NSW Health: Guideline

Guidelines for Clinical Placements in NSW Health



Issue date: April-2018

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1. BACKGROUND

1.1 About this document

The Guidelines for Clinical Placements in NSW Health (the Guideline) form part of the *Clinical Placements in NSW Health Policy (PD2016_057)*. Compliance with the policy is mandatory across NSW Health.

The Guidelines were developed to establish best practice in relation to implementation of the *Clinical Placements Policy*, and undertaking ClinConnect processes and functions. Specifically the purpose of the Guidelines are to:

- Provide guidance around the implementation of the *Clinical Placements Policy* including using ClinConnect to book and manage clinical placements in NSW public health facilities, and
- Inform and provide additional support to Health Services and Education Providers responsible for clinical placements to support them to efficiently and consistently meet clinical placement requirements.

Information contained in the Guidelines includes clinical placement principles, details of the mandatory compliance and verification requirements for clinical placements and responsibilities of all Parties in this; and operational details for ClinConnect including user roles and responsibilities and business rules such as placement and booking timeframes.

1.2 Key definitions

ClinConnect: ClinConnect is a web-based application to assist Health Services and Education Providers manage all clinical placements in NSW public health facilities and affiliated organisations.

Clinical placement: A clinical placement is supervised education that contributes to or counts towards professional education and training requirements for an accredited course leading to a health-related occupation. It is an essential requirement for successful course completion and therefore excludes voluntary extra placements.

Clinical Placements in NSW Health Policy (Clinical Placements Policy): This policy outlines the processes for both health services and education providers when placing students in NSW public health facilities and affiliated organisations. It is designed to streamline the booking and management of clinical placements, whilst achieving transparency and consistency across the State. Compliance with this policy is mandatory across NSW Health.

Guideline: A Policy Document that establishes best practice in relation to clinical and non-clinical activities and functions.

Health Education and Training Institute (HETI): HETI supports education and training for excellent health care across the NSW Health system.

Policy Directive: A Policy Document that must be complied with and implemented as a part of ongoing operations.

1.3 Legal and legislative framework

The NSW Health Student Placement Agreement (SPA) for Entry into a Health Occupation template provides the legal and policy framework that underpins the provision of clinical placements within NSW public health facilities. It outlines the roles and responsibilities of each party, the channels for communication and governance, and sets out minimum requirements for exchange of information between the parties.

NSW Health developed the Student Placement Agreement (SPA) template in recognition of the collaboration between tertiary Education Providers and Health Services to enhance the practical learning experience of post-secondary students through placements at NSW public health facilities. Local SPAs are to be in accordance with the NSW Health SPA template. The template is accessible on the Health Education and Training Institute (HETI) website. <http://www.heti.nsw.gov.au/ClinicalPlacements/>.

Clinical Placements in NSW Health Policy is a Policy Directive. NSW Health Organisations (including Affiliated Health Organisations) and Branches in the NSW Ministry of Health are required to comply with all Policy Directives. *The Clinical Placements Policy* specifies that for a clinical placement to be undertaken in NSW public health facilities the following mandatory requirements must be satisfied prior to the commencement of the clinical placement:

1. A NSW Health Student Placement Agreement (SPA) for Entry into a Health Occupation must be in place between a Health Service and Education Provider.
2. Compliance with NSW Health mandatory requirements as set out in relevant NSW Health policy directives, guidelines and procedures.
3. ClinConnect, must be used to book and manage all clinical placements that take place in NSW public health facilities and affiliated organisations in all discipline areas aligned to clinical services, and used to record clinical placement activity and student details for medicine.

2. COMPLIANCE AND VERIFICATION INFORMATION FOR CLINICAL PLACEMENTS

2.1 Key principles

- Students and Facilitators attending NSW public health facilities for clinical placements or to facilitate a clinical placement respectively must meet NSW Health's mandatory requirements including those for immunisation, National Criminal Record Checks (NCRC) and the NSW Health Code of Conduct.
- Failure to comply with NSW Health's mandatory requirements within specified timeframes will result in suspension from attending clinical placements in the NSW Health system and for students may jeopardise their course of study.
- Students and Facilitators must remain compliant with NSW Health's mandatory requirements for the duration of their clinical placements.

