

# NNSWLHD EXTERNAL FACILITATION / CLINICAL EDUCATOR ROLE GUIDE

## (Education Provider Employee)

### PURPOSE

The purpose of this Guide is to define the roles and requirements of an External Clinical Facilitator (ECF) who provides clinical supervision, teaching, evaluation/assessment and support of undergraduate and post graduate clinical health science students on placement in NNSWLHD facilities. This Guide also provides advice to the ECF about the governance of NNSWLHD Student Clinical Placements.

This *Guide* is to be used by the ECF in conjunction with:

- NNSWLHD Orientation Handbook – *Information for Students on Clinical Placement*
- NNSWLHD Clinical Placement Handbook – *Information for Facilitators*
- Student Orientation Checklist – *to be completed by facilitator, commenced on Day 1 placement*
- The [NNSWLHD Student Placement website](#)
- NSW Health/HETI, NNSWLHD policies and procedures relevant to their teaching role in hospitals and community health centres
- Other governance requirements including legislation, education provider, AHPRA and other professional body requirements

### DEFINITIONS

#### External Clinical Facilitators (ECF)

An Educator Provider (EP) employee who has a role to provide supervision, teaching, support and assessment of students completing clinical placements within the NNSWLHD.

#### Clinical Facilitator (CF)

The term clinical facilitator will be used here and is inclusive of other terms such as '*clinical educator*' '*clinical teacher*' or '*supervisor*' to describe the role of the ECF.

### KEY STAKEHOLDERS

- Education Provider (employer) – inclusive of university, college, TAFE or other training institution
- NNSWLHD Staff
  - Head of Department (HOD)
  - Line/Unit/Discipline/Site Manager
  - Student Coordinator
  - Preceptor/student/discipline educator
  - Clinical staff
- Patients/clients/consumers

## ROLE DESCRIPTION

An ECF is employed by an education provider (EP) to coordinate student clinical placements in NNSWLHD facilities. This role includes facilitation, supervision, teaching, development, evaluation/assessment and support of students.

*ECFs are not responsible, expected or required to provide clinical care, carry a clinical case load or directly manage patient care.*

The ECF employer (Education Provider) is responsible for providing: position descriptions, reporting relationships, responsibilities/duties; NSW Health compliance requirements and NNSWLHD key contacts.

### ECF and Preceptor relationship

The ECF will be matched with a NNSWLHD clinical staff member working in a *preceptor role* who along with the Head of Department (HOD) is responsible for overseeing the provision of site orientation, induction and information relevant to their role (see p. 5 – NNSWLHD Responsibilities to the ECF).

These preceptor clinicians may have the dual responsibility of providing patient centred care as well as overseeing the students matched with them for the nominated period (may be per shift, roster rotation, duration of placement).

ECFs work closely with the preceptor, and other key NNSWLHD stakeholders including the HOD, involved in the clinical placement.

As per the ECF position description (provided by their employer – EP), the preceptor (or nominated other) is to explain to ECFs that as non NNSWLHD employees, ECFs are NOT permitted to undertake certain tasks, including:

- Co-signing entries by students involved in the care and treatment of a patient/client. Patient documentation must be co-signed by the student's preceptor/supervising clinician in accordance with [NNSWLHD Health Record Documentation Procedure](#)
- Signing off or co-signing medications in eMeds (electronic record)
- Accessing NNSWLHD applications and computer systems, including entering information into the NSW Health eMR system
- Co-signing official NSW Health patient documentation including fluid balance charts, SAGO charts and signing legal documents including consent
- Undertake senior nurse in charge clinical reviews for deteriorating patients (nursing specific)
- Be responsible for providing patient clinical care.

## EXTERNAL CLINICAL FACILITATOR RESPONSIBILITIES

The ECF has three main areas of responsibility in supporting students on clinical placement:

- 1) Preparation of the clinical experience
- 2) Facilitating the clinical learning experience
- 3) Evaluation of the learning experience (student assessment).

### 1) Preparation of the clinical experience

Pre-Placement - the ECF will:

- Liaise with key stakeholders to discuss student placement requirements, expectations and objectives

- Identify and/or develop pre-placement clinical placement learning materials specific to the clinical environment - students may benefit from reading prior to commencement of placement.

