

# The Guide to Engagement and Attendance in Practice



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Faculty of Health and Social Sciences

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## Glossary

### **Absence**

If you do not attend a planned duty, this is considered an absence. All absences must be recorded on your timesheets. This aids the university in monitoring your completion or practice.

### **Assessment board**

This a university process where assessments are presented to the Chair of the Board and outcomes ratified. In the case of failure, they will confirm the opportunity for resubmission and/or repeating of units as appropriate.

### **Extension**

The completed portfolio must be achieved by the submission date provided on the assessment schedule. If there is a concern that the submission date will not be achieved, students **must** apply for an extension in accordance with the policy.

### **Fail**

The outcome when a summative element of OPAL2 has not been achieved/passed. Ordinarily, and if appropriate, one further attempt to successfully retrieve the fail will be offered.

### **Formative**

An opportunity to provide feedback and feedforward to support your learning. The assessment criteria can be used as a framework for feedback. Formative assessments can be amended prior to submission.

### **Non-submission**

Non-submission of any summative element equates to a fail of the part, thus requiring a retrieval placement.

### **OPAL2**

The name of the BU Nursing Portfolio.

### **PART (1,2 or 3)**

This is the level of practice you are completing.

### **Placement attendance and achievement of hours**

A minimum of 85% attendance of the practice placement allocation including clinical skills sessions in the academic year must be achieved in order to progress to the next practice part or academic year.

### **Placement on the Web (POW)**

This is where you will find the running total of your practice hours and placement information. You can access this via your phone or computer.

### **Proficiency**

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

### **Reflective Practice Hours**

In addition to your practice placement allocation, the university allocate reflective practice hours to help you prepare the evidence and complete your practice portfolio reflections.

### **Resubmission**

Following a fail of the part the assessment will be moderated and presented to the exam board. Students are ordinarily offered one resubmission opportunity for the part and this will be completed in a retrieval placement.

### **Retrieval Placement**

In academic year 1 and 2, a retrieval placement period is included on the year plan for BSc students. Students are provided with the year plan at the start of each academic year. Annual leave may not be taken during study, theory and practice blocks.

### **Summative**

This is a final evaluation of knowledge, skills and professional values. The decision cannot be changed.

### **Submission date**

The point at which summative assessments must be submitted. Professional values are summatively assessed for each placement period. All other elements must be assessed by the submission date as per the assessment schedule.

### **The Time Management System (TMS)**

This is the system used to record your attendance so that your practice supervisors and practice assessor can confirm the time you have spent in placement. This total is added to your student Placements on the Web (POW) account.

## Introduction

As a student completing a professional programme, your placements are essential to meeting the NMC requirements for professional registration. For this reason, your programme is carefully mapped out to help you plan and manage the theory and practice components of the programme.

The NMC, require evidence of completion of a minimum amount of practice. In addition, consistent attendance is an assessed element for every placement.

Attendance and time management are assessed elements in every placement. It is important that you know:-

- How to complete your timesheets
- How to report absence
- How to access relevant support

This guide is provided to help you, your Practice Supervisors and Practice Assessor manage this aspect of your placement.

## Support

There is a range of support available for to help you manage your time and organise your placements

<p><b>Opal support</b></p> <p>For OPAL2 related queries such as:</p> <ul style="list-style-type: none"> <li>• Forgotten passwords/ username</li> <li>• Unlocking portfolios</li> <li>• Practice supervisor / assessor access</li> </ul> <p>Further information can be found in the <a href="#">User Guides</a> available in the help section, visit <a href="http://www.OPALBU.com">www.OPALBU.com</a></p> <p>Contact: <a href="mailto:opalsupport@bournemouth.ac.uk">opalsupport@bournemouth.ac.uk</a></p>	<p><b>Practice Education Teams/ Student Link</b></p> <p>The NHS and some of the private providers have a practice education team to support learning in practice. They are led by practice education leads</p> <p>Smaller organisations have a student link.</p> <p>They can help with queries and work closely with the UPLA team.</p>
<p><b>University Practice Learning Adviser Team (UPLA)*</b></p> <p>A university-based practice education team who can advise and guide about:</p> <ul style="list-style-type: none"> <li>• Practice assessment</li> <li>• Managing concerns</li> <li>• Support strategies</li> <li>• Academic Assessor role</li> </ul> <p>Contact: <a href="mailto:UPLA@bournemouth.ac.uk">UPLA@bournemouth.ac.uk</a></p>	<p><b>Personal Tutor</b></p> <p>The personal tutor role is pastoral in nature. They support you in managing your programme and can refer to other services such as occupational health.</p> <p>They can support the academic assessor by advising of welfare needs which may need to be considered for your placement.</p> <p><b>Academic Assessor</b></p> <p>Can support you managing your practice assessment</p>
<p><b>Student support services</b></p> <p>There are a range of <a href="#">support services</a> that can support you during your programme. Your Personal Tutor will help you to access services.</p> <p><a href="mailto:Askbu@bournemouth.ac.uk">Askbu@bournemouth.ac.uk</a></p> <p>01202 969696</p>	<p><b>Additional support</b></p> <p><a href="mailto:HSSplacements@bournemouth.ac.uk">HSSplacements@bournemouth.ac.uk</a>. The placements team are able to assist with timesheets and contacting placement areas if needed.</p> <p>Organisations provide regular student forums to help support and offer additional learning opportunities</p>

