

Online Practice Assessment for Learning

A Guide to Completing the Episode of Care Assessment



BSc (Hons) Nursing MSc Nursing RNDA

Faculty of Health and Social Sciences

Contents

A Quick Guide to the Episode of Care	2
Glossary	2
Support	2
Who Assesses the Episode of Care?	3
Introduction to the Episodes of Care	3
Roles and Responsibilities	3
Frequently Asked Questions	4
What is a relevant opportunity for an Episode of Care?	5
Assessment Criteria	5
Considerations for planning your assessment opportunities	6
Part 1 - Episode of direct care meeting the needs of a person receiving care	6
Part 2 – Episode 1: Caring for a Group of people receiving care or individual with complex care needs	7
Part 2 – Episode 2: Caring for Group of people receiving care with increasingly complex health and social care needs.	
Part 3 – Episode 1: Supervising and teaching a junior learner in practice, based on the delivery of direct person-centred care.	9
Part 3 – Episode 2: Organisation and management of care for a group/caseload of people with complex care covering all seven platforms.	
Completing the Reflections	.11
Managing your nerves	.12
What If I don't pass the Episode of Care Assessment?	.12
Assessment Checklist	.13

To navigate this guide click on the item you wish to view and the document will scroll to that area for you.

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A Quick Guide to the Episode of Care



This 4 minute <u>presentation</u> describes the episode of care, includes roles and responsibilities.

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Glossary

OPAL2

This is the name of the portfolio. It is the second generation of OPAL and this is used to help differentiate between the 2 documents. You will complete OPAL2 for the duration of your programme. OPAL2 does not refer to the stage of programme you are completing.

Part

A part is the stage of programme being completed. It does not correspond with the year but the academic level of programme you are completing. For example, If you are completing the MSC programme, you will complete Part 2 in year one of your programme; Year 1 of your RNDA programme, you will be completing Part 1.

Proficiency

The statement of knowledge and skills against which practice is assessed in accordance with the assessment criteria

Formative

An opportunity to provide feedback and feedforward to help you develop your practice. By identifying opportunities to practice you can complete additional reading and preparation to help you be as prepared as possible. The assessment criteria can be used as a framework for feedback. (See Appendix 1)

Summative

An evaluation of your knowledge and skills at the time of the assessment. This is a final decision and must be completed by the submission date. The assessment criteria are used by the Practice Assessor to confirm their decision.

Support

It is useful to know who to contact if you or your Practice Assessor have any queries.

Opal support For OPAL 2 related queries such as: • Forgotten passwords/ username • Unlocking portfolios • Practice Supervisor / Assessor access Contact: opalsupport@bournemouth.ac.uk	Practice Education Teams Find out how to contact your Practice Education Team when you start placement. They can help with queries and work closely with the UPLA team
 University Practice Learning Adviser Team For advice and guidance about placement such as: Guidance about placement assessment Relevant opportunities Contact: UPLA@bournemouth.ac.uk 	Academic Assessor Your Academic Assessor supports you and your Practice Assessor in completing the practice assessment. You will need to ensure the correct information is recorded in your OPAL2 portfolio.
Practice Unit On Brightspace you will find additional information. The Episodes of Care will be covered in this unit. You can also utilise your recall days to seek advice.	OPALBU.com The user guides for your portfolio are accessible via the home page. <u>User Guides</u>

Who Assesses the Episode of Care?



Practice Assessor - Your Episode of Care Assessment (s) must be completed by your Practice Assessor.

Practice Supervisor - Can help you prepare for the assessment by offering feedback and opportunities to practice.

Academic Assessor - Confirms that your assessment has been completed.

Here is the <u>link</u> to the presentation you viewed as part of 'Preparation for Practice'.

Introduction to the Episodes of Care

Unlike your proficiencies which you can complete over the course of the year, your episode of care assessment is a planned event. An episode of care is an assessment that occurs at an agreed time under the direct observation of your Practice Assessor. This guide is provided to help you plan for the assessments.

