

2025 Clinical Placement Guidelines

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Overview

These guidelines will give you a general overview of clinical placement during your entire program. It also covers the school's expectations of you while undertaking clinical placement.

Placements are an important part of your learning and successful completion of clinical placement contributes to the professional registration standards and requirements in order for you to be eligible for formal registration as a registered nurse/midwife at the conclusion of your program of study. These placements are not only pivotal for your academic progression but also constitute mandatory prerequisites for successfully graduating from your degree. There are clear parameters that each discipline must meet which are set by the regulatory bodies before a student can meet the requirements of their degree and graduate. Placements are also competitive to source, and can be expensive for the school to provide, and even more so for the school to replace when shifts are missed. It is imperative you understand that by undertaking a course that requires clinical placement you take your responsibilities seriously. It is imperative that you understand that by enrolling in and undertaking a course that contains clinical placement that you are able to commit to and meet these requirements. Clinical placement hours are outlined in each course as the minimum hours required to successfully pass the clinical placement component in these courses. Clinical placement provides an invaluable learning opportunity for you to consolidate and connect your theoretical learning and clinical skills development, within the professional context. Along with demonstrating the professional attributes expected of graduands of using and Midwifery programs.

If you have any further questions after having carefully read through these Guidelines, please contact the Practice Education Team via e-mail at nmplacementstudents@uq.edu.au or via telephone (weekdays, business hours only) **07 3365 1249**.

Expectations of students and Communication

Whilst undertaking clinical placement as an UQ student you are expected to dress appropriately, conduct yourself professionally, comply with legislation and UQ and organisational policies. All students are to adhere to the professional codes of conduct and student code of conduct and conduct themselves in a manner that is safe and consistent with UQ values. When we communicate with you, we aim to help you with your education in the fastest and most professional way we can. Please see the Communicating at UQ Framework attached as an appendix to these guidelines for additional information. We really appreciate your friendly professionalism in return. These guidelines explain how you can achieve this.

It is critical that you be aware of the following School requirements:

- Placements be scheduled for you across the calendar year. The only exception is 25th of December, when shifts will not be rostered. **On enrolling in your program, you will need to be available for placement shifts 24 hours per day, seven days per week, 364 days per year.**
- Placements can be changed if circumstances with the Provider or the School mandate an adjustment.
- You may be required to travel a **maximum** of 3 hours per day to and from placement. We will make every endeavour to ensure that the travel time from your term residence to the placement be no more than **1.5 hours via car**. It is imperative that the address you have listed in Si-Net is the address you wish the placement team to use when allocating your placement.
- All communication with you from the school will be via your UQ e-mail. As this is the UQ primary mean of communication the onus of responsibility is on you to ensure that you are checking your email at a minimum of every 48 hours and to respond in a timely fashion (72 hours) to all requests. To ensure a successful placement and course completion, it is crucial to stay informed and meet deadline. Failure to check email for important information or deadline may lead to missed opportunities, cancellation of placement or a fail grade for your course

- Absence from clinical placement must be for valid reasons and may include illness (medical certificate required), University approved absence (Stat Dec required), a funeral (Stat Dec required) or an important member of a wedding party (e.g., bridesmaid, groomsman, or equivalent).
- If you require makeup clinical hours this will be assessed and evaluated by the practice education team. Students cannot arrange their own makeup hours with a clinical venue, and if undertaken these hours will not be formally counted towards your course completion. It is important to note that if you are provided a deferred clinical placement to meet the clinical placement hours of your course, this serves as a final opportunity to meet the course outcomes. If you fail to attend a deferred placement, you will not be offered another clinical placement allocation.
- Withdrawing from clinical courses – If you are unable to meet or commit to the course requirements you can withdraw from the course and undertake it in its next offering. If you decide to withdraw from a clinical course, follow the following information regarding this process and notify via nmplacementsstudents@uq.edu.au and your Course Coordinator of your withdrawal from the course. You can find information about withdrawing from courses here: [Withdrawing from a course or program - my.UQ - University of Queensland](#)
- Student communications – We have included as an appendix the PET Communication Framework that will be used in sending various student information and requesting information for your placement. Please read this carefully and ensure you **check your student emails. UQ will always call as a No Caller ID. We will leave a message if we cannot get a hold of you.**

