

STUDENT RESOURCE

Clinical Placement Guidelines

Your guide to safe, supported workplace learning

VERSION 1.0 | AUGUST 2026

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Welcome

Welcome to the clinical placement component of your HHE course.

Clinical placement is an important and exciting part of your learning journey. It gives you the opportunity to take the knowledge and practical skills developed throughout your course and apply them in a real workplace under the guidance of experienced healthcare professionals.

During placement, you will gain valuable exposure to patient care, workplace procedures, professional communication and the day-to-day responsibilities of working within the health and pre-hospital care sectors. You will also have opportunities to build your confidence, receive constructive feedback and develop the professional behaviours expected within the industry.

HHE has a formal clinical placement agreement with Medical Edge Australia (MEA), with eligible MEA placement included in the cost of your course. You may also propose an external placement provider; however, this must be approved in writing by the HHE Training Manager before any agreement is made or placement hours commence.

Clinical placement can be both rewarding and challenging. Arrive prepared, remain open to feedback, ask questions and make the most of every learning opportunity. Always work within your level of training, follow the directions of your supervisor and remember that patient safety, dignity and confidentiality come first.

This booklet explains the placement process, your responsibilities and the support available from HHE. Please read it carefully before commencing placement and refer to it throughout your placement experience.

We wish you every success and hope you enjoy this important step towards becoming a confident and capable healthcare professional.

Important

Clinical placement is an assessable course requirement. You must complete the required hours and provide satisfactory, authentic documentation before HHE can determine that the relevant placement requirements have been met. Placement hours are not employment and are generally unpaid.

Who this Booklet Applies to

These guidelines apply to HHE students whose qualification or units require supervised clinical placement, including:

- HLT31120 Certificate III in Non-Emergency Patient Transport - 80 hours
- HLT41120 Certificate IV in Health Care - 80 hours
- HLT51020 Diploma of Emergency Health Care - 160 hours

Your Training and Assessment Strategy, assessment resources and advice from HHE determine the exact activities, settings, supervision and evidence required for your enrolment. Where course information differs from this general booklet, contact the Training Manager before proceeding.

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1. Clinical Placement Team

The Clinical Placement Team coordinates approvals, compliance, student support and placement evidence. Contact the team early if circumstances may affect your readiness, attendance, safety or progress.

Team Member	Role	How they Support Placement
Kristy Heitman	Training Manager	Initial approval of external placement proposals; suitability and learning requirements; supervision, performance and placement decisions.
Belinda Readman	Enrolments and Compliance Manager	Pre-placement documentation, enrolment and compliance checks; currency of required evidence; placement records.
Belinda Crean	General Manager	Operational escalation, student support and resolution of significant placement or stakeholder matters.
Emmerson Mudie	MEA Clinical Placement Coordinator	MEA rostering for clinical placement shifts

Contact Details

Use the current HHE contact details shown on your student dashboard or placement correspondence. For an urgent issue during a shift, first follow the host organisation's escalation process and notify HHE as soon as it is safe to do so.

When to Contact HHE Immediately

- You are injured, exposed to blood or body substances, or involved in a safety incident.
- A patient, colleague or student may be at risk.
- You are asked to perform an activity outside your training, approved scope or level of supervision.
- There is privacy, confidentiality, medication, clinical or conduct concern.
- Your placement host asks you to leave, or you are considering leaving a shift early.
- You cannot attend an allocated shift, or your pre-placement evidence has expired.

2. How your Clinical Placement is Structured

Clinical placement is completed progressively alongside the practical workshop components of your course. This structure ensures that you have developed the relevant knowledge and practical skills before applying them in a real workplace.

You must not commence placement until you have completed the required workshop, met all pre-placement requirements and received written clearance from HHE.

HLT51020 Diploma of Emergency Health Care

Diploma students complete a total of **160 clinical placement hours**, structured across two stages:

- **After Workshop 1:** Students may commence and complete up to **60 hours** of approved clinical placement.
- **After Workshop 2:** Students may commence the remaining **100 hours** of approved clinical placement.

This staged approach allows students to build their workplace experience gradually as they progress through the course. The activities undertaken during each placement stage must align with the skills covered in the relevant workshops and the student's demonstrated level of competence.

HLT41120 Certificate IV in Health Care

Certificate IV students complete a total of **80 clinical placement hours**.

Students may commence all required placement hours after successfully completing **Workshop 1**, provided they have met all pre-placement requirements and received written clearance from HHE.