In each Part (Year), you will complete different assessments: -

Programme	Year	Part	Episode of Care Assessment	
RNDA/ BSC	1	1	1 – Providing direct care meeting the needs of a person receiving care.	
MSc	1	2	 1 – Caring for a Group of people receiving care or individual with complex care needs. 2 – Caring for Group of people receiving care with increasingly complex health and social care needs. 	
RNDA/ BSC	2	2	 1 – Caring for a Group of people receiving care or individual with complex care needs. 2 – Caring for Group of people receiving care with increasingly complex health and social care needs. 	
MSc	2	3	 Supervising and teaching a junior learner in practice, based on the delivery of direct person-centred care. Organisation and management of care for a group/caseload of people with complex care covering all seven platforms. 	
RNDA/ BSC	3	3	 Supervising and teaching a junior learner in practice, based on the delivery of direct person-centred care. Organisation and management of care for a group/caseload of people with complex care covering all seven platforms. 	

Roles and Responsibilities

When preparing for the assessment you need to be prepared. This is where the interviews can be very useful

	Student	Practice Supervisor (PS)	Practice Assessor (PA)
Pre- placement	 Review the opportunities to complete the episode of care. Confirm submission date Complete orientation section Complete initial interview 		
Initial interview	 Discuss opportunities Agree date for assessment 	 Confirms assessment date with you and your practice assessor 	 Agrees date
Ongoing	 Complete preparation Ask for relevant opportunities to practice 	 Provides feedback to you Provides feedback to the PA 	 Confirms assessment date and time
Following Assessment	 Complete Reflection of key learning Arrange with your Practice Assessor to complete the written assessment 		 Reviews reflection Complete Assessment following discussion

Your Academic Assessor (AA) confirms the assessment at the end of your placement.

Frequently Asked Questions

I completed my reflection, but my Practice Assessor wants more information, can they ask for this?

In short, yes. Your reflection needs to illustrate your understanding of the proficiencies your Practice Assessor uses to complete the assessment. It should illustrate your key learning. An example is provided in the guide.

I have filled in the reflection but my Practice Assessor is insisting that they need to observe a planned episode. Why do I have to repeat it?

Unlike your proficiencies, which you can complete as the placement progresses, your episode of care is a planned assessment that your Practice Assessor needs to be able to directly observe. They are assessing your level of proficiency and the episode of care enables them to do this by direct observation, discussion and review of your reflective account.

My practice assessor has accidentally referred my assessment, what should I do?

Ask your Practice Assessor to contact <u>OPAL Support</u> and they will unlock the assessment. OPAL support are a dedicated team that support the management of the OPAL system. As a student, you cannot request amendments to assessment decisions.

My Practice Assessor / Practice Supervisor has forgotten their username and /or password.

Ask them to email <u>opalsupport</u> by clicking on this link or from the opalbu.com log in area.

My Practice Assessor has gone on long term leave, what should I do?

Speak to one of your Practice Supervisors and ask them to help you identify another Practice Assessor. If there is a concern that this may not be achievable contact the practice education team for support.

If still not resolved contact your Academic Assessor and the UPLA team

Can I fail the episode of care?

Your Practice Assessor needs to be confident that you have met the proficiencies. They use the assessment criteria to help them make their decision. If you have been proactive in your preparation, able to respond to any questions, are informed about the assessment and have supported it with a reflection that illustrates your understanding and key learning then you are planning for success.

The reasons for referral are usually due to not organising the assessment in time. Your Practice Assessor will not know if you want to have the assessment completed unless you discuss this with them.

My Practice Assessor is not sure if I am completing the correct 'Part' of the portfolio, how do I explain it?

There are different programmes using the same portfolio to support and assess practice. This means that not everyone will be completing Part 1 in year 1 etc.