- ClinConnect is to be used to record and manage student compliance. A student's compliance status can be viewed on their ClinConnect profile.
- Students who meet the criteria for temporary compliance will be allowed to commence a clinical placement but are required to provide subsequent documentation for verification to attain full compliance within the specified timeframe.
- If a student is attending a placement and their temporary compliance expires, that student is not allowed to continue attending the placement.
- A student's National Criminal Record Check (NCRC) must not expire between the seventh day before the placement is due to commence and the end date of their placement. If a student's NCRC is due to expire during this time, then their placement will automatically be cancelled by ClinConnect seven days before it is due to commence (except for Medical students). Student's whose NCRC is due to expire during this time will need to obtain a new NCRC and have it verified by NSW Health ahead of the automatic cancellation occurring.

2.2 Mandatory requirements for Students

For students to attend clinical placements in NSW public health facilities the following mandatory requirements must be met.

- (a) *Employment checks – Criminal record checks and working with children checks* (PD2016_047)

http://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2016_047.pdf

- This requirement must be met prior to the commencement of a clinical placement.
- Students must obtain a National Criminal Record Check (NCRC) issued through a State / Territory Police service, the Australian Federal Police or an Australian Criminal Intelligence Commission (ACIC) accredited body.
- Students that have a charge or conviction listed on their NCRC are to apply for a risk assessment with NSW Health's Employee Screening and Review Unit (esruenquiries@hss.health.nsw.gov.au). Following this assessment, students will either be given a NSW Health Clinical Placement Authority Card or a Conditional Letter.
- Overseas' students must also provide a Police Certificate from their home country / any country they have been permanent residents of or citizens in since turning 16 years of age (translated into English). Or provide a signed Statutory Declaration that details whether or not they have a criminal history from their home country or any country that they have resided in, or been a citizen of since turning 16 years of age.

- (b) *Occupational Assessment, Screening and Vaccination Against Specified Infectious Diseases* (PD2018_009)

http://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2018_009.pdf

- These requirements must be met prior to the commencement of a clinical placement.

- Students must provide the following:
 - Provide evidence of protection against the infectious diseases specified in this policy directive and comply with the requirements of this policy directive at their own cost
 - Submit a completed Undertaking / Declaration Form (Attachment 6)
 - Submit a completed Tuberculosis (TB) Assessment Tool (Attachment 7) within 4 months prior to commencing the first clinical placement.
 - Make available their completed Vaccination Record Card for Health Care Workers and Students (Section 7)
- Students will not be permitted to attend a clinical placement if they have not submitted Attachment 6 and Attachment 7 within the allocated timeframe.
- Students who attend their first clinical placement in the later years of their course (i.e. not during their first year) must be assessed (except for the TB assessment) in their first year. This is to identify compliance issues early in a student's candidature as those who are non-compliant will not be able to attend their placement which may impact on their course completion.

(c) *NSW Health Code of Conduct (PD2015_049)*

http://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2015_049.pdf

- This requirement must be met prior to the commencement of a clinical placement.

(d) *Relevant NSW Health policy directives*

- Students must sign that they agree to abide by the NSW Health Code of Conduct which defines standards of ethical and professional conduct that are required of everyone working in NSW Health. While on placement, students must comply with relevant policies, guidelines and procedures, including those related to privacy, open disclosure, incident management, work health and safety, security, record keeping, and infection control.
- Relevant policy directives may identify a mandatory training requirement applicable to students. Students must complete their mandatory training in accordance with these policy directives where relevant to their level of supervision / exposure to patients.