HLT31120 Certificate III in Non-Emergency Patient Transport

Certificate III students complete a total of **24 clinical placement hours**.

Students may commence all required placement hours after successfully completing **Workshop 1**, provided they have met all pre-placement requirements and received written clearance from HHE.



Tips & Tricks

Get ready, feel confident and make the most of every shift.

THE NIGHT BEFORE

1 CHECK THE DETAILS
Confirm the date, start time, location, parking, meeting point and who to contact if plans change.

2 PACK YOUR ESSENTIALS
Prepare your approved uniform, student ID, Logbook, pens, watch, water, food and required clinical equipment.

3 REFRESH YOUR KNOWLEDGE
Review likely skills, common presentations, infection control and any learning goals for the shift.

4 PLAN YOUR TRAVEL
Allow extra time for traffic, unfamiliar locations and early starts. Aim to arrive 10-15 minutes early.

STARTING YOUR SHIFT

5 INTRODUCE YOURSELF
Let your supervisor know you are an HHE student, share your learning goals and ask about the plan for the shift.

6 BE CURIOUS AND INVOLVED
Ask thoughtful questions, volunteer for suitable tasks and look for learning opportunities without getting in the way.

DURING YOUR SHIFT

7 KNOW YOUR SCOPE
Only undertake activities you are trained, authorised and appropriately supervised to perform. If unsure, stop and ask.

8 COMMUNICATE EARLY
Speak up about concerns, mistakes, fatigue, illness or anything that may affect safety. Patient wellbeing always comes first.

9 WELCOME FEEDBACK
Listen openly, ask how you can improve and put feedback into practice. You are there to learn, not to know everything.

10 PROTECT CONFIDENTIALITY
Never photograph, record or post about placement. Keep patient information out of personal devices and your conversations.

BEFORE YOU HEAD HOME

11 COMPLETE YOUR LOGBOOK
Record your hours and activities promptly, use de-identified information and have the appropriate supervisor verify each entry.

12 REFLECT AND RESET
Note one success, one learning point and one goal for next time. Hydrate, eat, rest and seek support after a difficult shift.

3. Placement Pathways

HHE Placement Agreement with Medical Edge Australia

HHE has a formal clinical placement agreement with Medical Edge Australia (MEA), a large and continually growing private ambulance and out-of-hospital healthcare organisation. MEA owns and operates HHE, with both organisations working as one integrated team under a shared governance framework. This relationship provides HHE students with direct access to relevant, supervised workplace learning opportunities within a genuine operational healthcare environment.

MEA delivers a range of health services across Australia, including non-emergency patient transport, event medical services, workplace and industrial medical support, and other approved pre-hospital healthcare services. Depending on the student's qualification, stage of training, location and operational availability, placement may provide exposure to:

- Non-emergency patient transport and patient transfers
- Event medical services at sporting, entertainment and community events
- Patient assessment and monitoring
- Communication with patients, families and healthcare professionals
- Clinical documentation and structured handovers
- Infection prevention and control
- Manual handling and safe patient movement
- Ambulance, equipment and vehicle readiness
- Teamwork within operational healthcare environments
- The professional, ethical and safety responsibilities of healthcare personnel

Placement activities will be matched to the student's course requirements, demonstrated level of competence and approved scope of practice. Students will be supervised by appropriately qualified and experienced MEA personnel and must follow all reasonable directions, policies, clinical procedures and safety requirements. Patient care, operational requirements and public safety will always take priority over student learning opportunities.

Eligible clinical placement completed with MEA under HHE's formal agreement is included in the cost of the student's course. HHE does not charge students a separate MEA placement fee. Students remain responsible for their personal placement-related expenses, including travel, accommodation, meals, parking, required checks, vaccinations and personal uniform or equipment items.

Placement opportunities are subject to operational demand, supervisor availability, student readiness, compliance clearance and the requirements of the relevant qualification. HHE and MEA cannot guarantee a particular location, event, shift type, patient presentation or clinical experience. Students may need to attend different locations, work across a range of shift times and participate in more than one operational environment to complete their required hours and obtain suitable workplace exposure.

MEA placement does not create an employment relationship and does not guarantee future employment with MEA. However, it gives students the opportunity to build professional networks, demonstrate workplace readiness and gain experience within an established private ambulance and out-of-hospital healthcare organisation.