Programme	Programme Length of programme		Part 2	Part 3
MastersThis is a 2-year programme. Accreditation of prior learning means that Part 1 practice is not required.		N/A	Year 1	Year 2
BSc (hons) This is a 3-year programme combining theory and practice		Year 1	Year 2	Year 3
RNDA This is a 3.5-year programme combining theory, practice and work based experience.		Year 1	Year 2	Year 3/4

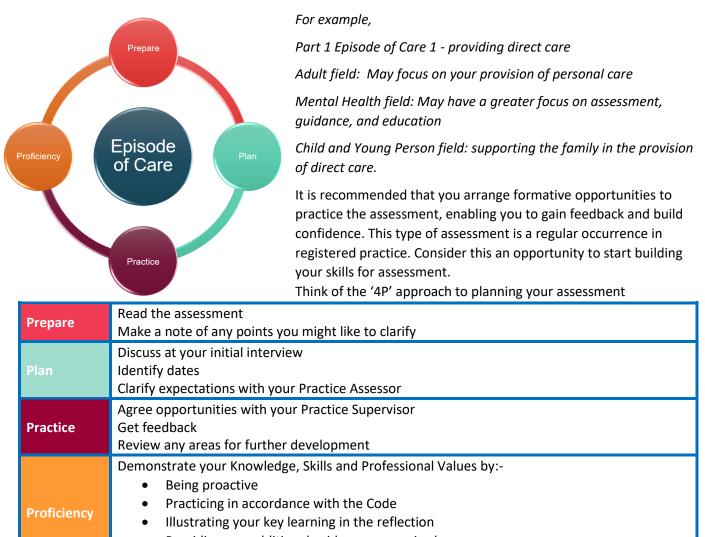
I can't see my previous placement and last episode of care assessment, what do I do?

Your portfolio is an 'ongoing record of achievement'. You can review your whole portfolio by clicking on the 'view/print' button. You can also download your portfolio at any time and save is as a pdf.

What is a relevant opportunity for an Episode of Care?

Over the course of your programme, you will complete a range of placements. Take time to read the assessment and discuss the possible opportunities for assessment when you start placement.

The assessment will differ in accordance with your field of practice.



Providing any additional evidence as required

Consider asking your practice assessor to approach for service user feedback

Assessment Criteria

The assessment is based upon 'platforms of proficiency'. When you log into OPAL and start your 'Episode of Care' assessment, you will see that there is additional guidance at the top to help you and your Practice Assessor. If your click on the '+' sign you will see the assessment criteria that is used to assess your level of practice. The Episodes of Care are not graded. They are marked as a 'Pass / Fail'.



The different assessments relate to your proficiencies. Identify the ones that are relevant so that you can complete these at the same time.

Achieved	Knowledge	Skills	Attitude and values
YES	Is able to identify the appropriate knowledge base required to deliver safe, person-centred care under with some guidance.	In commonly encountered situations is able to utilise appropriate skills in the delivery of person-centred care with some guidance.	Is able to demonstrate a professional attitude in delivering person centred care. Demonstrates positive engagement with own learning.
NO	Is not able to demonstrate an adequate knowledge base and has significant gaps in understanding, leading to poor Practice.	Under direct supervision is not able to demonstrate safe Practice in delivering care despite repeated guidance and prompting in familiar tasks.	Inconsistent professional attitude towards others and lacks self- awareness. Is not asking questions nor engaging with own learning needs.

Part 1 - Episode of direct care meeting the needs of a person receiving care.

Be guided by your Practice Assessor, the assessment is applicable to all Fields of Practice and can be applied flexibly. For example,

- Mental Health supporting someone to have an IM injection, supporting someone living with dementia
- Adult Providing personal care, providing wound care
- Child and Young Persons Supporting parents to manage a medication regime, caring for a child in hospital or in the school setting, contributing to a baby clinic