\*Students complete placements over five counties in a range of primary and secondary care as well as private, voluntary and independent organisations. When contacting for assistance please include the following information:-

- Student name – as recorded on POW and OPAL2
- Placement area and organization
- Clarification as to who they have spoken to in practice, e.g., practice education team, practice assessor

## Frequently asked questions

*I have been unwell for the last week. My practice assessor has emailed my academic assessor to ask for advice about making up the time. Should I be worried?*

No, your academic assessor can advise about processes and support available to help you manage your programme hours and assessment. For example, they may suggest applying for an extension to your assessment.

*My practice supervisor has noticed that I am not attending my shifts asked if I am worried about anything. In fairness, I have not completed a full week yet. I am supernumerary, does this matter?*

Yes, it does, you are on a professional programme. Your practice supervisors need to prepare you for the reality of post-registration life. Absenteeism is a sign that all is not well. It is time to seek support.

*I have been told that I need to record a shift as absent but I arranged to make it up in the same week, is this correct?*

Yes, all absences needed to be recorded accurately as it is an assessed element.

*I have had an unexpected absence and could not complete my placement, what should I do?*

Ask your practice supervisors and practice assessor to provide formative feedback if they are unable to offer a summative review. Contact your academic assessor and personal tutor who will confirm what action to take.

*My practice assessor has referred my midway professional values regarding attendance. I did not go to placement for a week and then missed 2 more days. I forgot I had not let them know. Can they do this?*

The midway professional values are a formative review. You have not failed the placement. Decide and agree how you will evidence what you have learned from this experience. Why not reflect on this value for your final interview?

*I did not go to placement for the last week and forgot to contact them for my final interview. This has been completed in my absence and I have failed my professional values, can they do this?*

The practice portfolio is your assignment for practice. If you do not submit on time, it is a non-submission. Likewise, if you do not organise the final interview or attend your placement, we will ask for feedback upon your practice observed by the team. It is likely that they would fail the professional values as you have not communicated effectively with the placement team.

*I have two weeks to make up, how can I do this?*

This depends on how much of the programme you have remaining. You could organise to complete additional shifts in the next placement. Chat to your personal tutor and review the year plan. You cannot retrieve practice in a theory/study block.

*My personal tutor has suggested that we ask occupational health for a review, is this a good thing?*

Absolutely, occupational health is there to help us stay in our occupation. They can suggest reasonable adjustments that help us work with you to plan your placements.

*I have just had my assessment for neurodiversity. One of the things I struggle with is organisation. I am late for everything. Should I tell my practice placement?*

Yes, write it into your orientation for each placement as a learning need. Ask them for hints and tips so that you can develop strategies to manage in professional life.

*I forgot to submit a timesheet last year, can I go back and get it signed?*

You cannot submit timesheets more than three weeks after the placement has been completed unless there is mitigation. Complete them weekly, if not signed after two weeks, seek support.

*My timesheets were rejected as I had not deducted meal breaks. I did not take breaks, I sat in the office and read notes. Do I have to deduct them?*

It is essential that you take breaks. As a university we require that you have regular breaks, if you are not able to go for a break, you must raise this immediately with the practice education team or UPLA Team.

*I submitted my timesheets last week, but they have still not been approved. What shall I do?*

Has the person you submitted your timesheets been on leave? Contact your practice placement and ask if you should redirect the timesheets to another colleague. If you are unsure, contact the practice education team for additional support.

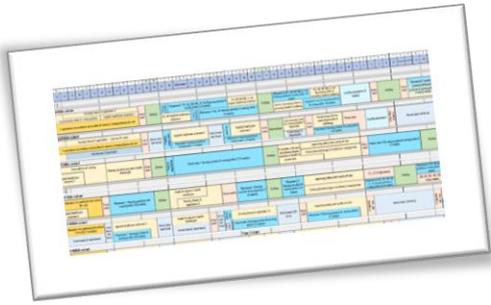
*Do I have to put my reflective hours on my timesheets?*

No, after your placements are completed, the HSS placements team will add these once all your timesheets are approved. When completing your timesheets, you need to include all completed hours, recall days, absence hours and remember to deduct your meal breaks.

