CONFLICT RESOLUTION

Health care agencies operate no differently to other community environments where people have to work in close proximity, sometimes under stressful circumstances in which unequal power relationships are involved. Issues relating to personal interaction can arise during professional experience placement. Students should attempt to resolve these issues on an individual basis with the other person or with the assistance of the Clinical Teacher/Facilitator or Unit Coordinator.

Harassment or Discrimination
Students are afforded the same rights as employees of health care agencies in relation to harassment and discrimination under the Workplace Health and Safety Act 1995. If an incident occurs, students should refer to and act in accordance with the relevant health care agency’s workplace policy and procedures for dealing with harassment and discrimination.

Issues Effecting Academic Progress
In the event that conflict impacts upon the learning experience within a particular practice environment, students should seek to resolve the issue in accordance with the SNM Issues Resolution Communication Procedure.

Issues Resolution Process
To ensure that issues which impact on students’ progress through their course are addressed and resolved in a timely manner, School of Nursing & Midwifery students are expected to notify the Unit Coordinator via email as to the nature of the issue. These issues include:

1. Personal, family or health issue effecting attendance or performance.
2. Assessment.
3. Health condition or disability effecting attendance or performance.
4. Interpersonal or communication misunderstanding on clinical placement.
Once notified the Unit Coordinator will respond via email to students to:

   1. Address the issues, with other staff as necessary; and/or
   2. Arrange a meeting with the student; and/or
   3. Refer the student to appropriate UTAS services for students’.