Standard of proficiency	Hints and Tips
Assessing needs and planning care Takes an accurate history and undertakes a person centred assessment in order to plan effective care.	 Review relevant documents Discuss any areas you are not sure if with your practice supervisor Identify opportunities to practice and obtain feedback
Providing and evaluating care Provides person-centred, evidence based care in managing dignity, comfort, hygiene and mobility needs of the individual.	 Ensure you have obtained consent Undertake additional reading, you can have the notes to hand By prepared to explain why you are providing care
Promoting health and preventing illness Applies the principles of health promotion and improvement as appropriate when caring for the individual and their families.	 Think about how you can promote self-care Observe your practice supervisors No need to think big, the little things mean a lot. e.g. foot care, injection site care, handwashing
Improving safety and quality of care Undertakes relevant risk assessments (e.g. falls, skin integrity, mental capacity) that may be required and demonstrates an understanding of the difference between risk aversion and risk management.	 Practice completing the risk assessment and ask for feedback Review previous assessments, what do they tell you? Again, simple is best e.g. explaining why you are using PPE for infection control
Coordinating Care Utilises a range of communication skills to effectively engage with the person receiving care, their family/carers and members of the multidisciplinary team in the provision and evaluation of care.	 Keep confirming consent Explain what you are doing Think about how you use therapeutic communication skills Document the effect of your care Ensure the team are kept informed, as needed

Part 2 – Episode 1: Caring for a Group of people receiving care or individual with complex care needs.

Achieved	Knowledge	Skills	Attitude and Values
YES	Has a sound knowledge base to support safe and effective Practice and provide the rationale to support decision making.	Utilises a range of skills to deliver safe, person centred and evidence-based care with increased confidence and in a range of contexts.	Demonstrates an understanding of professional roles and responsibilities within the multidisciplinary team. Maximises opportunities to extend own knowledge.
NO	Has a superficial knowledge base and is unable to provide a rationale for care, demonstrating unsafe practice	With supervision is not able to demonstrate safe practice and is unable to perform the activity and/or follow instructions despite repeated guidance.	Demonstrates lack of self-awareness and understanding of professional role and responsibilities. Is not asking appropriate questions nor engaged with their own learning.

Standard of proficiency	Hints and Tips
Promoting health Applies knowledge of healthy lifestyle choices in relation to the person/persons physical health, mental health and wellbeing. e.g. smoking cessation.	 Complete reading on health promotion resources Discuss approaches with your Practice Supervisors
Assessing needs and planning care Accurately undertakes a comprehensive assessment and identifies need and plans care for a range of health needs.	 Familiarise yourself with the documentation system Ensure that you have completed ICT training so that electronic records can be accessed when you start placement Request feedback on your assessments
Providing and evaluating care Demonstrates safe, compassionate, person- centred, evidence-based care that respects and maintains the person/persons dignity and human rights when managing a range of commonly encountered presentations e.g. anxiety, pain, restlessness, confusion.	 Ensure consent is obtained Explain care clearly and appropriately Identify different approaches that could be considered Gain feedback from your Practice Supervisors regarding your rationale for care Remember to explain to your Practice Assessor your rationale for care decisions
Improving safety and quality of care Accurately undertakes risks assessments and demonstrates an understanding of local and national frameworks for managing and reporting risks.	 Familiarise yourself with the assessments Reviews policies Complete additional reading You can bring notes with you to help act as prompts
Leading nursing care and working in teams Uses effective communication skills to manage the care of a small group of people/individuals with complex care needs, demonstrating the ability to prioritise care recognising when and whom to refer/delegate to as appropriate.	 Ask for opportunities to take the coordinator role Ask for feedback Talk to the team, what are their views about 'good delegation'

Part 2 – Episode 2: Caring for Group of people receiving care with increasingly complex health and social care needs.

Achieved	Knowledge	Skills	Attitude and Values
YES	Has a sound knowledge base to support safe and effective Practice and provide the rationale to support decision making.	Utilises a range of skills to deliver safe, person centred and evidence-based care with increased confidence and in a range of contexts.	Demonstrates an understanding of professional roles and responsibilities within the multidisciplinary team. Maximises opportunities to extend own knowledge.
NO	Has a superficial knowledge base and is unable to provide a rationale for care, demonstrating unsafe practice		Demonstrates lack of self-awareness and understanding of professional role and responsibilities. Is not asking appropriate questions nor engaged with their own learning.