*My allocation is 37.5 hours, do I complete 35 hours as there are 2.5 hours reflective practice?*

Example, you are allocated 37.5 hours per week in your placement area. You complete timesheets to reflect this. A further 2.5 hours of reflective practice are added by the university after placement once your attendance has been verified. In effect, your practice week will be 40 hours.

## Placement allocation



During your programme, you will be allocated to a range of placement experiences to develop your understanding of the healthcare arena. As a NMC registrant, career pathways are many and varied. Your programme provides opportunities to experience a range of healthcare environments.

Your placements are planned for the duration of the academic year. The year plan can be found in your programme Brightspace site.

### Can I request a specific placement?

If you identify a specific area of interest, let the placements know and they will try to facilitate this. You do need to complete a range of placements within primary and secondary care. For your final placement, you will receive an email several months before inviting you to confirm your preferred field of practice, e.g., surgery, community, forensics.

### Will I have an allocation in the same area as my workplace?

If you are a BSc or MSc student, ensure that the placements team know where you work. You will have placements in the same organisation if it is a NHS trust. You will need to let your employer know your allocation as you may not work in the area that you are on placement.

### I have moved address and am no longer in the same area as my locality, can I change?

It is important that contact details are up to date as the placements team take into consideration where you live in planning placements. We have an agreement with trusts regarding the placement capacity. If you are moving areas, talk to your Personal Tutor. There is a [change of locality](#) form to complete. Please see your programme handbook for more information.

### My placement is thirty miles away, can I change my placement?

You have agreed to travel up to forty miles for placement. The placements team work hard to try to limit the amount of travel. Take time to clarify the financial support available, as well as discuss strategies to manage with the placement area. There is a [change of placement request](#) if you still consider that you cannot access the placement. You do need to discuss this with your personal tutor prior to submitting a request.

### Do I have to do shifts?

You are expected to follow the shift patterns of the placement area. It is not essential to complete night duty in each placement, but you will need to gain experience of this during your programme.

### Can I request duties?

In your portfolio, there is an orientation section. Take time to complete this and discuss requests prior to or at the start of placement. E.g., I cannot get to placement before 08.00 on weekdays due to childcare but I can start on time at the weekend. You can include specific requests here as well.

### Reasonable adjustments

You may be in receipt of guidance from the occupational health team, your healthcare team or the learning support team. This guidance can request that reasonable adjustments be applied. To help plan your placements, your personal tutor will request that this is reviewed by the UPLA and placement team. The purpose of this review is to confirm the adjustments are appropriate for the placement area and supports your learning opportunities.

### Do I have to attend the recall days?

Yes, these are timetabled days and you are required to attend them. You record this as a 7.5 hour shift on your timesheet and it is part of that week's placement time. If you do not attend, your placement team will be notified. You must not complete a night duty prior to the recall day. Include the date in the orientation section so that it can be included on your rota.

