4K Appendix 2

Placements: When things go wrong

Guidance for Staff:
These are guidelines for BU placement staff when dealing with employers who are not meeting BU's expectations of placement providers.

Rationale/consequences
Typically the majority of placements provided by employers prove to be a positive experience for both the student and the company and pass without any problems or concerns. Occasionally the placement runs into problems when employers do not follow the letter or spirit of the scheme.

Timing
Problems with employers may not be immediately obvious at first especially if they are new placement providers but it is important to respond to all concerns from students as soon as possible in order that the situation does not escalate.

Placement Process for recruitment
- A company decides to recruit a student and creates an advert including a Job Description, details of remuneration and a closing date for applications.*
- Placements are advertised on MyCareerHub:
  - When a company uploads the advert directly to MyCareerHub an email is sent automatically when the placement opportunity has been approved.
  - PCs can also upload adverts on behalf of the company
- BU approves the advert and at this point it is made visible to students.
- Recruitment starts and students apply to the company directly.
- Student registers their placement using the Placement Details Form on SITS

The Placement Details Form must be approved and a notification sent to the student and the employer via SITS before the weeks can count towards their placement. ***NB That students can also find their own placements not advertised via BU and the company may not have seen our approval processes guidance*.. The H&S information is automatically sent with the email which goes to the employer giving approval for the placement***

When problems arise:
1. Any issues with the placement which contravene the *"Expectations of Employers taking a student on Placement"* document are flagged by the student to appropriate staff within the Faculty responsible for placements. This could be via the PC, or Programme Leader/Placement Tutor or the PDA.
2. PCs or Programme Leaders/Placement Tutors should advise the relevant PDA of the problem as PDAs are deemed the first point of contact for students actually on placement.
3. The PDA will arrange a telephone call with the student to discuss the problem and offer advice and guidance.
4. The student may be prepared to try to resolve the issues themselves so regular communication is essential to support them.

NB Many issues are resolved locally and easily.

For more serious issues:

Any issues with the placement which contravene the "Expectations of Employers taking a student on Placement" document and/or where a student feels they are at risk denotes a more serious matter.

5. In this situation the PDA must arrange a face to face meeting with the student and the manager at the company to discuss the issues as soon as is practicable.

6. A journal item should be raised on the <u>student</u> and <u>company</u> records on MyCareerHub and SITS to flag up that problems are being investigated. Information should include an outline of the problem and detail any advice given to the student.

7. The relevant PC, Programme Leader/Placement Tutor and the Graduate Recruitment team within Careers & Employability should be advised of the action taken.

8. The *"Expectations of Employers taking a student on Placement*" document should be used as a template to highlight where the company is failing to meet its responsibilities. Consideration should be given to the risk factors (such as mental or physical harm) that may be in evidence.

9. Written agreement should be reached between the student, the company and the PDA as to a suitable course of action. A date to follow up on these actions should be agreed.

10. Students should be made aware of the Student Services at BU and of the support available from SUBU.

11. Outcomes should be logged on both the <u>student</u> and <u>company</u> MyCareerHub and SITS records and the PC, Programme Leader /Placement Tutor and the Graduate Recruitment team within Careers & Employability should be advised.

12. The follow up date must be adhered to and all parties should be satisfied that the issues have been resolved. The situation should continue to be monitored throughout the placement.

13. If the issue occurs towards the end of a placement, the PDA must ensure that they are satisfied that they will not recur with any placed students in future before we advertise.

14. If, due to employer malpractice, the issues have not been resolved, or they re-occur, the University reserves the right to withdraw the students from the placement and/or to prevent future placement recruitment until further notice. The following process should be adhered to
    1) 'Read Journal Note' should be added to the name of the organisation on MyCareerHub and SITS
    2) A journal entry should be made on the organisation page confirming brief details and that no further students should be placed
    3) If appropriate the contacts details should be deleted including cancellation of their login details
    4) The address should be deleted, leaving only the **city** for identification purposes
    5) The organisation page should be hidden from students using the appropriate tick box.

* The BU approval processes (FAQ's, advertising guidelines, and expectations of employers taking students on placements can be found here: https://microsites.bournemouth.ac.uk/business-services/student-placements-studentships/