Standard of proficiency	Hints and Tips
Promoting health Discusses the possible influences on the person's / group of people's mental health and physical health and can highlight a range of factors impacting on them and the wider community.	 Reflect on the wider influences that can influence health and well being Discuss with your Practice Supervisors how these factors can impact upon care and nursing practice
Assessing needs and planning care Utilises relevant knowledge and skills to undertake a comprehensive assessment, continually monitoring a person's condition, interpret signs of deterioration or distress and escalate appropriately.	 Undertake wider reading around care of the deteriorating patient, review your theory units Review care pathways Familiarise yourself with placement assessment tools e.g. MEWS, ABCDE
Providing and evaluating care Applies relevant knowledge and skills in the provision of more complex person-centred, evidence-based care demonstrating effective communication skills and the ability to document effectively.	 Develop your handover skills, consider using SBAR (Situation, Background, Assessment, Recommendation) Discuss prioritisation of care with your Practice Supervisors
Improving safety and quality of care Undertakes relevant risk assessments, discusses risk management and can propose improvements to enhance the quality of care.	 Seek out opportunities to develop wider understanding e.g. clinical governance teams Ask to take the lead in assessments
Coordinating and leading nursing care Supports the person/persons receiving care and their families in maintaining independence and minimising disruption to their lifestyle, demonstrating understanding of the need for multi- agency working.	 Ask to take the lead in coordinating care Present at case reviews Talk to patients, service users, carers and families about what is important to them. Complete learning opportunities with different members of the Multi-Disciplinary team

Part 3 – Episode 1: Supervising and teaching a junior learner in practice, based on the delivery of direct personcentred care.

Achieved	Knowledge	Skills	Attitude and Values
YES	Has a comprehensive knowledge- base to support safe and effective practice and can critically justify decisions and actions using an appropriate evidence-base.	Is able to safely, confidently and competently manage person centred care in both predictable and less well recognised situations, demonstrating appropriate evidence-based skills.	Acts as an accountable practitioner in responding proactively and flexibly to a range of situations. Takes responsibility for own learning and the learning of others.
NO	Is only able to identify the essential knowledge-base with poor understanding of rationale for care. Is unable to justify decisions made leading to unsafe practice.	With minimal supervision is not able to demonstrate safe practice despite guidance.	Demonstrates lack of self- awareness and professionalism. Does not take responsibility for their own learning.

Standard of proficiency	Hints and Tips	
Assessing, planning, providing and evaluating care Chooses an appropriate care activity for the junior learner/peer to engage in and considers the learner's needs and their current level of knowledge and skills.	 You can approach any learner in the placement area Ask them to share their portfolio with you They may have a proforma that you can use to offer them feedback Identify a relevant opportunity to practice to help you prepare 	
Leading nursing care and working in teams Effectively prepares the junior learner/peer and provides them with clear instructions and explanations about the care activity they are to engage in.	 Clarify the activity prior to the start of the observed supervision Clarify what will be expected from you and the learner Let your Practice Assessor know your plan 	
Improving safety and quality of care The student undertakes a risk assessment to ensure that the person(s) receiving care is not at risk from the learner/care activity. Continuous supervision and support is provided to the junior learner/peer throughout the care activity.	 Clarify that the learner is able to undertake the care under supervision Ensure that consent is obtained Agree how prompting and guidance is best provided prior to the supervised care episode Ask for feedback from the learner 	
Co-ordinating care: Effectively communicates throughout the care activity, evaluates the care given and provides the junior learner / peer with constructive verbal and written feedback.	 Review coaching techniques provided in theory units Use a feedback framework such as 4 Quadrant/ Feedback/ feedforward 	

Part 3 – Episode 2: Organisation and management of care for a group/caseload of people with complex care covering all seven platforms.