### What is reflective practice time?

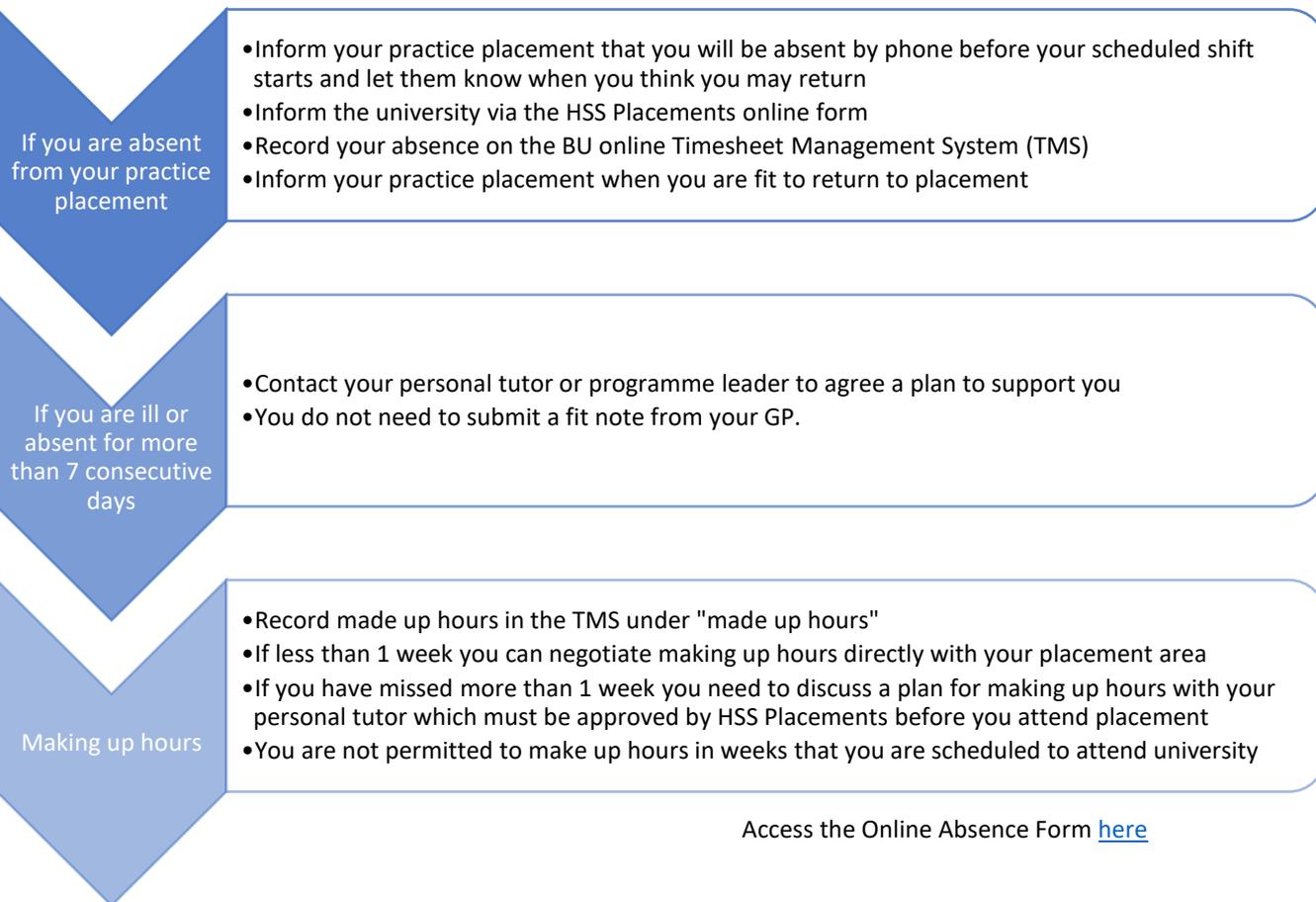
The university will apply reflective practice time once your placement has been completed and all timesheets approved. You do not need to record these on your timesheets. Reflective practice time is your time to prepare for summative assessments, review and complete your portfolio. You need to prepare a range of evidence so that your practice assessor is confident in confirming your practice. At the initial interview, clarify the evidence that will be required to confirm achievements.

Example, you complete your allocated 37.5 hours, complete your time sheet. After the placement, the placements team add 2.5 hours to your POW record. This means that your practice week equates to 40 hours.

### What do I do if I am unable to attend placement?

This is a good question to ask when you have your orientation to placement. In your portfolio there is an orientation section for you to record any potential challenges you may face such as childcare, personal health needs or carer responsibilities. If you know that there will be a particular circumstance, talk to your personal tutor to plan a way forward.

If you are unwell or unable to attend placement, we ask you to:-



**Record all absences on your timesheets, even if you make up the shift in the same week**

### How do I 'make up' missed practice time?

During your placement you can arrange to 'make up' a missed shift. You may not exceed a practice week of 45.5 hours. This is calculated over a 4-week period to accommodate shift patterns. Practice time cannot be retrieved during a theory or study block. Any amendments to a placement plan can only be made with the agreement of the placement provider. You are not able to agree additional placement time with your practice supervisors or practice assessor. Placement capacity is agreed and monitored by the practice education teams. They must be aware of all learners in the placement area and be able to confirm that practice supervisors and practice assessors have the capacity to supervise your learning.

If you wish to complete additional placement time, speak with your personal tutor and complete a change of placement request. The practice placement provider will need to confirm that they can support the additional placement time.

If you do complete approved shifts outside of your placement dates, you can record them on the hours made up form.

### Maternity and parental leave

If you are pregnant, arrange a meeting with your personal tutor to complete an assessment, plan your leave and management of your programme. For placements, you will need to complete the organisation risk assessment of your placement. The practice education team or UPLA team can assist you with this.

If you are planning parental leave, speak with your personal tutor to plan your leave and management of your programme.