#### During Placement – the ECF will:

- Ensure adequate student orientation to the clinical facility/service in which the clinical practicum is to be undertaken
- Develop clinical placement learning plans/timetables/experiences in consultation with key stakeholders
- Ensure the student has been fit tested to work in clinical areas, and facilitate this if required
- Ensure alignment of learning experience with education provider course curriculum and clinical placement learning objectives
- Have a good knowledge of both NNSWLHD and NSW Health policy, procedures and guidelines relating to students on clinical placements
- Have a good knowledge and understanding of the clinical environment and patient case mix
- Identify administration tasks required, such as completion of assessments and reporting, and signing of timesheets
- Continue to liaise with key stakeholders (as required) to ensure placement goals and objectives are on track.

## 2) Facilitating the clinical learning experience

#### Facilitation involves the following ECF responsibilities:

- Ensure ClinConnect is marked off on day one of commencement, as well as all other requirements listed in the [NNSWLHD Student Orientation Checklist](#)
- Ensure a copy of the NNSWLHD Student Orientation Checklist is provided to the HOD/student coordinator/educator – responsible for the student placement. This checklist needs to be emailed to the mailbox repository using naming convention: student name, placement date, education provider and location: [nswlhd-studentchecklist@health.nsw.gov.au](mailto:nswlhd-studentchecklist@health.nsw.gov.au)
- Ensure students have completed the mandatory [eLearning - My Health Learning](#), ideally prior to placement or during the orientation period. Collect certificates (or screen shots) to verify same and provide to the HOD/student coordinator/educator – responsible for coordinating the student placement
- Discuss with the individual student about their specific learning needs/objectives and assessments - in the first week
- Assist learning in the integration of theoretical knowledge with the dynamic experience of clinical practice, and provide opportunities for competency development as expected by student category level
- Assist the student to develop their individual learning plan, which outlines goals (e.g. SMART), measurements of achievement and completion dates
- Continue to liaise with relevant NNSWLHD health staff to facilitate appropriate opportunities and experiences for students to meet the relevant course / unit objectives
- Risk assess patient safety, intervene and offer support and guidance to ensure best practice
- Promote the safety of both patients/clients and students through the selection of appropriate learning experiences and activities (as per student scope of practice)
- Facilitate group education and interdisciplinary learning experiences (as appropriate)
- Develop schedule of regular supervision/debriefing meetings with student which take a student-centred approach. These sessions are to include support, education, reflective practice and administration components
- Facilitate the development of communication, problem solving, clinical and professional skills, including:

- Facilitating student development and understanding of professional competency standards (Student Category level/scope of practice) and integrating these in practice
- Communicating expectations of students while on placement, and role modelling professional behaviour
- Identifying any student learning or behaviour concerns early, liaising with key stakeholders and implementing appropriate strategies to resolve issues
- Facilitating access to appropriate support services, including those offered by the students' education provider.

### 3) Evaluation/Assessment

The ECF will be involved in evaluation (assessment) processes including:

- Ensure required education provider and health facility reports and documentation are completed and maintained in relation to each student
- Support, monitor and assess student performance. This may include identifying learning gaps, and strategies, and providing regular feedback - both formative and summative to students to assist them meet their learning objectives
- Provide regular feedback to the relevant key stakeholders from Health and the education provider regarding the student performance, incident reports or other issues
- Formal appraisal of the student performance utilising evaluation documentation provided by the education provider
- Participate in meetings with key stakeholders to discuss/review student performance and any identified issues as required
- Evaluate, review or participate in the evaluation/review of the clinical learning program (overall) in achieving student learning outcomes / competencies and patient centre care.

## REQUIREMENTS AND RESPONSIBILITIES (NNSWLHD, NSW HEALTH, EDUCATION PROVIDERS) TO EXTERNAL CLINICAL FACILITATORS

### NNSWLHD REQUIREMENTS

#### Skills and attributes

An ECF is required to maintain effective working relationships with key stakeholders. In addition, they need to demonstrate effective interpersonal skills when working directly with a diverse range of people in the clinical environment including students, patients/clients, preceptors and other staff.