General etiquette

As a representative of the University, it is important that you create a positive and professional first impression whilst on placement. Below are some general etiquette points we expect of our students when they are undertaking clinical duties:

- Read the pre-brief/ research your ward prior to attending.
- Introduce yourself to nursing, medical and administration staff.
- Show enthusiasm and a willingness to learn.
- Mobiles phones are only to be used for ePAD assessments and timesheets. No other use is permitted.
- Always be punctual for all shifts and meetings.
- Notify the ward and your Clinical Supervisor if you are running late. If you are unable to make your shift, follow the guidelines on Attendance and Absences.
- Ensure you bring evidence of your compliance with all placement requirements whenever you are on shift.

HaBS Placement Ready Team & Pre-placement Compliance Items

The [HaBS Placement Ready Team](#) is responsible for the communication and verification of Mandatory pre-placement requirements for placement. You can find information about them [here](#).

Throughout your program, you will have the opportunity to participate in various experiential and placement opportunities. Before you commence your placement, you will need to submit evidence that you have met the requirements below. Some of these requirements have expiry dates so there will be times when you will need to renew a requirement.

The onus of responsibility is on you to ensure that you have met these requirements and renew any requirements before they expire.

Most importantly, you should action your Student Immunisation Record ASAP as this requires a GP to sign your record and then the UQ Immunisation Record Team to verify your evidence. This takes time and possibly requires you to undergo further vaccinations to ensure eligibility for placement.

N.B. We understand the 2025 Flu Vaccination may not be available until late March/Early April.

The HaBS Placement Ready Team will initiate a request for you in my.UQ once the vaccine is available. Please keep an eye on your emails and action immediately.

Mandatory Requirement	Bachelor of Nursing Yr 1 2025	Bachelor of Midwifery Yr 1 2025	Bachelor of Nursing/Midwifery Yr 1 2025	Master of Nursing Yr 1 2025
Patient handling	Week of 10 February 2025	Week of 10 February 2025	Week of 10 February 2025	Week of 10 February 2025
Immunisation Record (Form B)	24 February 2025	17 February 2025	17 February 2025	03 March 2025
COVID-19 vaccination	24 February 2025	17 February 2025	17 February 2025	03 March 2025
Blue Card	24 February 2025	17 February 2025	17 February 2025	03 March 2025
National Police Certificate (and Statutory Declaration if applicable)	24 February 2025	17 February 2025	17 February 2025	03 March 2025
First Aid	24 February 2025	17 February 2025	17 February 2025	03 March 2025
CPR	24 February 2025	17 February 2025	17 February 2025	03 March 2025
HaBS Placement Safety Modules	24 February 2025	17 February 2025	17 February 2025	03 March 2025
Flu vaccination	24 February 2025	17 February 2025	17 February 2025	03 March 2025
Disability Worker Screening Clearance (Yellow Card)	24 February 2025	17 February 2025	17 February 2025	03 March 2025
Qld Health Student Deed Poll	Depends on placement site.	Depends on placement site.	Depends on placement site.	Depends on placement site.
Qld Health Orientation Checklist	Depends on placement site.	Depends on placement site.	Depends on placement site.	Depends on placement site.
Qld Health iLearn modules	Depends on placement site.	Depends on placement site.	Depends on placement site.	Depends on placement site.

The Placement Ready Team is here to assist you. It is essential that you read and promptly action the emails sent to you by the HaBS Placement Ready Team so they can assist you to be placement ready.

You can find information [here](#) about your compliance items, and it is vital that you ensure these are up-to-date throughout your program.

If you are not compliant to attend placement based on compliance requirements past the deadline and are removed from attending, we cannot guarantee another allocation will be offered to you.

Contact details

You can contact the HaBS Placement Ready Team on habs.placementready@uq.edu.au or find their various other contact methods here: [Prepare for your placement - Faculty of Health and Behavioural Sciences - University of Queensland \(uq.edu.au\)](#).