## Timesheets: recording your attendance

You will complete timesheets via the Time Management System (TMS). You can access this via your phone or PC. Once complete your practice supervisor or practice assessor will receive an email asking for them to confirm the record.

Complete timesheets on a weekly basis as it will:-

- Help us plan your programme
- Maintain an accurate record of attendance
- Evidence your ability to attend consistently, supporting your practice assessment
- Enable you to redirect timesheets, if needed

Upon completion of placement, it is essential that outstanding timesheets are submitted no more than 3 weeks after the last placement day. After this period, the placement area is not obliged to confirm your timesheets.

To get started, log into your Placements on the Web (POW) account

The screenshot shows the 'Timesheet Management System' interface. At the top, it displays the user's name 'Mouse, Mickey' and intake 'ARCTEST'. A callout bubble points to a 'Click here to access TMS' button. Below this, there's a navigation menu with options like 'Home', 'Allocations', 'Attendance', etc. The main content area shows 'My Placement Timesheets' for 'UNIVERSITY CARE CENTRE'. A table lists three weeks of timesheets. A callout bubble points to the first row of the table with the text 'Select the correct week'. Another callout bubble points to an 'Edit' button in the table with the text 'Click Edit'. Below the table, there's a note: 'To start recording hours in your timesheets, you need to select 'Edit' for the relevant week.'

## Adding a practice supervisor or practice assessor to your timesheet

The screenshot shows the 'Add Practice Assessor/Practice Supervisor' form. It includes fields for 'Placement' (UNIVERSITY CARE CENTRE), 'Experience' (MISC), and 'Timesheet Status' (In Progress). There are buttons for 'Submit Timesheet Electronically' and 'Submit Paper Timesheet'. A summary box shows 'Total Worked Hours: 0.00' and 'Total Absence Hours: 0.00'. A callout bubble points to the 'Add Practice Assessor/Practice Supervisor' button with the text 'Click on 'Add Practice Assessor / Practice Supervisor''. At the bottom, there's a 'Save Timesheet' button and a note about recording hours and absences.

To add a practice supervisor or practice assessor:-

Click on 'Add Practice Assessor / Practice Supervisor'

A drop-down list will appear, select their name, if it is included, and they will be linked to your timesheet

You can add your practice supervisors and practice assessor to the list. If their name does not appear, Select 'new'

You will need:

- Their name
- Phone number
- Work email
- Job title

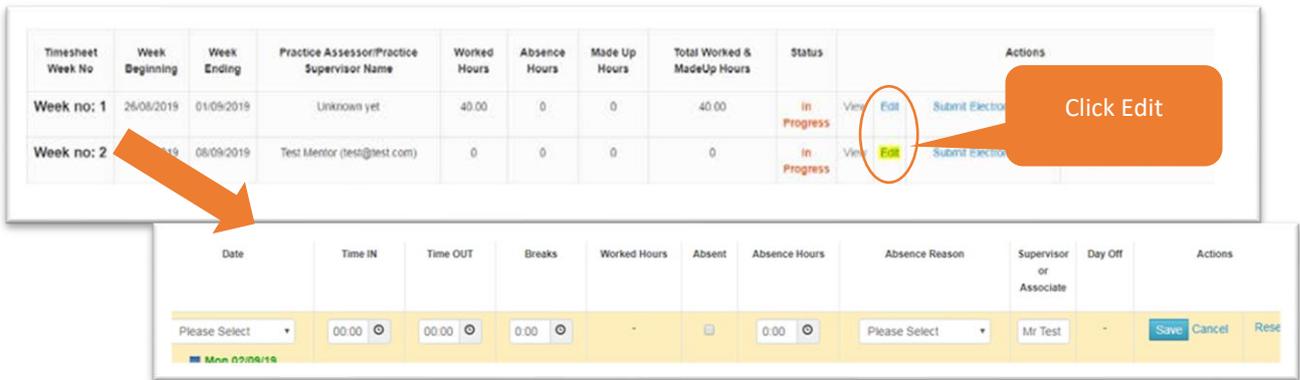
**REMEMBER TO CHECK THAT YOU HAVE THE CORRECT EMAIL**

You are now ready to complete your timesheet.

You can edit the practice supervisor at any point.

There are two ways to complete the timesheets.