Specific skills include:

- High level clinical expertise and autonomy, with demonstrated recent experience in relevant clinical health settings
- Meet and maintain professional registration, practice standards, competencies and NSW Health compliance
- High level interpersonal communication skills
- Collaborative and relationship building skills
- Problem-solving and conflict resolution skills
- Organisational and time-management abilities
- Understanding of the principles and ability to provide clinical supervision, education and assessment processes to health science students
- Demonstrated knowledge of the principles of adult education
- Demonstrated knowledge of the principles of EEO, WH&S, Infection control and clinical expertise

## Mandatory Compliance Requirements

- Ensure the NSW Health mandatory compliance requirements are verified in ClinConnect prior to commencement of work as an ECF in a NNSWLHD facility
- Hold current professional registration / accreditation
- Are familiar with the relevant NSW Health NNSWLHD policy directives, guidelines and procedures and the NNSWLHD student orientation material provided by the education provider (employer) and/or NNSWLHD HOD/preceptor/or equivalent
- Completion of NSW Health mandatory training and/or discipline specific training identified by their education provider employer and/or NSW Health contact
- Displaying their education provider photo identification card at all times. The ECF may also be required to have a NNSWLHD access card, which will be organised by HOD/preceptor/or equivalent.

## NNSWLHD RESPONSIBILITIES

NNSWLHD staff (inclusive of HOD/preceptor) are to provide input and support (as required) to ECFs coordinating student clinical placements in NNSWLHD facilities (see ECF Role Description and Responsibilities section - pp. 2-5).

The NNSWLHD staff (HOD/preceptor/or equivalent) are responsible for ensuring:

- Verification of compliance requirements in ClinConnect prior to commencement
- Unit/service orientation
- WHS site orientation (including manual handling tasks)
- Role orientation
- Access to all [student clinical placement](#) materials relevant NSW Health and NNSWLHD policies and procedures including:
  - NNSWLHD Orientation Handbook – *Information for Students on Clinical Placement*
  - NNSWLHD Clinical Placement Handbook – *Information for Facilitators*
  - Student Orientation Checklist
  - Familiarisation with the NNSWLHD Student Placement website
  - NSW Health and NNSWLHD policies and procedures relevant to their teaching role in hospitals and community health centres
- NNSWLHD Access ID Card (as required)
- Feedback regarding their performance management (as required) in consultation with the education provider & HOD.
- Mandatory training – according to professional discipline and/or department requirements.

## NSW HEALTH - Mandatory Compliance Requirements

As defined in the [Student Placements in NSW Health \(PD2022\\_049\)](#) - ECF's are required to meet the following mandatory compliance requirements:

- [Working with Children Checks and Other Police Checks \(PD2019\\_003\)](#)
- [NSW Health Code of Conduct \(PD2015\\_049\)](#) – 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

- [Occupational Assessment, Screening and Vaccination Against Specified Infectious Diseases \(PD2022\\_030\)](#)
- [NNSWLHD Mandatory training](#) – Facilitators must complete any mandatory training, including [HETI eLearning modules](#) available to them (discuss with education provider).

## NSW HEALTH – RESPONSIBILITIES TO THE ECF

The NSW Health policy - [Student Placements in NSW Health \(PD2022\\_049\)](#) also outlines that ECF's are responsible for:

- Providing discipline specific professional registration/accreditation for verification prior to commencing work as an ECF in the NNSWLHD. The education provider is responsible for ensuring that this mandatory requirement is met and managed
- Remain compliant with discipline specific professional registration/accreditation and with the NSW Health Code of conduct, relevant policy directives, guidelines and procedures whilst working in the role of ECF in the NNSWLHD
- Carrying their education provider identification card at all times whilst working in the role of an ECF in a NNSWLHD Health facility.

## EDUCATION PROVIDERS RESPONSIBILITIES

In NSW public health facilities all ECF's must be registered through ClinConnect by the education provider, which will then be verified by the NNSWLHD. This verification ensures the ECF has appropriate clearance to provide facilitation support at the site.

Responsibilities of the education provider ('the employer') to the ECF include:

- Providing a relevant position description, including responsibilities/duties specific to the ECF discipline
- Providing NNSWLHD key contacts and reporting relationships (including the HOD)
- Ensuring the ECF holds current professional registration/accreditation/membership as required
- Ensuring the ECF meets the NSW Health mandatory requirements (including vaccinations compliance, code of conduct completion, police check and working with children check- as applicable)
- Complete any mandatory training required by NSW Health and NNSWLHD, including available HETI eLearning modules
- Are provided with [student clinical placement](#) materials relevant NSW Health and NNSWLHD policies and procedures including:
  - NNSWLHD Orientation Handbook – *Information for Students on Clinical Placement*
  - NNSWLHD Clinical Placement Handbook – *Information for Facilitators*
  - Student Orientation Checklist
  - Familiarisation with the NNSWLHD Student Placement website
  - NSW Health and NNSWLHD policies and procedures relevant to their teaching role in Health facilities.
- Have in place a performance management process that provides for feedback/assessment between key stakeholders from the health facility and the education provider
- Ensure that the ECF is appropriately qualified and/or experienced to provide clinical supervision and education to students on clinical placement.

