



## **CLINICAL PLACEMENT MISSED SHIFT AND ROSTERING GUIDELINES:** Nursing and Midwifery 2020

These guidelines have been developed to assist you with information to help you navigate Clinical Placements throughout your program. It is essential that you read these guidelines and follow these at all times.

### **Rostering –**

All clinical sites have differences in how they roster UQ students. Each semester, you must be aware of the shifts you are required to undertake – whether that be through a roster or through following a preceptor. You must also be aware that these shifts may be rostered over a **7 day a week, 24 hour a day period**. Please note students may also be rostered on the noted University Public Holidays.

Where possible, when students are given a roster at the start of the semester they will have 5 days to notify the Clinical Lead if any shifts need altering. To alter a shift you must have a legitimate reason. Reasons may include:

- Family event
- Work commitments (1 day per week only will be accommodated)
- Pre booked conferences / education activities

The Clinical Lead will change shifts where possible, however as placement shifts are scarce, changes may not be possible. The Clinical lead will communicate shift changes with you individually. For first year Bachelor of Nursing students in Semester 1 roster changes are not possible. After the 5 day period the roster will be locked and no further changes can be made without documentation (see details below). The final roster will be posted onto the relevant clinical course Blackboard Site.

Final year students following a preceptor are required to forward their roster to the Clinical Placement Office and to the Clinical Supervisor so that a UQ clinical supervisor can visit you on shifts. This must be completed before the start of placement. If you receive your roster in small parts only you must keep sending the roster throughout the semester so the Clinical Placement Office and the Clinical Supervisor have a copy of what you are working throughout the semester. It is very important that the Clinical Placement Office have the rosters on file for Occupational Health and safety reasons.

If preceptored and needing to change any shifts you must still follow the guide below unless the shift change is due to your preceptors roster. If changing shifts for any other reason besides a change in preceptor roster you must supply evidence to the clinical office. If your preceptor needs you to change shifts you are permitted to change but you must clearly communicate this to the clinical office and your clinical supervisor by email as soon as possible. It is advisable if you are self-rostering that you leave a week free at the end of your roster period in case you need to miss shifts throughout the semester or have an unavoidable event. You then have a week spare at the end of semester to re roster shifts. If you need to roster shifts after week 13, approval must be sought in the form of an Assessment Extension. To do this follow instructions in the ECP of the Clinical Course.

The Clinical Placement Office will then need to arrange the extended placement time through the hospital on your behalf.

Once rostered and the roster is locked, students cannot change a shift without adhering to the following guide. If a student misses a shift due to illness they must also follow this guide.

It is your responsibility as a student to be familiar with these guidelines and to follow these guidelines at all times. Failure to follow these guidelines will impact on your ability to meet the clinical placement hours required for registration. It is also your responsibility to be familiar with the University policy on placements available at: <http://ppl.app.uq.edu.au/content/3.10.04-placements-coursework-programs> and the Fitness to Practise policy available at: <https://ppl.app.uq.edu.au/content/3.30.14-fitness-practise>

**Please read the following carefully and understand your responsibilities -**

Evidence:

- Statutory Declarations will not be accepted for sick leave
- Medical Certificates must be obtained and submitted within 5 days of the missed shift
- Medical Certificates must be dated within 2 days of the illness
- Medical Certificates can be obtained from GPs or from Registered Pharmacists. Certificates from Qoctor will also be accepted : <https://www.qoctor.com.au/medical-certificate/>
- If on a Disability Plan (SAPD) you are still required to submit a Medical Certificate
- An Absence Report must accompany the Medical Certificate and clearly outline what shifts were missed
- All documentation is to be forwarded to the Clinical Placement Office by email
- If you have surgery or are injured during the semester you must clearly communicate this with the Clinical Placement Office. You will be required to provide a Medical Clearance to the Clinical Placement Office before you return to placement. This clearance may also be requested by the placement site. This clearance must state that you are Fully Fit for All Duties.
- If you fall pregnant or are pregnant you should notify the Clinical Placement Office so they are aware. Pregnancy may influence where you are placed for your placement shifts. You also need to fill in another Fitness to Practise Form stating your pregnancy due date.
- If you are pregnant and intend to be on clinical within 6 weeks of your due date you must provide a medical clearance. This clearance must state that you are Fully Fit for All Duties.
- If you have delivered a baby and are returning to shifts within 6 weeks after delivery you must provide a medical clearance. This clearance must state that you are Fully Fit for All Duties.