Student Safety on Placement

Your safety on placement, including when you are travelling to and from your placement, is one of UQ's highest priorities. However, you also have a responsibility to prioritise your own personal safety. Please familiarise yourself with information regarding safety whilst on placement [here](#).

UQ Counselling & Support Services

UQ has services available to support students attending placement and whilst undertaking study. Information about this can be found at the following link, and we strongly encourage students to make use of these services throughout their program to support them whilst completing their studies - [UQ Counselling - my.UQ - University of Queensland](#).

Uniform Requirements

As representatives of UQ and the School of Nursing, Midwifery and Social Work, it is an expectation that you will always maintain a neat and professional appearance, this identifies you as a legitimate student nurse or midwife from the University of Queensland.

UQ NMSW: Nursing, Midwifery and Dual Degree Mask Fit-Testing and Uniform Guidelines

Mask Fit-Testing

The school organises fit-testing sessions for students to attend clinical placement. You need this sizing for clinical placement. You will be notified by e-mail and given an opportunity to book a session. This is a mandatory requirement for clinical placement. You will not be permitted to commence clinical placement until you have been fit-tested. Fit testing sessions are run by an external company who are specially trained in this. Students will be given one option for a fit testing session. If you do not attend this session or schedule in for one, students will need to organise their own testing at their own expense. If you do not attend your scheduled appointment, you may not be able to proceed with placement.

If, having booked a session, you are unable to attend, you will need to provide 24 hours-notice to the Practice Education Team by emailing nplacementsstudents@uq.edu.au. **Student's will be given one option for school-organised fit testing. If you fail to attend your session without appropriate notice and reasons, you will need to source this at your expense.**

Uniforms

You are required to wear UQ Nursing/Midwifery uniform whilst on Clinical Practice Placements. The uniform is set according to occupational and safety (OH&S) requirements and minimising infection control risks. Therefore, failure to wear appropriate uniform will result in you being sent home from Clinical Placement resulting in missing clinical shift hours.

Uniform Component		Permitted	Not permitted
UQ Scrub shirt		UQ approved Clinical Scrub shirt.	No crumpled, stained Scrub shirts, this is an infection risk. No mis-fitting Scrub shirts. Over large shirts can pose a OH&S risk by getting caught during manual handling.
Colder Weather Attire		Black vest Black cardigan (not to be worn during patient care)	No long sleeved shirts beneath scrub shirt that are longer than the elbows, this is an infection risk
Pants/Skirt		Black pants or purple scrub pants to ankle or shoe. Classic, professional fit Scrub pants are permitted. Skirt must fall to the knee	No pants with tassels as this are an OH&S risk. No Leggings, Tights or Jeans.
Shoes		Black leather or vinyl professional shoes Clean and in good repair White or black sock	No open back, open toe shoes or 'Mary Jane' style shoes. No trainers, joggers, or shoes with mesh. These are not safe in the clinical environment posing an OH&S risk.
Hair		Worn off the face, Hair must be pulled back if it touches the collar. Male students: clean and trimmed facial hair	No long ponytails that may pose an infection control risk. Pens not to be kept in hair
Nails		Clean and trimmed	No nail polish or artificial or shellac nails, this is an infection risk
Identification		Student and hospital identification should be worn at all times on hospital grounds. Students are recommended to wear year-level badges on every Clinical placement shift Students are recommended to wear name badges on every shift	Lanyards are not allowed due to safety and infection control risk
Make Up		Professional, natural application	No excessive application. No eye lash extensions these are an OH & S risk
Accessories		Plain wedding ring (no stones) Fob watch with second hand	No facial piercings or multiple ear piercings No hoop or long earrings, no earrings with stones or jewels these are an OH & S risk. No necklaces, these are an OH & S risk. No wrist watches (including Apple watches, Garmins, Fitbits), this is an infection risk, you must be bare below the elbows.

Avoid heavily scented soap, perfume, or deodorant these are an OH & S risk

Where to buy: Uniforms can be purchased at this [link](#). Please ensure that your uniforms are regularly laundered and free from body odour. Remember that you will be working in close proximity to patients and other staff, appropriate personal hygiene is essential.