2.2.1 Responsibilities of Health Services

Health Services are responsible for:

- Prior to the commencement of a clinical placement, verifying and recording student compliance documentation in ClinConnect for the following:
 - (a) National Criminal Record Check (NCRC) issued through a State / Territory Police services, OR Australian Federal Police Check OR an Australian Criminal Intelligence Commission (ACIC) accredited body OR a NSW Health Clinical Placement Authority Card OR a conditional letter issued by NSW Health (Employee Screening and Review Unit – HealthShare) as per PD2016_047 *Employment checks – Criminal record checks and working with children checks.*

Note: Australian Federal Police (AFP) policy is that it will only provide National Police Checks for residents of the Australian Capital Territory (ACT) or for people requiring a check under Commonwealth legislation. Such checks however are still acceptable in accordance with NSW Health employment screening policy (PD2016_047).

Note: Student name on the NCRC must match the student's Education Provider ID card exactly.

Note: Original documentation must be verified.

Note: Overseas students must also provide a Police Certificate from their home country / any country they have been permanent residents of or citizens in since turning 16 years of age (translated into English), or a signed Statutory Declaration that details whether or not they have a criminal history from their home country or any country that they have resided in, or been a citizen of since turning 16 years of age.

Note: National Criminal Record Checks are valid for three years from the date of issue.

(b) *NSW Health Code of Conduct (PD2015_049)*

(c) *Occupational Assessment, Screening and Vaccination Against Specified Infectious Diseases (PD2018_009)*

Note:

- Students may be granted temporary compliance for Hepatitis B once in their first year only (unless there are extenuating circumstances) if they have commenced but not yet completed the course of Hepatitis B vaccinations and have submitted a written undertaking to complete the vaccination course.
- Students may be granted temporary compliance for Tuberculosis (in the first year that they attend their clinical placement) if they have completed the TB Assessment form, require TB screening, and have made an appointment with a TB service or chest clinic.

Following entry of students with temporary compliance into ClinConnect, an expiry date of six (6) months from the start date of the temporary compliance period¹ will be calculated. If students do not provide evidence of full compliance with vaccination requirements before this date, they will automatically become not-compliant. Students are to remain not compliant in ClinConnect until they have their documentation assessed again as meeting the full compliance requirements.

- Verifying any further documentation submitted by students such as a new NCRC.
- Finalising a student's verification and entering the data into ClinConnect within 10 working days of receiving the completed verification documentation.
- Maintaining copies of all compliance documentation for 7 years (including supporting information) for students they have assessed.

¹ The start date of the temporary compliance period will be from the day of the student's first compliance assessment.

2.2.2 Responsibilities of Education Providers

Education Providers are responsible for:

- Creating student records in ClinConnect for each student who will potentially attend a NSW public health facility for a clinical placement during the course of their study.
- Informing students about the mandatory compliance requirements they need to satisfy in order to attend clinical placements in NSW public health facilities as set out in relevant NSW Health policy directives, guidelines and procedures.
- Informing students when they need to provide any additional compliance documentation for verification by NSW Health. Such documentation may include a new NCRC or that associated with a student changing their name. Any modifications to student name or identification will result in the student becoming not-verified in ClinConnect.
- Ensuring that students do not commence or continue to attend a clinical placement if they have not met NSW Health's mandatory compliance requirements.
- Informing NSW Health, when possible, of any students also required to present an overseas police certificate.

2.2.3 Responsibilities of Students

Students are responsible for:

- Understanding NSW Health's compliance requirements for clinical placements and that failure to meet these within the specified timeframes may result in deferral or suspension from attending clinical placements in the NSW Health system. Furthermore, if temporary compliance expires whilst attending a clinical placement, then the placements will not be allowed to continue after the expiry date.
- Ensuring they submit any required documentation to meet NSW Health's compliance requirements for clinical placements within the specified timeframes.
- Maintaining all of their original compliance documentation for the duration of their studies.
- Complying with relevant policy directives, guidelines and procedures, including completing any relevant mandatory training, whilst undertaking clinical placements within NSW Health.