Shifts:

- There is no guarantee shifts will be completed by the end of each semester. If you are rostered an out of usual semester dates placement you will individually be notified of this.
- Number of absences will be tracked:
  - 1<sup>st</sup> and 2<sup>nd</sup> year Undergraduate: are allocated 15 - 20 shifts per semester and you will be permitted a maximum of 3 absences per semester for legitimate reasons only. More than 3 absences may result in you failing the course

- 3<sup>rd</sup> year DD only: are allocated 15 shifts per semester and you will be permitted a maximum of 3 absences per semester for legitimate reasons only. More than 3 absences may result in you failing the course
- Final Years Undergraduate: You will be permitted a maximum 7 absences for legitimate reasons only. More than this number of absences may result in you failing the course
- Masters Students 1<sup>st</sup> year: are allocated 18 shifts per semester and you will be permitted a maximum of 3 absences per semester for legitimate reasons only. More than 3 absences may result in you failing the course
- Masters Students Final Years: You will be permitted a maximum 7 absences for legitimate reasons only. More than this number of absences may result in you failing the course
- *Note – when you reach the maximum number of allowed absences you will be contacted by the Clinical Lead who may wish to meet with you. Most students will be able to be rostered replacement shifts which should be completed within the normal semester period. Students who cannot complete shifts in the normal semester period may be counselled to consider deferment of studies or may be rostered shifts (if available) outside of the normal semester period.*

#### **What to do if you miss a shift-**

- **If sick and unable to attend a shift:**
  - You need to contact the ward by phone before the start of your shift
  - You need to email the Clinical Placement Office. You should also contact the Clinical Supervisor (List available on Blackboard each semester under the Clinical Placement Tab) and Course Coordinator of the relevant course. If able you should also email or contact your clinical supervisor.
  - You must supply a Medical Certificate and an Absence Report within 5 days of the sick day. This is to be emailed to the Clinical Placement Office.
  - You will be given a replacement shift during the clinical period. The dates of replacement shifts vary from site to site. You will be notified of this replacement shift by the Clinical Placement Office at least 2 days before the shift.
  - Missed shift emails will not be answered individually. Missed shifts will be replaced in bulk every 3-4 weeks. This means it may be 4 weeks before you are offered a replacement shift for your missed shift. If you are a Mater student you should check SPOT regularly for replacement shifts.
  - Your email to the Clinical Placement Office must contain in the subject line – Missed Shift, Your Name, Your Year level, Your Program, Your Placement Site and your Student Number.

- **Unable to attend a shift for other reasons:**
  - If you miss a shift for any other reason but illness, you must supply supporting documentation. In these circumstances your supporting documentation will need to demonstrate exceptional circumstances e.g.: death of a loved one, car accident on way to shift, carer's responsibilities, and natural disaster. You may use a statutory declaration in this instance, however it is advisable that you also provide evidence on top of the statutory declaration.
  - You need to supply this supporting documentation within 5 days of the missed shift.

Missed Shifts due to Illness or Other

Contact ward before start of shift. Email Clinical Placement Office, CC in Supervisor and Course Coordinator

Obtain Medical Certificate within 2 days of Illness or obtain supporting documentation

Email Medical Certificate or supporting documentation and Absence Report to Clinical Placements Office within 5 days of absence

Replacement Shift will be allocated when available

### **Notes for Mater Students**

- Make up shifts will only be provided to students at the Mater for absences due to illness, family reasons, extreme exceptional circumstances or Continuity of Care. Students with absences outside of these reasons will not receive make up shifts. The Mater Education team will make decisions on who will be granted make-up shifts.
- When contacting the ward to advise them that you cannot attend the shift please ask the ward to cancel your shift on SPOT.