Culturally appropriate uniform requirements

- A black hijab/ headscarf/ jilbab may be worn – it must be of a light-weight fabric, tucked and pinned to hold in place.
- Black/ navy/ skin coloured arm coverings; however, these must be pulled up above the elbows in all clinical settings as per infection control guidelines.
- A black/ navy patka/ keski may be worn; however, a full turban is not permitted.
- Burqu, khimar and sitaras are not permitted.

If, for religious or cultural reasons, you wish to dress outside of this uniform policy, please **contact the Practice Education Team on nplacementstudents@uq.edu.au**. The request will be considered with regards to the ability to comply with policy and procedures such as Infection Control.

Nursing Preferencing/ Wishlist

Students entering their **final year of a Nursing program** will be asked to express your placement preferences. While we endeavour to meet those preferences there is no guarantee that we will be able to do so. All students entering a final year Nursing subject will receive information about this process towards the end of their formative semester. We ask that students monitor their emails and InPlace for information about this close to this time.

As a general rule, preferencing is not available before this.

STARS Program – Bachelor of Nursing Year 1 Students

We have a partnership with the Surgical Treatment and Rehabilitation Service which allows our students the opportunity to express interest attending this facility intermittently throughout their program. As a STARS nursing student, you will be supported in the clinical practice environment by a Clinical Teaching Fellow who will be responsible for the supervision and assessment of nursing students and will oversee the practice environment to ensure students develop the knowledge, attitudes and skills necessary for practice. STARS placements commence for first year Nursing students, who can submit an Expression of Interest to be assessed and selected to attend. You will be contacted about this opportunity by the Practice Education Team closer to semester one, which will also include some more information about this opportunity.

Rosters and Shifts

The rostering system

Rosters are either completed by the Practice Education Team or the hospital/ facility. **This is site dependent.** Requests for rosters are not taken ahead of rosters being arranged. You will be rostered around your university commitments. No roster requests will be taken for work commitments.

Receiving your roster

The Practice Education Team aims to have all rosters to all students two weeks before the commencement of shifts. There may be circumstances when this is unable to occur however all attempts are made to keep to this timeline.

Clinical course requirements

You must complete a specified number of clinical placement hours and shifts each semester to meet your course, program and registration requirements for the Australian Health Practitioner Regulation Agency (AHPRA). The table below outlines the total hours and number of shifts required for the Bachelor of Nursing, Bachelor of Midwifery, Bachelor of Nursing/Midwifery and Master of Nursing Studies programs as per a student who commences in 2022 or later.

Program	Total number of shifts	Total hours
Bachelor of Nursing	Year 1 Semester 1 - 10 shifts	80 hrs
	Year 1 Semester 2 – 10 shifts	80 hrs
	Year 2 Semester 1 – 15 shifts	120 hrs
	Year 2 Semester 2 – 15 shifts	120 hrs
	Year 3 Semester 1 – 30 shifts	240 hrs
	Year 3 Semester 2 – 30 shifts	240 hrs
	TOTAL = 110 shifts	TOTAL = 880 hrs
Bachelor of Midwifery	Year 1 Semester 1 - 10 shifts	80 hrs
	Year 1 Semester 2 – 15 shifts	120 hrs
	Year 2 Semester 1 – 15 shifts	120 hrs
	Year 2 Semester 2 – 15 shifts	120 hrs
	Year 3 Semester 1 – 20 shifts	160 hrs
	Year 3 Semester 2 - 35 shifts	280 hrs
	TOTAL = 95 shifts	TOTAL = 880 hrs
Bachelors of Nursing/Bachelor of Midwifery	Year 1 Semester 1 - 20 shifts – Midwifery	160 hrs
	Year 1 Semester 2 – 20 shifts – Nursing	160 hrs
	Year 2 Semester 1 - 20 shifts - Nursing	160 hrs
	Year 2 Semester 2 – 20 shifts - Nursing	160 hrs
	Year 3 Semester 1 – 20 shifts – Midwifery	160 hrs
	Year 3 Semester 2 – 20 shifts – Midwifery	160 hrs
	Year 4 Semester 1 – 45 shifts Nursing/Midwifery	360 hrs
	Year 4 Semester 2 – 45 shifts Midwifery/Nursing	360 hrs
	TOTAL = 1680 hrs (840 per program)	
	<i>Students will be advised which semester they will undertake the Midwifery component based on placement availability.</i>	
Master of Nursing Studies	Year 1 Semester 1 - 15 shifts	120 hrs
	Year 1 Semester 2 - 25 shifts	200 hrs
	Year 2 Semester 1 - 35 shifts	280 hrs
	Year 2 Semester 2 - 35 shifts	280 hrs
	TOTAL = 110 shifts	TOTAL = 880 hrs