2.3 Mandatory requirements for Facilitators

For facilitators to commence work in NSW public health facilities the following mandatory requirements must be met prior to the commencement of a clinical placement:

- (a) *Employment checks – Criminal record checks and working with children checks* (PD2016_047)

http://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2016_047.pdf

- (b) *Occupational Assessment, Screening and Vaccination Against Specified Infectious Diseases* (PD2018_009)

http://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2018_009.pdf

(c) *NSW Health Code of Conduct* (PD2015_049)

http://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2015_049.pdf

- Facilitators must sign that they agree to abide by the NSW Health Code of Conduct which defines standards of ethical and professional conduct that are required of everyone working in NSW Health

2.3.1 Responsibilities of Health Services

Health services are responsible for:

- Verifying and recording Facilitator compliance with mandatory NSW Health policies prior to the commencement of a facilitator's role including those for immunisation, National Criminal Record Checks (NCRC), Working With Children Checks (WWCC), the NSW Health Code of Conduct and mandatory training.
- Verifying and subsequently entering into ClinConnect the Facilitator's AHPRA professional registration details (or other registration or accreditation requirement as determined by the discipline).
- Maintaining copies of all compliance documentation for seven (7) years (including supporting information) for facilitators they have assessed.

2.3.2 Responsibilities of Education Providers

Education providers are responsible for:

- Informing Facilitators about NSW Health's mandatory compliance requirements they need to satisfy in order to work as a Facilitator in NSW Health, including when they need to provide additional compliance documentation such as, a National Criminal Record Check (NCRC). A NCRC must be obtained and verified every three years.
- Notifying NSW Health if there are any changes or additions to a Facilitator's registration Australian Health Practitioner Regulation Agency (AHPRA) registration (or other registration or accreditation requirement as determined by the discipline) such as conditions, undertakings or reprimands whilst they are employed in the role of Facilitator.
- Conducting a risk assessment for Facilitators with a charge or conviction listed on their NCRC.
- Providing the *Facilitators in ClinConnect* (Attachment 1) and the *Facilitators in ClinConnect consent form* (Attachment 2) to Facilitators before a new profile is created for each facilitator in ClinConnect.
- Maintaining Facilitators' completed and signed consent forms for a minimum of seven (7) years.
- Creating a profile in ClinConnect for each Facilitator who will be facilitating clinical placements in a NSW public health facility.

- Informing the Health Service ClinConnect Coordinator or designated person in the relevant Health Service as soon as there are any changes to the Facilitator, Facilitators or facilitation period.

2.3.3 Responsibilities of Facilitators

Facilitators are responsible for:

- Satisfying compliance requirements and providing evidence of compliance including discipline specific professional registration / accreditation to Health Services for verification prior to commencing work as a Facilitator in a NSW Health Facility.
- Remaining compliant with discipline specific professional registration/accreditation and remaining compliant with the NSW Health Code of Conduct, relevant policy directives, guidelines and procedures, including completing any relevant mandatory training whilst working in the role of Facilitator in NSW Health facilities.
- Providing updated evidence to the Health Service for verification prior to expiry of their National Criminal Record Check, Working With Children Check or their professional registration (or accreditation) if still working in the role of Facilitator in NSW Health facilities.
- Carrying their Education Provider Identification card at all times whilst working in the role of a facilitator in a NSW Health facility.

3. CLINCONNECT

ClinConnect is a web-based application to assist Health Services and Education Providers manage all clinical placements in NSW public health facilities and affiliated organisations.

ClinConnect must be used to book and manage placements in dentistry and oral health, nursing and undergraduate midwifery, allied health and all other discipline areas aligned to clinical services; and used to record clinical placement activity for medicine.

All students likely to be attending a clinical placement in a NSW Health facility, must be given a ClinConnect profile. ClinConnect must be used to record student compliance in all disciplines.