## APPENDIX A

### NSW HEALTH & NNSWLHD POLICY, PROCEDURES, GUIDELINES AND RESOURCES (RELEVANT TO STUDENTS ON PLACEMENT)

1. [Student Placements in NSW Health \(PD2022\\_049\)](#)
2. [NSW Health Code of Conduct \(PD2015\\_049\)](#)
3. [Working with Children Checks and Other Police Checks \(PD2019\\_003\)](#)
4. [Occupational Assessment, Screening and Vaccination Against Specified Infectious Diseases \(PD2022\\_030\)](#)
5. [Work Health and Safety: Better Practice Procedure \(PD2018\\_013\)](#)
6. [NSW Health Privacy Handbook](#)
7. [Infection Prevention and Control Policy \(PD2017\\_013\)](#)
8. [Blood and Body Substances Occupational Exposure Prevention \(GL2018\\_013\)](#)
9. [Recognition and Management of Patients who are Deteriorating \(PD2020\\_018\)](#)
10. [NSW Health Care Records- Documentation and Management \(PD2012\\_069\)](#)
11. [NNSWLHD Health Record Documentation Procedure \(NC-NNSW-PRO-6894-13\)](#)
12. [New and Changed IT Network/Email/Internet Access Policy \(NNSW-LHD-POL-0477-19\)](#)
13. [Preventing and Managing Violence in the NSW Health Workplace - A Zero Tolerance Approach \(PD2015\\_001\)](#)
14. [NNSWLHD Dress and Appearance Policy \(NNSW-LHD-POL-0494-19\)](#)
15. [NSW Health 'Communications - Use & Management of Misuse of NSW Health Communications Systems \(PD2009\\_076\)](#)
16. [Medication Handling in NSW Public Health Facilities \(PD2013\\_043\)](#)
17. [Open Disclosure Policy \(PD2014\\_028\)](#)
18. [Incident Management Policy \(PD2020\\_047\)](#)
19. [Your Health Rights and Responsibilities \(PD2011\\_022\)](#)
20. [NNSWLHD Social Media Policy and Guidelines \(NNSW-LHD-POL-0616-19\)](#)

## APPENDIX B

### KEY TERMS (adapted from [Student Placements in NSW Health \(PD2022\\_049\)](#))

**Clinical Education** means the delivery of education or training to students in NNSWLHD facilities in a clinical environment

**Educator** – Staff who have specialist skills, qualifications and expertise in the area of education and learning, including the development manager, student coordinator, supervisors, facilitators and staff

**Education Provider (EP)** includes the university, college, TAFE or other training institution responsible for the delivery of education or training

**ESM** - Education Support Models

**External Clinical Facilitator (ECF)** (or student supervisor) means a person employed and reporting to the Education Provider (inclusive of University, College, TAFE) and approved by the NNSWLHD health facility to provide education, supervision and assessment of students on clinical placement

**HOD** – Head of Department

**Internal Clinical Facilitator (ICF)** – A NNSWLHD employee whose role may be exclusively or include the support, supervision, direction and assessment of students completing clinical placements in health facilities

**NUM** – Nurse Unit Manager

**Orientation** means any document or process intended to familiarise the student, or external facilitator with the various aspects of the workplace in which the placement is being undertaken, including work health and safety requirements

**Preceptor** – Term typically used in the professions of nursing or midwifery, whose role includes student facilitation, supervision, clinical teaching, evaluation/assessment and the provision of feedback; in addition to clinical responsibilities

**SMART Goals** – Goals that are specific, measurable, achievable/attainable, realistic/relevant, timely

**Student** means any person enrolled in undergraduate or post graduate qualifications leading to entry into a health-related occupation. This includes students enrolled in medicine, oral health, nursing and midwifery, allied health and other health-related disciplines

**Supervision** means the organised and approved mentoring or preceptor (on-the-spot) education by a qualified person in a clinical setting.