Maximum number of hours you can work in a single shift

A standard rostered shift is 8 hours excluding lunch and other meal breaks. Students are able expected to attend 12-hour shift at some sites. This is dependent on the hospital and ward and can change from semester to semester. At times some midwifery students may need to extend their shift due to a woman birthing. If this occurs, you can only work to a maximum of 12 hours and approval is required from the Clinical Supervisor and the MUM/Team Leader of the Birth Suite. You must also ensure you have an 8-hour rest break before you commence your next clinical shift.

Public Holidays and University semester breaks

Some hospitals will roster students on Public Holidays and during semester breaks. If you are rostered on these days and the University is able to secure supervision you will be required to work the shift.

Clinical placements can occur 364 days a year and as a result, students may be expected to attend placement year-round. Placements are subject to change, and we can never guarantee that this will not occur based on the needs to your placement providers.

Day, night and weekend shifts

All placement sites have different rostering arrangements. Some hospitals do not allow students to work on weekends, whilst others do. You will need to be flexible as healthcare services are provided across and continuum and shifts can be rostered over a 7 day/week, 24 hour/day period. This means your roster may include a combination of morning, afternoon, night and weekend shifts. Please note all placement sites have a maximum capacity in terms of number of students per shift. This means that the Practice Education Team must roster with this capacity in mind. In other words, you may ask for a shift on a specific date but the Practice Education Team may not always be able to accommodate your request if there is no available capacity on that day (i.e. maximum number of students have already been scheduled on that day).

Orientation and placement hours

Some hospitals require your attendance at Orientation. **This is mandatory** in order for students to continue with a scheduled placement. Failure to attend may result in you being unable to continue with a clinical placement and is not optional. Attendance at Orientation will not always count towards your total placement hours. Placement orientation requirements will vary from Hospital to Hospital, and you will be advised of this when you receive information about your placement and roster.

Unsafe rostering

Students are not permitted to work more than 80 hours of clinical placement in a fortnight, with no more than 5 consecutive shifts. Students should ensure an 8hour break between all shifts to prevent fatigue. If you are balancing casual work with placement commitments it is important to make sure you are well rested between shifts. Please note if you are found to be fatigued on your shift you can be dismissed from placement, as patient safety may be compromised. Final year students who are self-rostering are required to complete a large number of shifts. You must ensure the shifts are spread evenly across the semester. It is advisable that you leave one-week spare at the end of your placement period to make up any required shifts due to illness or exceptional circumstances.

Insurance and rostering

The Practice Education Team must always be aware of your correct roster in order to meet Workplace Health and Safety requirements. For example, if you are injured on a shift and need to claim University insurance, you will not be covered unless you are working your allocated shift. Please note if you attend a shift, you are not rostered on you will not be covered by Insurance and these hours will not count towards to course completion.

Attendance and Absences

Attendance at clinical placement is compulsory. Nursing and midwifery students are required to complete a prescribed number of shifts to meet the learning outcomes of the placement. All absences from clinical placement must be reported to the Practice Education Team and evidenced with supporting documentation in accordance with the Attendance and Absence Procedure through ePAD, with evidence for these absences emailed to nmplacementstudents@uq.edu.au (see appendix 1).

Approved reasons for absences

In line with the University's examination policy, there below is a list of approved reasons for absence from clinical placement. You can find the University policy here: [Deferring an exam - my.UQ - University of Queensland](#).