Important

Students must not contact individual MEA managers, supervisors or operational staff to independently arrange placement shifts. All placement arrangements must be coordinated or approved through HHE's Clinical Placement Team.



International Clinical Placement Opportunities

HHE may offer eligible students the opportunity to undertake an approved clinical placement or structured healthcare learning experience overseas through its partnerships with [Challenges Abroad](#) and/or [Australia EMS](#).

International placement programs may be offered in destinations such as Thailand, Cambodia, Vietnam, or the USA depending on the programs available at the time. These experiences are designed to expose students to healthcare delivery in different cultural, community and resource environments while developing their communication, adaptability, teamwork and understanding of culturally safe practice.

Depending on the destination, host organisation, course requirements and approved program, students may participate in activities such as:

- Observing healthcare delivery in international or community settings
- Supporting approved health education and community engagement activities
- Participating in supervised patient assessment or healthcare activities
- Developing communication skills across language and cultural differences
- Learning about healthcare systems operating with different resources and infrastructure
- Participating in structured simulations, workshops or scenario-based learning
- Working as part of a supervised multidisciplinary or international team
- Reflecting on cultural safety, health equity, access to care and professional practice

Approval and Eligibility

International placement is not automatically available to every student. Students must apply and receive written approval from the HHE Training Manager before making travel arrangements or paying any program fees.

HHE will consider:

- The student's academic progress and practical readiness
- Completion of relevant prerequisite units and assessments
- Professional conduct and attendance history
- Fitness to participate and ability to meet the program's physical requirements
- Compliance with vaccination, screening, insurance and travel requirements
- The suitability of the proposed activities, supervision and placement environment
- Whether the experience meets the requirements of the student's qualification and relevant units of competency

Only activities and hours that have been formally approved by HHE before departure may be considered towards the student's clinical placement requirements. Participation in an overseas program does not automatically mean that every activity or hour will count towards the qualification.

Costs and Travel Responsibilities

International clinical placement is an optional opportunity and is not included in the standard HHE course fee or VET Student Loan amount. Students are responsible for all associated expenses, which may include:

- Program and placement fees
- Airfares and other transport
- Accommodation and meals
- Passports, visas and entry requirements
- Travel and medical insurance
- Vaccinations, medications and medical clearances
- Required clothing and equipment
- Personal expenses and emergency costs

Students must not book flights, accommodation or other non-refundable travel until HHE and the international program partner have confirmed their participation in writing.

Safety, Culture and Professional Conduct

Students participating in an international program remain representatives of HHE and must comply with HHE requirements, the directions of Challenges Abroad and/or Australia EMS, and all host-country laws, customs and workplace requirements.

Students must work within their approved student scope and must not undertake any clinical activity unless it has been authorised and appropriately supervised. Students are expected to demonstrate cultural humility, respect local knowledge and practices, protect patient privacy and avoid activities that may cause harm or create inappropriate dependency within the host community.

International travel involves additional risks. Programs may be changed, postponed or cancelled due to health, safety, security, weather, government travel advice, host availability or other circumstances

outside HHE's control. HHE will assess each opportunity before approval; however, students remain responsible for reviewing current travel advice and making an informed decision about participation.

External Placement Arrangements

Students may identify and propose clinical placement hours with external organisations. This can be useful where a suitable host is available locally or offers an experience aligned to the qualification. External arrangements are not automatically accepted.

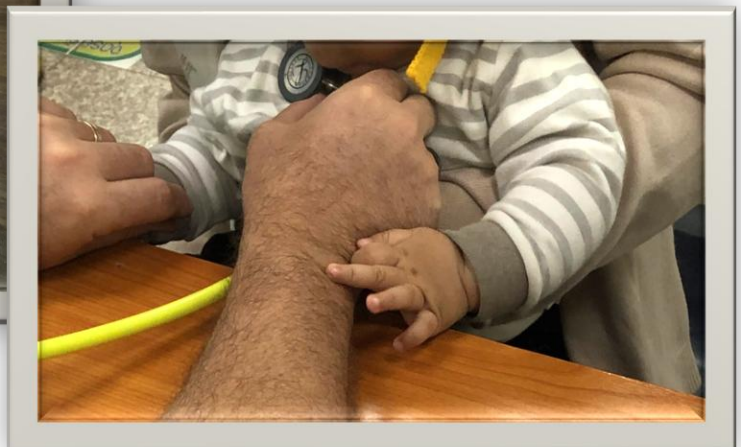
Approval must come first

Before you make a commitment, sign a host agreement, commence induction or count any hours, you **must** submit the proposed external placement to Kristy Heitman, Training Manager, and receive written approval. Hours completed without prior written approval may not be accepted by HHE.