ClinConnect provides a single portal for organising and managing clinical placements and aims to provide greater transparency and fairness in clinical placements.

ClinConnect is not used to record or manage placements or any part of a placement that takes place outside of NSW public health facilities.

3.1 Clinical placement principles

- Health Services will determine the capacity and availability, level of study, and supervision model they will allow for each clinical placement.

- Placement details including dates of placement, number of placement days, location, shift, level of study and supervision type, must be agreed to by both parties before the placement is due to commence.
- Students must be verified for the entire duration of their clinical placement. Students must be verified at least seven (7) days before the placement is due to commence.
- The details of the student due to attend the placement needs to be given to the Health Service no later than seven (7) days before the start date of the placement.
- Facilitators must be verified for the entire duration of their role as a facilitator in NSW Health facilities.
- The details of the Facilitator due to attend the placement needs to be given to the Health Service no later than seven (7) days before the start date of the placement.
- The Education Provider needs to provide the health service with the learning objectives of the student placement and the relevant learning assessment tools prior to the commencement of each placement.
- A Health Service or Education Provider may cancel clinical placements up to the day before the clinical placement is due to commence. In exceptional circumstances where a unit can no longer accommodate a clinical placement that has been accepted, the Health Service is to try to accommodate the placement in another location in consultation with the Education Provider.
- The Health Service has the right to refuse, defer, suspend, vary or terminate clinical placements for any student or student supervisor for reasons such as the following:
 - (a) Unsuitability to undertake or continue with a placement because of unacceptable risk to either the provision of satisfactory patient care or patient/staff/student safety
 - (b) Disciplinary matters in terms of the *NSW Health Code of Conduct* or
 - (c) Failure to meet or continue to meet NSW Health compliance requirements.In such cases, the Health Service will need to immediately inform the Education Provider.

3.2 User roles and responsibilities

To use ClinConnect, Health Services and Education Providers must have an understanding of the user roles and permissions for managing clinical placements. User permission refers to the level of access that users will have to ClinConnect. ClinConnect has specific levels of user access.

The user role with the highest level of access within an organisation is referred to as the ClinConnect Coordinator.

For ClinConnect to operate each Education Provider and each Health Service must have a nominated ClinConnect Coordinator and Delegate user. These users have broad access rights and provide a single point of liaison for clinical placements across all disciplines within their organisation.

A ClinConnect Coordinator is nominated by the Chief Executive or Vice-Chancellor or equivalent. The Delegate (determined by the Health Service/Education Provider) will provide the second point of contact.

3.2.1 Health Service ClinConnect Coordinator/Delegate User

The Health Service ClinConnect Coordinator/Delegate has permission to access all facilities and all disciplines for clinical placements within their Health Service.

The Health Service ClinConnect Coordinator/Delegate has the following role and responsibilities:

- To provide a single point of governance, communication and leadership for clinical placements within their organisation across all disciplines and facilities for their Health Service
- To provide consultation and advice in relation to clinical placements and ClinConnect at local and state levels
- To identify ClinConnect users from their Health Service and their access levels within the system
- To ensure users from their Health Service receive the appropriate training on how to use ClinConnect
- To maintain NSW Health Student Placement Agreement information within ClinConnect.
- To support the process for student compliance checks being conducted and recorded within ClinConnect
- To report on clinical placement data to inform strategic planning for clinical training for their organisation.
- May be appointed as liaison officer as per the Student Placement Agreement.

3.2.2 Education Provider ClinConnect Coordinator / Delegate User

The Education Provider Coordinator / Delegate has permission to access all disciplines for clinical placements within their institution.

The Education Provider ClinConnect Coordinator / Delegate has the following roles and responsibilities:

- To provide a single point of liaison with Health Services for clinical placements across all disciplines within their institution
- To provide consultation and advice in relation to clinical placements and ClinConnect at the local and state level
- To identify ClinConnect users from their institution and their access levels within the system
- To ensure users from their institution receive the appropriate training on how to use ClinConnect
- To ensure that student details are accurately recorded in ClinConnect

- To ensure NSW Health Student Placement Agreements are in place with Health Service partners
- To support the process for student compliance checks being conducted by the Health Service
- To report on clinical placement data to inform strategic planning for their institution
- May be appointed as a liaison officer as per the Student Placement Agreement.