Achieved	Knowledge	Skills	Attitude and Values
YES	Has a comprehensive knowledge- base to support safe and effective practice and can critically justify decisions and actions using an appropriate evidence-base.	Is able to safely, confidently and competently manage person centred care in both predictable and less well recognised situations, demonstrating appropriate evidence-based skills.	Acts as an accountable practitioner in responding proactively and flexibly to a range of situations. Takes responsibility for own learning and the learning of others.
NO	Is only able to identify the essential knowledge-base with poor understanding of rationale for care. Is unable to justify decisions made leading to unsafe practice.	With minimal supervision is not able to demonstrate safe practice despite guidance.	Demonstrates lack of self- awareness and professionalism. Does not take responsibility for their own learning.

Standard of proficiency	Hints and Tips
Assessing needs and planning care Demonstrates the ability to assess the needs to develop and deliver person-centred, evidence based care with agreed goals.	 Ask to take the lead from the outset of placement Review the evidence based tools used in the placement area Review your theory units
Providing and evaluating care Safely and effectively leads and manages care demonstrating appropriate decision-making, prioritisation and delegation to others involved in giving care. Evaluates and reassesses effectiveness of planned care and readjusts agreed goals.	 Review your portfolio, are there areas that you have been encouraged to develop further Ask for relevant opportunities Ask your Practice Supervisor for opportunities to discuss care decisions and your evidence base
Communication and interpersonal skills Demonstrates effective communication and interpersonal skills with patients/service users/carers. Communicates with the multi- disciplinary team and staff when delegating care, giving clear instructions and providing accurate and comprehensive written and verbal reports.	 Ensure consent is obtained Talk to the team, what do they find helpful? Ask to present at case reviews and handovers Practice delegation, ask colleagues the delegation styles they find helpful Gain feedback on your documentation skills
Leading nursing care and working in teams Exhibits leadership potential by demonstrating an ability to manage, support and motivate individuals and interact confidently with other members of the care team. Uses effective management skills to organise work efficiently.	 You do not need to lead a whole department Think about how you work within the team Do you notice when others need help? Do you agree a plan of priorities and review this regularly? Do you ensure that you have organised relevant resources?
Improving safety and quality of care Identifies the risks to patient safety and can articulate processes to escalate concerns appropriately	 Do you know how and when to raise a concern? What is the placement process? How do you use The Code to evaluate when to raise a concern Are you able to identify how to manage a situation?

Completing the Reflections

Following the episode of care, to confirm your key learning you will need to complete a reflection. Until this is completed, your Practice Assessor cannot complete your assessment.

You can take different approaches to how you complete the assessment. The key element is not to spend too much time describing but to focus on your key learning and the implications for your future practice.

Your portfolio has reflective templates for you to follow. These develop as you progress in your programme as you need to demonstrate an increasing ability to analyse and problem solve.

You can use different approaches to completing the reflections

- 1. What happened, what did I learn, what would I do differently and how it will help my future practice
- 2. Use the proficiency headings to help guide you. Write a brief description of what happened, Identify your key learning under each of the proficiency headings. Identify your key learning.

Student reflection on an episode of care

Within your reflection, describe the episode of care and how you assessed, delivered and evaluated care.

During my last week of placement I cared for a 68 year old gentleman who was admitted following a fall. He had a past medical history of memory impairment. He had a temperature and elevated heart rate and was diagnosed with a chest infection. Under supervision, I completed his assessment and care plan that included a referral to the physiotherapist, a falls risk assessment, pressure risk assessment and dietetic needs.

What did you do well?

Promoting health - I explained how to use the nasal cannulae for his oxygen therapy. I made sure that the team knew he was anxious and explained the care and treatment regularly to reassure.

Assessing Needs and Planning care - I used open ended questions to gather more information from the gentleman's wife but used simple questions for him to answer with a brief response so that he would not be more breathless. As he was breathing through his mouth I made sure he had regular mouthcare to promote his comfort.

Providing and evaluating care - By providing care in small amounts, it helped him to be less anxious as he was not as short of breath. We provided pressure relieving equipment so that he did not have to change position as often and this helped his comfort.

Improving safety and quality of care - By completing the risk assessments in detail I was able to let the team know about his care needs and this helped the discharge in starting to make plan.