Clinical placement takes priority. If you are unable to attend placement, the approved and supported reasons for absences are outlined below:

Approved reason for absence	Documentation required
Once of single day of absence due to illness & unavoidable medical appointments	If a single day of absence within your allocated clinical placement block, a statutory declaration can be accepted. If you have more than one day of absence due to illness in the placement period, you will be expected to provide a medical certificate. A medical practitioner must assess your condition and provide a signed medical certificate that covers the day of the placement.
Approved University related absence supported by Course Coordinator (including midwifery Continuity of Care Experiences (COCE) in midwifery placements ONLY)	Statutory declarations are required for any university sanctioned absences (i.e., University-sanctioned elite athlete commitments). If a COCE absence, Students should provide a record of birth as evidence
Funerals	Statutory declarations Death certificate, funeral notice, or a letter from the funeral home.
Important member of a wedding party (e.g. bridesmaid, groomsman, or equivalent)	A copy of the wedding invitation must be provided. The invitation must clearly show that you are invited to the wedding and that you are a member of the wedding party and provide a statutory declaration .

What is **NOT** a valid reason for a placement absence

Absence from placement must be sparse to ensure you meet the clinical requirements of the course. The below are **not** accepted reasons for missing any shifts of clinical placement. If you are absent for any of the below reasons, this may mean we are unable to offer make up for this missed time and this affect your course progression.

- Birthdays
- Weddings – being invited as a wedding guest is not considered a valid reason for missing clinical placement.
- Holidays - It is never advisable for students to schedule holidays during placement periods, as they are always subject to change. This is in line with the UQ examination policy found [here](#).

All clinical hours should be logged through ePAD. Any missed shifts should be entered in accordance with the Attendance and Absence ePAD procedure seen in appendix 1. ALL shifts should be attended in ALL placements unless officially informed by your Practice Educator, the Practice Education Team, and/or your placement site that you should not attend.

Nursing students' hours:

All nursing students have a buffer of hours built into their program, to cover public holidays that may fall throughout their placement. A total of 40 hours allowance is built in, meaning that if you exceed this time with additional absence beyond public holidays, you will run the risk of not meeting the hour requirements for your course. This may mean students are required to complete deferred hours for this time, however availability of this is never guaranteed and is reliant on students providing appropriate supporting documentation (see above).

Important notes about supporting documentation:

1. Student who hold a medical certificate indicating they are unwell for study, work or usual university business must not be attending clinical placement at the concurrent time.
2. Students who report Gastro symptoms must not attend clinical placement until 48-72 hours post resolution of all symptoms. This is in accordance with Queensland Health directives.

Assessment

All assessment requirements will be covered by your clinical Course Coordinator during your placement courses. Please direct all assessment questions to your Course Coordinator.

You should also familiarise yourself with the relevant Electronic Course Profile (ECP) for your placement course. You can search your course profile <https://my.uq.edu.au/programs-courses/index.html>.

Assessment of Students on Placement

For every clinical placement that you attend during your program you will be assessed on your performance based on criteria relevant to your clinical course and your year level. The result of this assessment is recorded using ePAD.

Clinical Placement Performance/ Responsibilities

While on placement you are expected to conduct yourself in a professional manner at all times. Inability to behave professionally may result in your placement being terminated and you may be asked to leave the placement facility immediately. During your lectures and tutorials, your clinical course coordinators will run through the expectations and responsibilities of students while on placement. This information will also be made available to you on the Blackboard site for your clinical courses, which can be found [here](#).

You can also find further information about clinical placements [here](#).

Code of Conduct

While on placement you are expected to conduct yourself in a professional manner at all times. Inability to behave professionally may result in your placement being terminated and you may be asked to leave the placement facility immediately. More information can be found at: <https://ppl.app.uq.edu.au/content/3.60.04-student-integrity-and-misconduct>

Staff who are placed in a position of supervision such as UQ supervision staff, ward RN, RM, NUM or clinical educator can make an allegation of general misconduct with the matter to be referred to the faculty for further investigation.

You can find information about the student code of conduct [here](#).

