



School of Nursing and Midwifery Communication Guidelines

Table of Contents

Introduction	3
Communication Procedure for Students	3
Communication Relating to Assessment Issues.....	3
Communication During Professional Experience Placement	3
Communication with Parties External to the University	4
Disclosure of Personal Information	4
Case Management Procedure	4
What is Case Management?	4
Stakeholders in Case Management	4
About this Document	5
Appendix 1: Communication Pathway Flowchart.....	6
Appendix 2: Case Management Flowchart	7

Introduction

The School of Nursing and Midwifery (SNM) has a number of interfaces within the University of Tasmania and across a diverse range of Tasmanian, national and international health care facilities. These interfaces require the SNM to communicate effectively with all stakeholders including students. These guidelines outline the communication pathways for students in the SNM and include a *case management* approach that can be implemented in the occurrence of complex communication issues.

Related University policies are available at [Administration and Support Services for Students](#).

These guidelines contain the following flowcharts to assist students and staff to follow correct process:

- *Appendix 1: Communication Pathway Flowchart*
- *Appendix 2: Case Management Flowchart*

Communication Procedure for Students

In the SNM students are encouraged to communicate with their Unit Coordinator on matters to do with academic progress and personal issues that may affect their University experience. Students can self-select or be referred by SNM staff to Support and Equity Unit student advisers, counsellors or disability advisers and/or Tasmania University Union representatives. The SNM is committed to meeting students' needs as far as circumstances reasonably allow. Students should follow the three (3) steps outlined below when concerns over their academic progress occur:

1. In the first instance the Unit Coordinator is to be contacted.
2. Concerns that cannot be managed by the Unit Coordinator are normally referred to the Course Coordinator.
3. Should concerns not be resolved through the first two (2) steps students can refer the matter to the Head of School through the Director of Teaching and Learning.

Students seeking further assistance or information can do so at [Student Complaints](#).

Communication Relating to Assessment Issues

In cases where students wish to clarify an assessment mark, communication begins with the Unit Coordinator, in accordance with the [SNM Assessment Guidelines](#). The Assessment Guidelines detail the SNM approach to matters related to re-marking, appeals and other particular queries that may arise for students in regards to assessment.

Communication During Professional Experience Placement

Non-completion of practice in allocated time:

1. In the first instance the Unit Coordinator is to be contacted and matters discussed.
2. Issues that cannot be managed at that level are to be referred to the Director of Professional Experience Placement.

Student initiated withdrawal from practice:

1. In the first instance the Unit Coordinator is to be contacted and matters discussed.
2. Issues that cannot be managed at that level are to be referred to the Director of Professional Experience Placement.

Communication with Parties External to the University

1. The SNM communicates directly with students in regard to all academic progress matters. The SNM must, in accordance with University Legal [Privacy Policy](#) gain written permission from the student prior to communicating with others in relation to that student.
2. Where students wish to have other parties, such as support people, in consultation processes related to academic progress then this should be negotiated prior to such meetings or interviews.

Related University policies are available at [Administration and Support Services for Students](#).

Disclosure of Personal Information

In the event that students believe that disclosure of their personal information may affect their academic progress, the onus is on students to discuss these matters with the Unit Coordinator, who may refer the matter to the Course Coordinator.

Case Management Procedure

What is Case Management?

1. *Case management* undertaken in the SNM refers to the process whereby issues or problems that have the potential to impede a student's academic progress are collaboratively investigated and managed by relevant staff.
2. The need for case management may be identified by academic staff, support service staff or the student themselves.
3. Case management is initiated in situations where a student may have *complex needs*, e.g. those that require negotiation within the SNM and between the SNM and health care agencies in order to facilitate learning outcomes.
4. Case management aims to ensure that all stakeholders are involved and/or advised of students' particular circumstances and the implementation of strategies to resolve issues.
5. The case management process is then used to monitor strategies and review progress.

Stakeholders in Case Management

Stakeholders vary according to the nature of the issue/s.

Essential participants for placement issues are:

- Course Coordinator (Case Manager)
- Unit Coordinator
- Student
- Student advocate nominated by student if requested.

Other possible stakeholders according to case needs:

- Academic staff and Director of Teaching and Learning
- Clinical Facilitator or Preceptor from professional experience placement setting
- Counsellor or Disability Adviser from Support and Equity Unit
- Community agency representative (e.g. psychologist).