### 1. Individual day



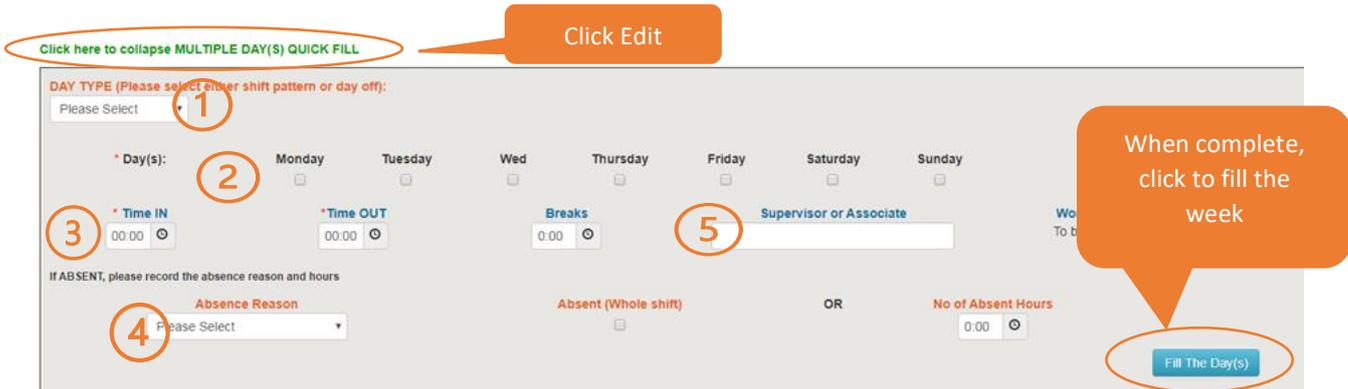
- Enter the start and finish time for the shift
- Remember to deduct your break for the day
- Complete and submit the timesheet on a weekly basis
- Remember to record your absences and recall days

Use the comments box to

- Explain your absences
- Record recall days

### 2. Quick Fill

If you have a set shift pattern, you can use quick fill to complete the whole week,



1. Select the shift from the drop-down list
2. Select the relevant days
3. If the shifts differ from the list, customise to suit your shift pattern
4. To record an absence, select 'day off' and select your absence reason. Confirm time absent.
5. Remember to add your practice supervisor or practice assessor's name

When you have done this, submit the timesheet for approval. Your practice supervisor or practice assessor Receives an automated email with a direct link. They do not need a log in or password.

They click on the link to open, review, confirm or reject adding a comment as to what needs to be changed, They will receive a fortnightly reminder but unless they are on leave, it is a good idea to follow up after 1 week.

You can receive 3 automatic emails

- TMS - Timesheets status change – Your timesheet requires amendments. Log in to TMS, edit and resubmit
- TMS - Timesheet submission reminder – You have yet to submit a timesheet that you have started
- TMS - Outstanding timesheets and/or made-up time – You have yet to submit the timesheet

If you find the timesheet is not being signed, for example the person is on holiday, you can edit and send to another person. Contact the practice education team of your placement area if you are not sure to whom to send it. Remember the 3-week cut off point. If we are aware of the difficulty, we can help to resolve it, and this will be less stressful for you.

## Recording 'made up' time

Log into TMS

Logged as Mouse, Mickey  
Current Week: 27/01/2020 - 02/02/2020

Timesheets **Made Up Times**

### My Made Up Time Records

Total Made Up Hours: **120.30**

**Add New Made Up Time**

Click on Made up Times,  
Click on add New Made-Up Time  
Complete the timesheet  
Click Submit

Placement	Day	Category	Time In	Time Out	Breaks	Made Up Hours	Comments	Status	Actions	Will Be Submitted
31/01/2020	UNIVERSITY CARE CENTRE	COMMUNITY	7.00	17.00	1.00	10.00	-	Not Submitted	Edit, Add Day	YES

## Making amendments to timesheets

Once you have submitted a time sheet for review, you are able to edit twice. You might need to do this if:

- Your practice supervisor or practice assessor declines your timesheet and requests an amendment.
- You need to send your timesheet to another person for approval

Timesheet Week No	Week Beginning	Week Ending	Practice Assessor/Practice Supervisor Name	Worked Hours	Absence Hours	Made Up Hours	Total Worked & MadeUp Hours	Status	Actions
Week no: 1	26/08/2019	01/09/2019	Unknown yet	40.00	0	0	40.00	In Progress	View, Edit, Submit Electronically, Submit Paper Version
Week no: 2	02/09/2019	08/09/2019	Test Mentor (test@test.com)	0	0	0	0	Submitted	View, Edit, Reason For Unlocking, Request Unlock, Submit Paper Version

If you need to make a third amendment email [HSS placements](mailto:hss.placements) to request your timesheet to be reopened.

## Why is attendance so important?

You may be wondering why we monitor attendance when you are completing a supernumerary practice placement. There are several reasons but the key aim is to ensure you are supported to complete your programme as planned.