Fitness for Practice:

If you are enrolled in a placement course, or a program with placement components, the standards of behaviour and conduct you are required to meet are shaped by the University's Placements in Coursework Programs Policy and by the expectations of your chosen profession. Any changes to your fitness for practice must be reported to the Practice Education Team as they change.

You can find information about this here: [Fitness to practise - my.UQ - University of Queensland](#)

Nursing and Midwifery Board of Australia Codes and Guidelines

The Nursing and Midwifery Board of Australia has published professional codes and guidelines which cover the code of conduct, code of ethics and standards of professional practice for nurses and midwives in Australia. The Codes and Guidelines are covered in more detail at <http://www.nursingmidwiferyboard.gov.au/>

Privacy and confidentiality, and social media

'Privacy' refers to an individual's right to control who has access to their personal information.

'Confidentiality' refers to an obligation on the part of a person or organisation with valid access to someone's personal information to safeguard it from access by third parties. A breach of confidence is a failure to preserve the confidential nature of the information.

'The Information Privacy Act (2009)' imposes obligations on the University around the safe handling of personal information.

Before you undertake a placement in a Queensland Health Facility or other placement site you must sign and agree to the terms outlined in the 'Student Deed Poll' (domestic students) or 'Overseas Student Deed Poll' (international students). These are legally binding contracts which prohibit the disclosure of confidential information during and after placement.

A failure to comply with these obligations may result in disciplinary action, termination of placement and potential legal action by Queensland Health or another Placement Provider.

Social Media: It is important to note that these obligations extend to all forms of social media. You should familiarise yourself with the 'Nursing and Midwifery Board's Social Media Policy' which can be accessed at the Nursing and Midwifery Boards Website at www.nursingmidwiferyboard.gov.au. You are personally responsible for the content you post on social media. Although some websites have privacy settings, please be aware that any material published online is in the public domain, is searchable and is difficult to remove.

Examples of breaches of privacy and confidentiality include but are not limited to the following:

- Accessing patient information for family and friends through hospital ieMR sites is strictly prohibited. Breaching this will result in further action from placement site and Course Coordinator.
- Accessing your own patient information
- Divulging personal information without the prior consent of the patient
- Discussing specific details of a case in public places such as cafes, lifts, corridors and on public transport
- Removing patient files from the hospital for private use at home
- Leaving confidential patient files open and in full view of the general public
- Storing a patient's medical history on a personal laptop
- Including patient's information in university assignments and presentations without consent or permission
- Disclosing confidential information about the hospital to the public (i.e., new type of surgery at the hospital, statistics report on the number of workplace incidents).
- Upload photos or expressed views of patients, procedures, organisations, or case studies on social media.
- Upload material that may cause damage to the reputation of the University, Hospital or Placement Provider on social media.
- Make derogatory, threatening, offensive or prejudiced comments towards others.
- Imply that expressed opinions are the views of the University, Hospital or Placement Provider
- Disclose private, sensitive and confidential information to the general public.
- Upload inappropriate photos and videos online and geotag the hospital location to friends and followers.

Contact details

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CRICOS Provider Number 00025B



Communicating at UQ

Expectations and guidelines for students in the School of Nursing, Midwifery and Social Work



Guidelines for professional and respectful communication

Students often have questions about how to communicate with staff and the University.

When we communicate with you, we aim to help you with your education in the fastest and most professional way we can. We really appreciate your friendly professionalism in return.

How should I communicate?

While you are a student at UQ, all of your communication must be conducted according to the [UQ Student Code of Conduct](#). Please review the Code to make sure you understand what is expected of you in terms of communication in-person (face-to-face) and online.

Email

- Email is the primary way for you to send messages to, and receive information from, the University and its staff.
- Always use your UQ email (not a private address) to communicate with the University. Due to cyber security risks and to protect student confidentiality, staff will **only send and reply to emails from a UQ student email address**.
- You should check your UQ email regularly and it is your responsibility to respond to the messages we send.
- We do not generally send reminder emails, so it is important you act the first time you get an email.