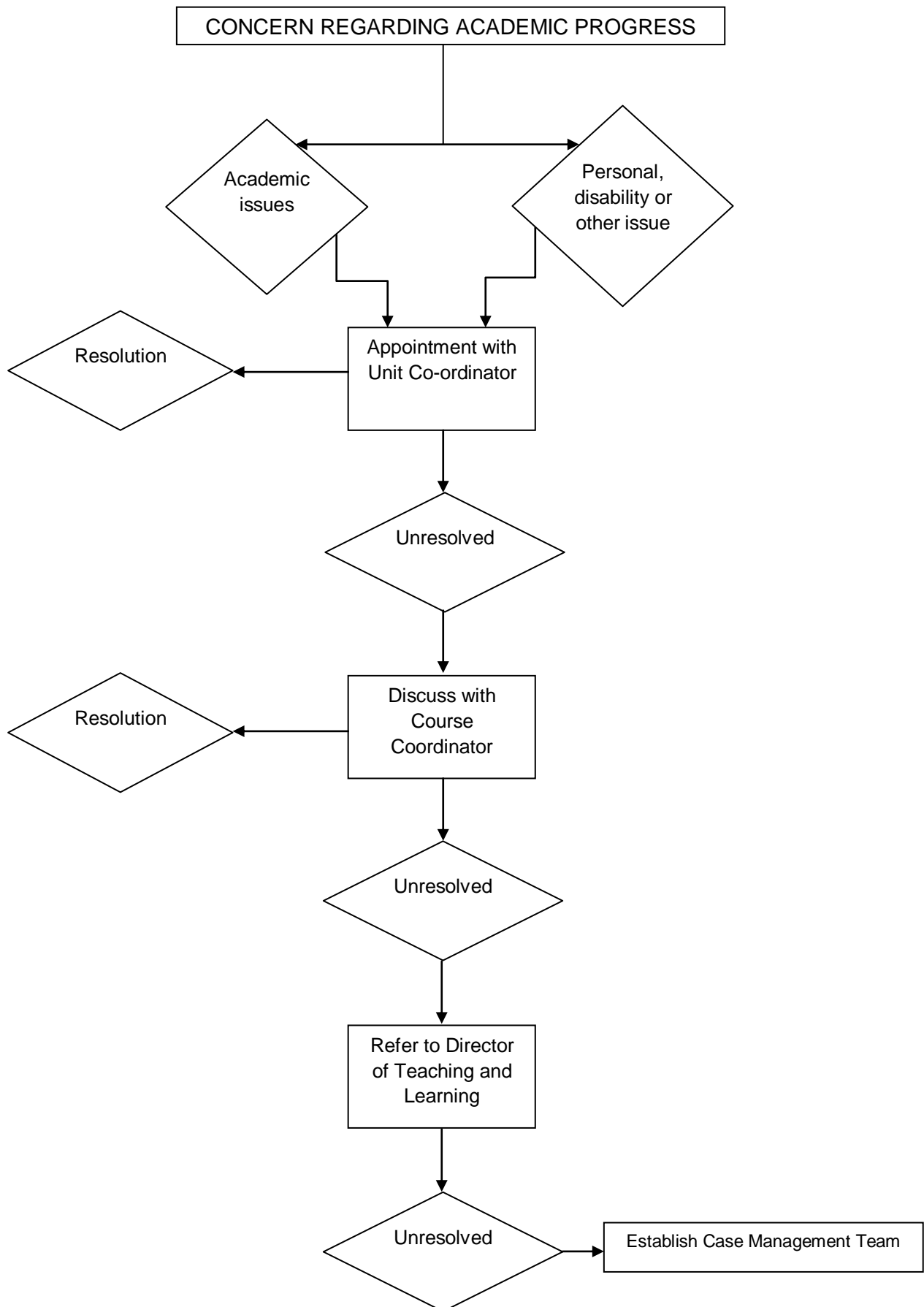
About this Document

Title	School of Nursing and Midwifery Assessment Guidelines
Version	2
Version date	September, 2011
Status	Updated from 2009 version
Revision information	3 years from approval date
Purpose	To provide SNM students and staff with guidelines for communication in relation to issues that affect academic progress.
Author	Mike Spurr