3.2.3 User provisioning and permissions

User provisioning refers to identification of users who will need access to ClinConnect to book and manage clinical placements within NSW public health facilities.

ClinConnect User roles and their respective levels of access are outlined in Table 1 below.

Table 1: User roles & permissions

User Role	Permissions
System Application Manager	<p>The Application Manager manages the overall governance of ClinConnect and has the highest level of permissions and functionality, including:</p> <ul style="list-style-type: none"> ○ Responsibility for the addition of new Health Services, Facilities, Education Providers, and adding or modifying roles, disciplines and reference data ○ Holds the highest point of escalation with regard to ClinConnect’s functional issues ○ Responsibility for creating placement cycles for each discipline ○ Access to all data for reporting requirements.
Health Service ClinConnect Coordinator/Delegate	<p>User with permission to access all facilities and disciplines within the User’s Health Service.</p> <p>Responsible for setting up users and approving their access levels in the system.</p> <ul style="list-style-type: none"> ○ Has full Health Service Facility Coordinator permissions ○ Has access to additional reports ○ Can create Clinical Facilitator profiles ○ This user role does not receive all daily placement notifications.
Health Service Facility Coordinator <i>(optional role)</i>	<p>User with permission to access up to all disciplines within a facility.</p> <p>Has full Health Service User (Full Edit) permissions plus the following:</p> <ul style="list-style-type: none"> ○ Update Facility details including discipline-specific contact information ○ This user role does not receive all daily placement notifications.
Health Service User (Full Edit)	<p>Facility and discipline-specific user who has permission to:</p> <ul style="list-style-type: none"> ○ Create and update unit/clinician profile details, including capacity and availability ○ Approve clinical placements ○ Manage accepted clinical placements ○ Create Placements by Exception ○ Accept Requested Placements by Exception ○ Indicate student commencement and mark daily attendance

User Role	Permissions
	<ul style="list-style-type: none"> ○ Verify students (and facilitators) ○ Receives the daily placement notifications.
Health Service User (Read Only) (<i>optional role</i>)	Facility and discipline-specific user who interacts with ClinConnect to access specific data and reports.
Education Provider ClinConnect Coordinator/Delegate	<p>User with permission to access all disciplines within their institution.</p> <p>Responsible for setting up users and approving their access levels in the system.</p> <ul style="list-style-type: none"> ○ Has Education Provider User (Full Edit) permissions ○ This user role does not receive all daily placement notifications.
Education Provider User (Full Edit)	<p>Education Provider and discipline-specific user who has permission to:</p> <ul style="list-style-type: none"> ○ Request clinical placements ○ Accept/decline approved clinical placements ○ Request Placements by Exception ○ Manage accepted clinical placements ○ Upload student details into ClinConnect ○ Assign students to accepted clinical placements ○ Mark daily attendance ○ Can create Clinical Facilitator profiles ○ Receives all daily placement notifications.
Education Provider User (Read Only)	Education Provider and discipline-specific user who interacts with ClinConnect to access specific data and reports.
Health Service – Student Compliance	<p>Specific Health Service user who has permission to edit student verification records, mark student attendance and access relevant reports.</p> <p>This user cannot approve or cancel placements or create Placements by Exception.</p>

3.2.4 Accessing ClinConnect

Access to ClinConnect requires the completion of an online registration form.

Health Service and Education Provider ClinConnect Coordinators and Delegates are invited and approved by the ClinConnect Application Manager.

Health Service Facility Coordinator, Health Service User (Full Edit), Health Service User (Read Only) and Health Service – Student Compliance users are invited and approved by their Health Service ClinConnect Coordinator / Delegate.