### **Changing Shifts-**

- Shifts may be changed in advance for exceptional circumstances only:
  - Contact Clinical Placement Office within 5 business days of the required shift change.
  - Supply supporting documentation within 5 business days of original request to change a shift.
  - The Clinical Placement Office will confirm if they approve this change. Your new shift may be anywhere in the roster period.
  - Shift changes will only be granted for the following exceptional circumstances:
    - Funeral
    - Religious Activity (letter of support from religious body required)
    - Sport (only if you are a UQ Elite Athlete)
    - Urgent paid work events (i.e. training) (a letter of support from your employer is required)
    - Job Interviews (only for final years for Graduate positions)
    - Extra University activities that may occur (i.e. Orientation for Mental Health, Conferences)
  - If a Mater student the Mater will only allow shift changes for exceptional family reasons (ie death / funeral or Continuity of Care reasons)
- Shifts can be swapped with another student
  - Contact Clinical Placement Office within 5 business days of the required shift swap.
  - Ensure the student you are swapping with is cc'ed into the original email
  - The Clinical Placement Office will confirm if they approve this swap.
  - Each student is only permitted a maximum of 3 swaps per semester.

### **Notes for RBWH Midwifery Students**

RBWH Midwifery students are only permitted 1 shift swap per semester. This has been decided by the RBWH Midwifery team. All shift swaps must be arranged two weeks prior to start of the roster fortnight (these dates will be communicated with RBWH students). This gives the educator enough time to notify all the relevant parties.

Exceptional Circumstance Occurs at a minimum of five days before shift

Email Clinical Placement Office to notify of exceptional circumstance

Send supporting documentation via email to Clinical Placement Office

Clinical Placement Office will email you a new shift if approved or email SPOT to allow them to roster you a new shift. This shift may be at any time in the roster period

**Evidence Required for Missed Shifts or Changes in shifts-**

| Exceptional circumstance  | Acceptable supporting evidence  | Unacceptable supporting evidence   |
|---|---|--|
| <i>Medical grounds</i>  | <ul style="list-style-type: none"> <li>• Medical certificate from a medical practitioner or pharmacist. The medical certificate must be signed, on official medical centre letterhead and include contact details and a provider number</li> <li>• Medical certificates must contain the following:               <ol style="list-style-type: none"> <li>a) Date the practitioner examined the student</li> <li>b) Time period covered</li> </ol> </li> <li>• Medical certificate must cover the day of the missed shift</li> <li>• Medical certificate must be dated within <b>2 days</b> of the illness</li> <li>• Medical certificates must be submitted within <b>5 days</b> of the missed shift</li> </ul> | <ul style="list-style-type: none"> <li>• Medical certificate that does not cover the day of the missed shift</li> <li>• Statutory Declaration or a Student Access Disability Plan used in lieu of a medical certificate</li> <li>• Medical practitioner that is not independent of the student (i.e. family member or relative)</li> </ul> |
| <i>Significant personal problems (i.e. significant mental health problem, traumatic event, misadventure, victim of crime)</i> | <ul style="list-style-type: none"> <li>• Letter from health practitioner (i.e. registered counsellor, psychologist, psychiatrist) on official letterhead detailing:               <ol style="list-style-type: none"> <li>a) Date the student was examined</li> <li>b) Estimated time of recovery</li> </ol> </li> <li>• A police report or a statement from a relevant authority confirming the trauma, misadventure or crime</li> </ul>  | <ul style="list-style-type: none"> <li>• Personal problems that are not significant</li> </ul>   |
| <i>Death &amp; Bereavement</i>  | <ul style="list-style-type: none"> <li>• Funeral notice</li> <li>• Death notice</li> </ul>  |  |