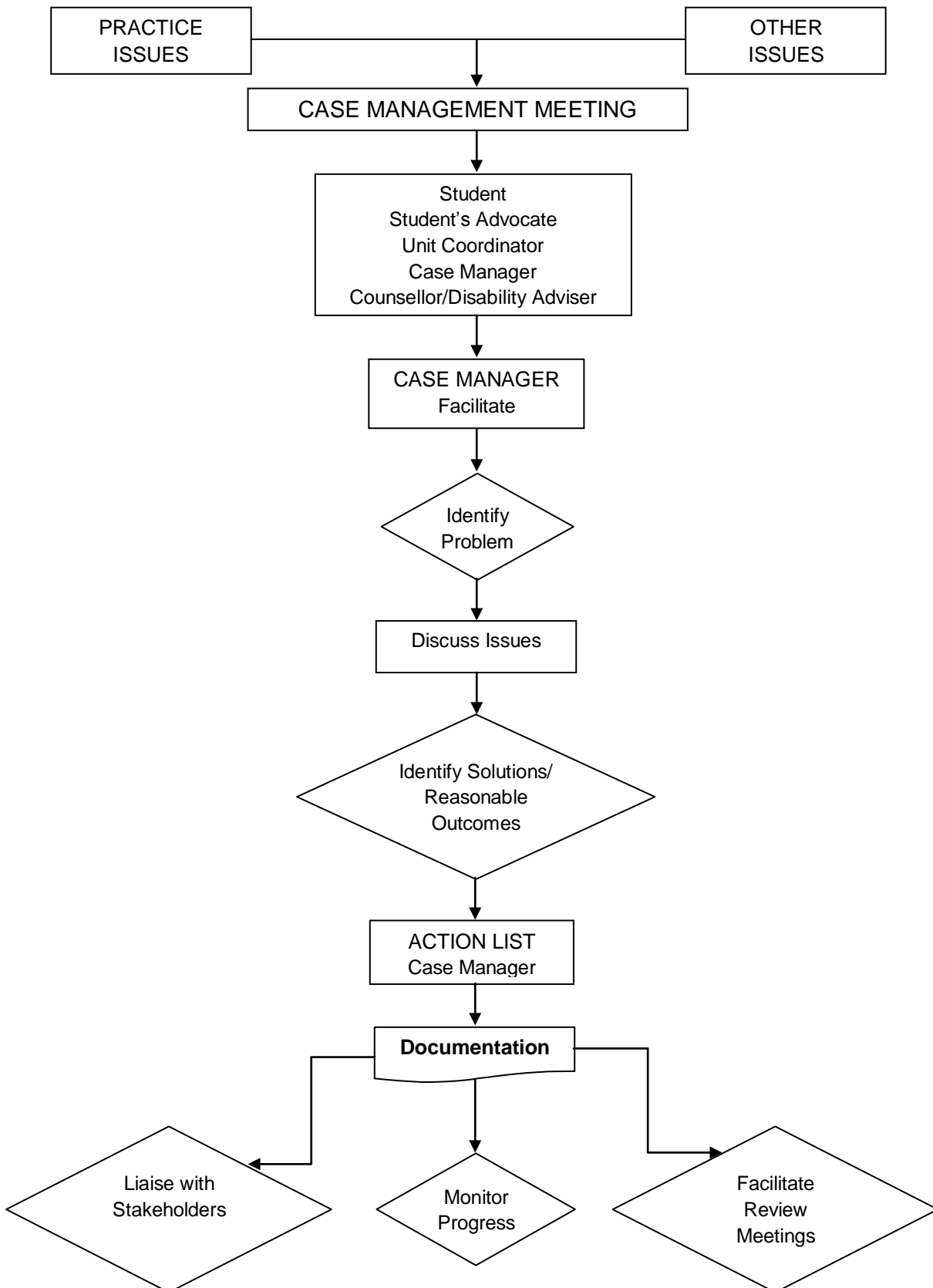
Guideline Approval

Status of version	Update approved
Responsible Officer	SNM Director, Teaching and Learning
Name	Rosalind Bull
Date	September, 2011

Appendix 1: Communication Pathway Flowchart



Appendix 2: Case Management Flowchart



****Note:** Case Manager is usually the Course Co-ordinator, but can also be a Support and Equity Unit staff person.