Education Provider User (Full Edit) and Education Provider User (Read Only) are invited and approved by their Education Provider ClinConnect Coordinator/Delegate.

In exceptional circumstances, the ClinConnect Application Manager can invite new users and approve all user roles within ClinConnect.

All users must supply a valid business email address which will be used as their ClinConnect User login ID. A user's login ID can only be associated with Health Service access or Education Provider access, not both.

All Full Edit users and those with higher access levels in health services will complete ClinConnect training in order to be granted access.

3.3 Business rules

3.3.1 Placement cycles and event booking windows

- Placement cycles and booking windows regulate when specific functions can be performed (e.g. when a request for a clinical placement can be submitted).
- The timelines for each placement cycle and booking windows may be discipline specific and will be agreed prior to the commencement of each placement cycle in consultation between the Health Education and Training Institute (HETI), Health Services and Education Providers.
- Placements can only be requested, approved or created within available capacity. Capacity is set by the Health Service.
- ClinConnect enables the length of clinical placements to vary from one day to 12 months in duration.
- The duration of a clinical placement can extend into the next placement cycle within the same calendar year.
- If the placement extends beyond 31 December, the placement request must be submitted as two separate requests on either side of 31 December.

3.3.2 Cancellations

- A Health Service or Education Provider may cancel clinical placements.
- In exceptional circumstances where a Health Service can no longer accommodate a clinical placement that has been accepted, the Health Service user may move the clinical placement in consultation with the Education Provider. The Health Services user's first option is to move the clinical placement to another unit in the same stream² at the same facility. If the first option is not available, the Health Service user's second option is to move the clinical placement to another facility in a unit within the same stream. Where options 1 and 2 are not available, the Health Service user can cancel the clinical placement.
- If a placement is cancelled by either the Education Provider or the Health Service, ClinConnect will record this as follows:

² 'Stream' is a generic term used across all disciplines in the system to describe a critical aspect of the placements for that unit.

- *Cancellation* – clinical placements cancelled more than 28 days before Placement Start Date
 - *Late Cancellation* – clinical placements cancelled within 28 days up until 7 days prior to Placement Start Date
 - *Not Taken* – clinical placements cancelled less than 7 days before Placement Start Date.
- In instances of Late Cancellation and Not Taken, Education Providers are to explain the cancellation to the Health Service.

3.3.3 Placements by Exception

- A Placement by Exception is a placement requested or created during the Manage Placements window.
- It is the responsibility of the Education Provider to contact the relevant Health Service to request the creation of a Placement by exception.
- A Health Service user can create a Placement by Exception in the Manage Placements window as follows:
 - Health Service ClinConnect Coordinator / Delegate User, Facility Coordinator or Health Service (Full Edit User) can create a Placement by Exception if requested more than 21 days before the clinical placement start date (Early Placement by Exception).
 - Health Service ClinConnect Coordinator / Delegate User and Facility Coordinator can create a Placement by Exception if requested more than seven days before the clinical placement start date (Late Placement by Exception).

Education Providers can request Placements by Exception in ClinConnect up to 21 days before the placement's start date. If the Health Service chooses to accept these Requested Placements by exception, then the Health Service must also accept this placement in ClinConnect up to 21 days before the placement's start date.

3.3.4 Assigning students to clinical placements

- A student record can only be created by an Education Provider.
- A student must be verified as compliant (or temporarily compliant if the requirements are met) by a Health Service
- A student must be assigned to a clinical placement by the Education Provider no less than 21 days prior to the commencement date of the placement.
- Students assigned to placements can be swapped between 14 to 21 days prior to the start date of the placement.
- Students must be assigned to Late Placements by Exception within 24 hours of its creation.
- Once a student is assigned to a clinical placement, the student's name and status cannot be altered on their student profile less than 21 days before the start date of the clinical placement.