### Support

By reporting your absences, it helps us to identify when you might need support. It can be worrying not knowing how you will meet the programme requirements. Sometimes absences are an indicator that you are finding placement difficult and need some extra support.

If you are unwell, let your placement know. You may be tempted to return to placement before you are fully well, resulting in more time off. It is always better to recover properly before returning. Add the missed time to your timesheets, let them know when you will be back. If you are going to be off for more than 1 week, let your personal tutor know as well. They can liaise with the placement and UPLA team to help you plan future placements.

If you find that you are avoiding placement, contact your personal tutor. Why are you struggling to attend placement? Reasons may include feeling overwhelmed or unsupported and not being acknowledged as a supernumerary learner. Take some time to familiarise yourself with the [Concerns Protocol](#) so that you know where to get help as soon as possible.

## Programme requirements

In order to progress to each stage of the programme, you will need to achieve 85% of the allocated practice hours. In order to complete the programme, you must achieve the NMC minimum requirement for practice. Consistent attendance and accurate record keeping helps us to support you in completing your programme in time.

## Consistent supervision

Consistent attendance helps you to feel part of the team. This will help you to feel more confident to ask questions and seek out learning opportunities. It will help your practice supervisors to monitor your progress and provide feedback to your Practice Assessor.

## Assessment

Professional values are assessed in every placement. This assessment includes engagement in learning, attendance, punctuality, reporting of absence and self-organisation. Your timesheets are evidence of accurate record keeping, reporting and attendance. If you miss significant placement time, you may need an extension to your submission date for your portfolio. If we are aware of your absences, we can organise this in good time and plan a further opportunity for your assessment.

## Finance

You have made a large commitment of time and finance to complete your programme. By managing your attendance effectively, we can help you to complete your programme in time. The finance team will advise of extra funding that might be available.

## Registered nurse degree apprentice programme

Students completing the RNDA programme are employed by their host organization. In the event of concern regarding consistent attendance in off the job placements, these will be reviewed as part of the tripartite review process.

## Retrieval placements

If you are on the BSc programme, a placement period is already identified on the schedule, for all other programmes and years we will work with you to identify retrieval placement opportunities to meet the programme outcomes.

## What is the difference between the personal tutor and the academic assessor Roles?

Personal Tutor (PT)	Academic Assessor (AA)
<p>Provides pastoral support for the whole programme</p> <p>Supports and signposts to additional support such as: -</p> <ul style="list-style-type: none"><li>• Occupational Health</li><li>• Additional learning support</li><li>• Wellbeing services</li><li>• Student Finance</li></ul> <p>Liaises with the Academic Assessor when issues arise for practice.</p> <p>Supports placement by raising awareness of support needs</p>	<p>Monitors practice progress for a single 'part'</p> <p>Is a registrant in the same field as the programme the student is completing</p> <p>Reviews and progresses portfolio after each placement</p> <p>Contributes to development plans, as needed</p> <p>Clarifies policy and process</p> <p>Attends placement reviews*</p> <p>Supports student and practice assessor when placement outcomes are not met*</p> <p>Refers to additional placement support</p>

\*The University Practice Learning Advisers (UPLA) can support to ensure timely support is offered. The UPLA will then document and update the Academic Assessor.

## What happens when practice is not consistently attended?

The most commonly failed professional value is the one related to attendance, and yet it is the most readily achieved. Ordinarily you will have one opportunity to retrieve a fail of practice. As with the theory component of your programme, attendance is essential in order to meet the NMC requirements. If you do not attend your placement consistently, we need to understand why this is happening and what we can do to support you to manage this aspect of the programme.

Practice staff become very concerned when a student does not attend placement without notification. They take significant time away from their duties to ensure that you are safe. Communicating effectively ensures the team are reassured, you are offered support and patient care is not impacted. Your practice assessor or practice supervisor will notify HSS Placements if you are absent from shifts without notification and a welfare check will be initiated by BU.

We have two processes that we follow for unreported absence and inconsistent attendance.

#### **Appendix A - Ongoing Non-Attendance**

If you do not communicate with your placement and your personal tutor, it is impossible to offer you the relevant support. If you do not attend your placement, upon notification from the practice placement area, you will be contacted by BU. If you do not respond we will use the Engagement Monitoring and Withdrawal procedure. The purpose of this is to encourage you to seek support and plan a way forward.