How to write an effective email

- Your email should be courteous and professional in tone. Emails that you send to University staff will require a more formal style than you would use with friends.
- Write a meaningful subject line (the course code, plus a few words) to summarise the purpose of the email.
- Start your emails with a standard greeting (“Hi”, “Hello”, “Good morning/afternoon” are usual) and then address the recipient using their name, if you know it.
- Ensure you write in a clear, concise manner to get to the point of your message quickly. Lead with the most important information or a request, and then follow up with the explanation, background, and actions you have already taken.
- Sign off with a standard closing (“Kind regards”, “Sincerely”, or “Thank-you” are usual), and then your name and student number.

How to follow-up email communications

- You can send an email at any time of the day or night, but staff will check and respond to email during normal working hours (Monday to Friday, 8am to 5pm). Some staff may have unusual work patterns which influence when they can reply to emails.
- Allow time (several days) for a response to an email. Be aware of deadlines and plan ahead to allow time for staff to respond.
- If you don't receive a response after 3 full working days,

forward the original email again with a polite note that you are “checking you received my email below”. Our staff receive extremely high volumes of email from students, and this helps us to identify that you are waiting for a reply.

- Emails to and from your UQ email address are stored in electronic media archive systems: they are discoverable documents.

Learn.UQ (Blackboard)

- Learn.UQ (Blackboard) is the online learning environment where you will find most of your course content.
- Information about your courses, including regular Announcements, as well as online resources (e.g., lecture notes and recordings, readings, online modules, tutorial resources) will be made available to you via Blackboard.
- Please check the Announcements on your course and organisation Blackboard sites regularly and read any Announcements that are sent out to your UQ email.
- Your course Blackboard sites also have discussion boards. These are a great way to communicate with staff and other students. The same rules apply to messaging on Blackboard sites as for email – courteous and respectful tone, meaningful subject lines, and allow a few days for a response.

Who should I talk to?

There are several key people who you will communicate with regularly while you are a student at UQ.

Course coordinators and lecturers

Your course coordinator and lecturers are the academic and clinical staff responsible for running courses, teaching you, setting and marking assessment, and providing you with feedback on your work. Contact them about:

- Course content
- Material on course Blackboard sites
- Assessment, feedback, or grading for you as an individual
- Mark release dates and general course queries

NMSW Practice Education Teams (PET)

The NMSW Practice Education Teams (PET) support your learning on clinical placement. You will be provided with more detailed information and contact details about the PET relevant to your discipline; please ensure that you contact them using their preferred method, and as always, allow a few days for the team to respond to your query.

NMSW Student Admin Team

The NMSW student admin team (nmsw@uq.edu.au) support many aspects of your enrolment. Contact them about:

- Academic advising (which courses should you do)
- Other procedural matters related to your courses, including options for interruptions or altered progression if you are experiencing significant personal hardship

UQ Student Support

The [Student Support](#) team are your go-to people for general enquiries about your student journey. Please contact them about:

- Academic records and graduation queries
- Admissions and changing programs
- Enrolment and fees

- Exams and calculator approvals
- Forms and certified documents
- Orientation and timetables
- Study (or academic) progression
- Withdrawing from a course or program
- Counselling
- Student Access Plans
- Any significant disruptions to your study

UQ Library/Ask Us

The library will connect you with the information, people, and resources you need, when you need them. Contact the [Library](#) about:

- Computer loan scheme
- Connectivity issues
- Print, scan and copy services
- Assignment and study resources
- UQ systems training and support
- Resources for exam time
- Online chat assistance option
- Problems with online examinations
- Upload of assignments
- Technical issues
- Software problems

Are there other things I should know about communication at UQ?

Professional, respectful, and timely communication is essential to ensure that we receive and address your questions with minimal delays. Everyone has the right to a safe work environment. Emails that constitute bullying, harassment or discrimination against staff contravene the [Student Code of Conduct](#). Emails like this will be reported to the university, and the matter will be pursued as misconduct.

Help with communication

If you aren't sure how to communicate professionally, the UQ library has a helpful [Communicate and Collaborate](#) online module. It is designed to help students communicate effectively, respectfully and safely in online environments, and takes approximately 30 minutes to complete.



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