**Faculty of Health and Behavioural Sciences**  
**SCHOOL OF Nursing, Midwifery & Social Work**

|  |   |  |
|--|---|--|
|  | <ul style="list-style-type: none"> <li>• Death certificate</li> <li>• Cover of a funeral booklet</li> <li>• Letter from the Funeral Director outlining the students relationship to the deceased</li> <li>• Statutory Declaration</li> </ul>  |  |
| <i>Carer responsibilities</i>  | <ul style="list-style-type: none"> <li>• Medical certificate highlighting the period of time the student is required to care for the ill family member or relative. The certificate should cover the person's medical status and the patient's relationship to the student</li> </ul>   | <ul style="list-style-type: none"> <li>• Medical conditions of others that don't directly affect the student</li> </ul>  |
| <i>Elite Athlete (student competing at State, National or International sporting event)</i>  | <ul style="list-style-type: none"> <li>• Student has been given elite athlete status in accordance with PPL 3.50.07. A letter written on UQ letterhead confirming the student's selection at a state, national or international sporting event. The letter should include the date of the event and outline the student's sporting commitments</li> </ul> | <ul style="list-style-type: none"> <li>• Sporting activities that are not at a state, national or international level</li> <li>• Students that do not fall under the definition of an 'elite athlete'</li> <li>• Students participating in non-athletic co-curricular activities i.e. state national dance are not eligible to apply under elite athlete provisions</li> </ul> |
| <i>Unavoidable work event</i>  | <ul style="list-style-type: none"> <li>• A letter from the employer on company letterhead confirming the date, unavoidable work event and the student's requirement to attend</li> <li>• Statutory Declaration with supporting evidence i.e. Email from employer.</li> </ul>  | <ul style="list-style-type: none"> <li>• Irregular casual work</li> <li>• Financial problems</li> <li>• Emails from work colleagues</li> </ul>   |
| <i>Vehicle accident (not involving medical injury)</i>                                       | <ul style="list-style-type: none"> <li>• Police report</li> <li>• Receipt from towing company</li> <li>• Report from an authorised vehicle mechanic or an automotive road service (i.e. RACQ)</li> </ul>  |  |
| <i>Academic and University commitments (i.e. Orientation for Mental Health, Conferences)</i> | <ul style="list-style-type: none"> <li>• A confirmation letter from a relevant staff member detailing the academic commitment, date and how the activity will benefit the student's studies</li> <li>• Statutory Declaration with email of the event as evidence</li> </ul>   | <ul style="list-style-type: none"> <li>• Normal student pressures (i.e. assignment workload)</li> <li>• Ordinary social events</li> </ul>  |
| <i>Court appearances (i.e. jury duty or subpoena)</i>  | <ul style="list-style-type: none"> <li>• A copy of the jury summons detailing the start and finish dates of jury duty</li> <li>• A letter confirming the student has been subpoenaed to attend court</li> </ul>   |  |
| <i>Religious &amp; cultural grounds</i>  | <ul style="list-style-type: none"> <li>• A letter from the cultural body or place of worship confirming the date, cultural/religious activity and the students obligation to attend</li> </ul>  |  |
| <i>Family or social commitments</i>  | <p>To be considered on a case-by-case basis. Examples may include:</p> <ul style="list-style-type: none"> <li>• Copy of a wedding invitation showing the student is a member of the wedding party</li> </ul>  | <ul style="list-style-type: none"> <li>• Ordinary family commitments</li> </ul>  |
| <i>Natural disasters &amp; extreme weather events (i.e. flooding, storms, fires)</i>         | <ul style="list-style-type: none"> <li>• Insurance claims</li> <li>• Fire investigation report from Qld Fire and Emergency Services</li> </ul>  |  |
| <i>Continuity of Care experience</i>   | <ul style="list-style-type: none"> <li>• CoCe Log</li> <li>• Record of birth</li> </ul>   |  |