3.3.5 Commencement and Attendance

- The Health Service must record commencement of students after the start date but before the end of their clinical placement.
- The Health Service must notify the Education Provider immediately if the student does not attend any part of their booked clinical placement. Recording this via daily attendance is encouraged.

3.3.6 Creating Facilitator Profiles

- A profile in ClinConnect must be created by the Education Provider for each facilitator who will be facilitating clinical placements in a NSW public health facility.
- At least one discipline must be added to the Facilitator's profile.
- The Education Provider must provide the following to the Health Service ClinConnect Coordinator or designated person in the relevant Health Service at least seven days before the facilitation period will commence.
 - Name or names of the facilitators who will be facilitating the placements
 - Expected period of facilitation (start, date, end date, number of days, roster if applicable)
 - Students within facilitation group.
- Any modifications to the facilitator's name or identification will result in the facilitator becoming not-verified in ClinConnect. A Facilitator's compliance information and status can be viewed on the Facilitator's profile in ClinConnect.
- If required, a Health Service Coordinator may create a profile for a facilitator in ClinConnect. If this is the case, then they will need to provide the *Facilitators in ClinConnect* (Attachment 1) document and the *Facilitators in ClinConnect consent form* (Attachment 2) to facilitators before the new profile is created. The consent form will then be retained by the Health Service who created the profile in ClinConnect for a minimum of seven years.

4. LIST OF ATTACHMENTS

1. Facilitators in ClinConnect
2. Facilitators in ClinConnect Consent form

Attachment 1: Facilitators in Clinconnect

This document is to be provided to all facilitators prior to them commencing work in a NSW Health facility.

What is ClinConnect?

ClinConnect is a NSW Health state-wide secure database which is used for managing clinical placements within NSW Health. Authorised staff employed by Educational Institutions receive access to ClinConnect in order to request and book clinical placements and assign students.

Facilitators and ClinConnect

Facilitators (or student supervisors) who are employed by the Educational Institution will have their details entered into ClinConnect. The main reason for this is to ensure compliance with NSW Health's mandatory requirements. The Educational Institution is responsible for entering a facilitator's details into ClinConnect.

Who can view my details in ClinConnect?

ClinConnect is a secure database. Only authorised users with approved access can view or amend the details for facilitators in ClinConnect. This includes users from both NSW Health and Educational Institutions. All users of ClinConnect are bound by the relevant confidentiality agreement appropriate to their employing institution.

Why does NSW Health want to collect my email address and Stafflink ID?

If you are an employee of NSW Health, you will have a Stafflink ID (employee ID). Your Stafflink ID may be used to provide you with access to the NSW Health Online Learning Management System so that you can complete mandatory training courses if required. Please inform NSW Health if you are a current NSW Health employee.

Facilitator Mandatory Requirements

Please ensure you complete NSW Health's mandatory compliance requirements prior to commencing work as a facilitator in NSW Health facilities. Your compliance with these requirements will be verified by NSW Health and entered into ClinConnect. If you do not meet these requirements prior to commencing your work as a facilitator, you will not be able to commence work in this role. Please note that you may also need to be verified again upon expiry of your documentation, e.g. National Criminal Record Check, Working with Children Check, Professional Registration.

For further information regarding these requirements or your compliance status, please contact the Educational Institution or Agency who is employing you in this role.

Attachment 2: Facilitators in Clinconnect Consent Form

Please fill in the details below:

First Name* _____

Middle Name _____

Surname* _____

Preferred Name (if applicable) _____

Date of Birth* _____

Stafflink ID (if applicable) _____

Discipline* (Profession) _____

Email address* _____

Professional Registration Number* _____

Professional Registration Expiry Date* _____

**Denotes Mandatory Information*

Declaration

I give consent for my personal details listed above to be stored in the ClinConnect database. I understand that my details will only be used for the purposes of:

- managing my compliance with NSW Health's mandatory requirements and
- informing NSW Health when I will be performing in the role of a facilitator

Signed _____



Date _____

