



**Policy** Bower Training  
Student & Staff Protocols Policy

**Applicability** Bower Place  
**Authorisation** General Manager / Directors  
**Policy Endorsement Date** 17th October 2017

**Policy Review Date** 16th January 2019  
19th November 2020  
22<sup>nd</sup> June 2021

**Next Policy Review Date** June 2022  
**Document version** V2.3Final  
**Policy Owner** Directors

#### From Students:

- Arrive by 9am for morning discussion.
- Sign in at front desk (students are always to sign in and out when entering and exiting the building)
- 9.30am briefing.
- Students will not be able to participate in briefing sessions if arrival is after 9.30am
- Contact course facilitator directly for any absences or questions
- Mobile phones to be turned off in the observation room.
- Mobile phones are not to be taken into a consulting room.
- Feet are to remain off chairs in the observation room.
- No food or drink in observation room (water only)
- Do not have personal conversations during briefings, debriefings, and observations.
- Always clean up, this includes, paper, rubbish, washing dishes & kitchen area.

**Your (place) for  
positive change.**

- Following consultation sessions students are to clear and clean the consulting room (remove discarded notes, paper, and cups)
- Confidentiality agreements are always to be upheld.

## **Course Facilitators:**

- All students have contact details, so contact course facilitator directly.
- Put an emphasis on no eating/drinking in observation room, no feet on chairs, mobile phones are to be turned off and arrive on time.
- Ensure students do not talk over practitioners when in briefings and debriefings.
- Students are to have a clear understanding of who oversees each area of the Bower Place practice.
- Confidentiality agreements are always to be upheld.

## **From Practitioners:**

- Arrive on time for briefings.
- Ensure a detailed debrief is conducted at the end of consultation.
- Any client related paperwork is to be returned to Bower Place Administration staff.
- Check student notes before they are scanned and filed.
- Ensure all letters are sent accordingly.
- Ensure the Medicare process is upheld.
- Do not leave a Certificate IV Student in the room unsupervised.
- Work under Bower Place staff instructions.

## **From Staff:**

- Client files and notes are up to date and in the file correctly.
- Clients' files are ready for briefing before practitioners arrives.
- Clients for the day are on the whiteboards in the large workshop space.
- Ensure students have arrived by 9.30am for briefing.

# bower(place)

- Monitor student's behaviour in the observation room and report feedback to course facilitator.
- Confidentiality agreements are always upheld.
- Students have a current Department of Human Services clearances.
- Set an example to students by not eating/drinking, usage of mobile phones and feet on chairs in observation room.
- Keep personal conversations from outside the observation room and away from student areas.
- Do not discriminate, embarrass, or harass students in anyway.
- Show respect to practitioners, staff, students, and course facilitators.