#### **Appendix B - Inconsistent attendance**

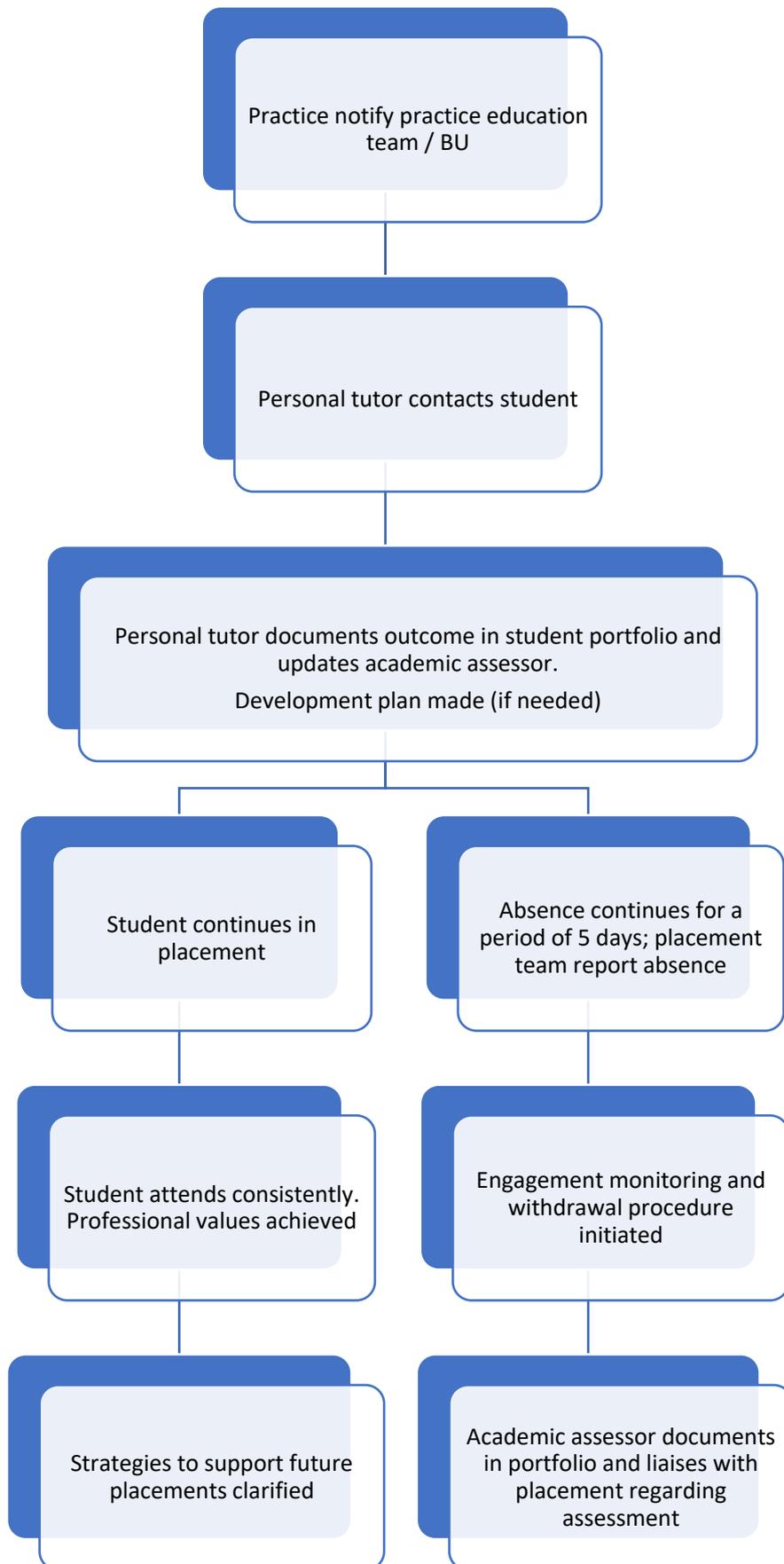
Not attending consistently can impact upon the opportunities to develop your knowledge and skills. It has a potential impact upon the assessment process and will prevent you from realising the programme and NMC requirements for attendance. The impact of this may be that you:-

- Are unable to demonstrate the required professional values leading to a fail of practice
- Have reduced opportunity to demonstrate the required level of proficiency to progress
- Are unable to progress to the next part of the programme having not met the 85% attendance requirement
- That you do not complete the programme on time with associated financial implications.

Attendance is an assessed element for every placement. Help your practice assessor by:-

- Being organised – confirm your rota in advance
- Include potential challenges in the orientation section of your portfolio and discuss in your first week
- If making changes, make sure the relevant people know
- If absent notify the placement correctly
- Complete your timesheets weekly and include absences
- Speak to your personal tutor if worried about absence from placement
- Complete the online absence form

Appendix A - Ongoing non-attendance



## Appendix B- When attendance on the placement is inconsistent