Coordinating care - I made sure the team knew about the gentleman's memory difficulty and asked that they introduce themselves to him before giving care as this helped him to be less anxious. I let my supervisor know when his temperature was elevated and they helped me to alert the medical team.

What would you have done differently?

I would have taken a full set of observations when I noted his temperature increase and would have checked his medication chart to see if he had been given any antipyretics previously. I could also have checked his anxiety and comfort levels. This would have meant I could have provided the medical team with a more holistic picture.

Example of a reflection using the proficiency headings

3. Use the 4 Quadrant Approach. A brief description. What you would continue, what could you do more of, what could you begin to do, what could you consider, what could you do less of or stop?

There is no need to:-

- Include references, unless you feel it is appropriate
- Write an essay
- Include descriptions of equipment, medications, the environment. Focus on your care and how you achieved the assessment

You will need to:-

- Ensure confidentiality is upheld
- That the assessment has been completed by your Practice Assessor before you complete the final interview
- That you complete the assessment(s) by the submission date
- That you have proofed your work and checked that your key learning is clearly explained.

Managing your nerves

As healthcare professionals, we learn many of our skills in practice. This is a public arena and daunting. As a student you are attending different placements for short periods of time and, all the while, having your knowledge, skills and professional values evaluated. Being assessed on a specific element in a structured way can cause added anxiety. Students can often be concerned that they are not practicing as confidently as their Practice Supervisors and Practice Assessors expect.

What can you do to manage those nerves? Remember we were all students once and we want you to succeed.

Completing summative assessments to demonstrate proficiency is standard practice in healthcare. Having the opportunity to develop your ability to undertake these assessments in your pre-registration programme is helping you to develop a tool for your professional life.

Your assessment may not go according to plan but this is part of the whole process. You are able to show your problem-solving skills, therefore demonstrating your flexibility and critical thinking. To help you avoid the nerves, there are several things you can do:-

Clarify	Ask	Rest	Evaluate
Clarify what helps you to manage potentially	Ask your Practice Assessor for guidance	Rest, eat well and be hydrated.	Evaluate the challenges.
stressful situations.	, , , , , , , , , , , , , , , , , , ,		Talk to your Practice
Discuss these with your	What do they expect?	This may seem obvious but hunger, thirst and	Assessor.
Practice Supervisors and	Tell them you are	tiredness affects our	It is good to know what
apply them to your	apprehensive or nervous.	performance and ability	you can do in the event
practice opportunities.	When said out loud, nerves can lessen.	to problem solve.	of the unexpected have a contingency plan

What If I don't pass the Episode of Care Assessment?

Reasons why the assessment is not successfully completed:-

- It is forgotten and the submission day passes
- It is not planned and the Practice Assessor is asked to complete as an afterthought at the final interview
- That opportunities to practice and clarify expectations have not been utilized
- That there is no evidence of preparation and rationale for care is not provided

If you are not successful, take your time. We do not always get everything right first time. Arrange a tutorial with your Academic Assessor to review the feedback and make a plan. The exam board will confirm an opportunity, if appropriate, to resubmit the assessment at a later point. The exam board make this decision based upon your programme achievements across the part you are completing. This will not stop you continuing your programme or placements. You will have opportunity to practice the assessment in readiness.

Assessment Checklist

Submission date:

Episode of Care		
Have I reviewed the episode of care assessment?		
Have I reviewed the learning opportunities and discussed the opportunity to complete the assessment in this placement?		
Have I clarified with my Practice Assessor their expectations for the Assessment?		
Have we identified a date and time for the assessment?		
Have I discussed the plan with my Practice Supervisor so that I can practice in advance of the Assessment?		
Have I completed relevant reading?		
Have I provided my Practice Supervisor(s) and Practice Assessor access to my portfolio?		
Following the assessment, have I completed the reflection in enough detail?		
Before we complete the final interview, have I checked that the assessment has been fully completed?		
If I have a concern or query, do I know what to do and who to speak to?	Name:-	
If I had a concern about the assessment, have I sought support promptly?	Date:-	