**Continuity of Cares Experience (CoCe)-**

- If doing a CoCe (Midwifery and Dual Degree students) and unable to complete a rostered shift:
  - You need to contact your ward by phone before the start of the shift.
  - You need to then email the Clinical Placement Office stating what shift you missed. Also CC in your clinical supervisor and Course Coordinator into this email.
  - Please note if you are a DD student and on a Nursing placement you are unable to leave a nursing shift to attend a CoCe. You must complete this shift.
  - Please note if you are on a Mental Health placement you are unable to leave this shift to attend a CoCe. You must complete this shift.
  - If you have been at a CoCe and unable to attend a shift due to inadequate rest (i.e. you have been awake all night) then you should not attend the shift. You must email the Clinical placement Office and advise of this missed shift. You should attach your CoCe log as evidence.
  - You should have an 8 hr break between all shifts. If you have been on a CoCe (plus or minus a shift) totalling 12 hours you must then go home and rest for a minimum of 8 hours. (see section on Fatigue below)

All shifts missed need to be replaced with another shift. The replacement shift may not be in the ward/area that the missed shift was rostered.

**Fatigue-**

- On the day of a rostered shift you are not permitted to work in either a paid or voluntary capacity in the 8 hrs prior to the start of the rostered shift.
- There must be a minimum of an 8 hr break between rostered shifts.
- Students are not permitted to remain on shift for longer than the actual shift time unless approved by the University and the hospital. ie. If on an 8 hr shift and wishing to stay longer than 8 hrs the student must contact the University (Clinical Lead or Supervisor) and get approval for this to occur. The University will ensure that the hospital is aware that you will be on site after the end of your shift. If you stay after your shift ends without approval and are involved in an incident or are injured you are not covered by UQ Insurance.
- Students are not permitted to work longer than a 12 hr shift (12.5 hrs with breaks)
- Students cannot work more than 40 hours of placement shifts in a week (Monday – Sunday)
- For students completing CoCe's you must ensure the following:
  - If you have completed an 8 hr shift and go straight to a CoCe you can only remain with that CoCe for 4 hrs (therefore a total of 12 hrs work time) After the 4 hrs with the CoCe you must have an 8 hr break.
  - If you complete an 8 hr shift and have a CoCe in labour and you go home and rest after your 8 hr shift for 8 hrs you can then spend the next 12 hrs with your CoCe.
  - Once you complete a CoCe you need to ensure an 8 hr rest break before your next clinical shift or CoCe.



- Anyone found to not be following the rules around fatigue will be dealt with under the Student Integrity Misconduct Policy. <https://ppl.app.uq.edu.au/content/3.60.04-student-integrity-and-misconduct>.

**Conflict of Interest-**

- Students will not be rostered in the same ward area where they are employed.
- It is the students responsibility to notify the clinical office of the students employment if there is a Conflict of Interest in the placement allocation
- If a student is placed in an area where a potential conflict of interest exists with family members the student must immediately contact the Clinical Placement Office.

**Important Notes:**

It is your responsibility as a student to check your emails regularly – second daily when completing placement would be a reasonable requirement. It is also a requirement that you use your UQ email address.

If the Medical Certificate also covers missed class time please make sure you keep your copy safe as you will need this for non-attendance at classes. The Clinical Lead will collect all Medical Certificates and Absence Reports related to clinical shifts only. Your class lecturer/s will require all Medical Certificates and Absence Reports related to missed classes.

**Email – [nursingmidwiferyplacements@uq.edu.au](mailto:nursingmidwiferyplacements@uq.edu.au)**

Address this email to Clinical Placement Office.

- Please title the subject line – Missed Shift or Missed Shift Documentation, Name, Your Year level, Your Program, Your Placement Site and your Student Number.

**Example Email template Missed Shift:**

Dear.....

My name is ..... and I am in Year .... of (program).

I am writing to inform you that I will not be attending clinical practice at .... hospital / clinical site, ward / clinical area..... today due to.....

I have notified all relevant areas of my absence and will supply supporting documentation within the 5 day period.

**Example Email template Supplying Documentation:**

Dear.....

My name is ..... and I am in Year .... of (program).

I am writing to supply the required documentation for my missed shift/s at .... hospital / clinical site, ward / clinical area..... on (date).....

**Faculty of Health and Behavioural Sciences**  
**SCHOOL OF Nursing, Midwifery & Social Work**

I have attached a Medical Certificate and an Absence Report and will await your reply regarding a replacement shift.