External Approval Process

1. Provide the host's legal name, location, contact person and service details to the Training Manager.
2. Explain the proposed duties, clinical environment, likely patient exposure, dates or availability, and how the experience relates to your course.
3. Provide details of the proposed supervisor, including role, qualifications, experience and availability.
4. Allow HHE to assess host suitability, safety, insurance, supervision, learning opportunities, privacy, documentation and regulatory requirements.
5. HHE, the host and student complete any required placement agreement, induction and documentation before commencement.
6. Wait for written clearance from HHE confirming that you may begin.

HHE may decline a proposed host or request further information, controls or an alternative arrangement. Any fee charged by an external host, and the student's travel or incidental expenses, are not included in the HHE course fee unless HHE confirms otherwise in writing. Students must not represent that an external organisation has an agreement with HHE until HHE confirms it.



4. Before Placement

Preparing for clinical placement is an exciting step in your course and a sign that you are getting closer to applying your learning in a real workplace. We understand that there can be a lot to organise, so the HHE Clinical Placement Team is here to guide you through the process and help you understand what is required.

Before you can begin, HHE needs to confirm that you are ready to participate safely and that all required documents are complete and current. These requirements help protect you, your patients, your supervisors and the placement organisation.

Requirements may vary depending on your qualification, placement setting, location and host organisation. Take your time working through the following checklist and contact the Clinical Placement Team if you are unsure about anything or need support. Completing these steps early will help make your transition into clinical placement as smooth as possible.

Pre-Placement Checklist

- Required course progression and prerequisite units or assessments completed.
- HHE Clinical Placement Logbook issued and student briefing completed.
- Current Nationally Coordinated Criminal History Check or other police check acceptable to the host.
- Current Working with Children Check or equivalent, where required.
- Current driver's license and any other role-specific license or evidence requested.
- Current First Aid and CPR Certificate
- Immunisation evidence and completed MEA Immunisation Form where placement is with MEA.
- Fitness-to-practise, health declaration or medical clearance where required.
- Host induction, confidentiality, work health and safety and infection-control requirements completed.
- Required uniform, student identification and equipment ready.
- Any reasonable adjustment or support plan discussed with HHE before placement.

Keep Evidence Current

Some documents expire during your course. You are responsible for checking expiry dates and providing updated evidence before a shift. HHE or the host may cancel or pause placement if evidence is missing, expired or does not meet requirements.



MEA Immunisation Requirements

The current MEA Immunisation Form requires evidence relevant to patient-facing activities. At the date of this booklet, it covers:

- Hepatitis B: evidence of the full vaccination course and serology showing adequate antibodies; the form includes a medical clearance pathway for negative serology, non-responders or unavailable vaccination history.
- Measles, mumps and rubella (MMR): positive serology or evidence of two doses, with the form noting the exception for people born in Australia before 1966.
- Varicella: positive serology or evidence of two doses.
- Pertussis: evidence of a booster within the past 10 years.
- COVID-19: evidence of the primary course; a booster is strongly recommended.
- Current influenza vaccination.

Use the latest version of the **MEA Immunisation Form supplied by HHE on your eSkilled Student Dashboard**. Return the signed form with supporting evidence as directed. Immunisation and health information is sensitive personal information and will be handled in accordance with applicable privacy requirements and HHE/MEA policies. Requirements may change in response to host, public health or operational directions.

Fitness, Disclosure and Reasonable Adjustment

Tell HHE about any condition, restriction or support need that may affect safe participation or require an adjustment. You do not need to provide unrelated medical details. HHE will discuss reasonable adjustments, confidentiality and inherent placement requirements with you. An adjustment cannot remove essential safety, supervision or competency requirements.



5. Rostering, Attendance and Costs

Clinical placement is an exciting opportunity to experience the day-to-day realities of working in healthcare. We understand that balancing placement with work, family and other commitments can take some planning. The HHE Clinical Placement Team will provide as much information as possible to help you prepare and make the process manageable.

Placement Allocation and Shifts

Healthcare operates around the clock, so placement shifts may be scheduled on weekdays, weekends, public holidays, early mornings, evenings or overnight. Shift lengths and locations will depend on the placement provider, operational requirements, supervisor availability and the learning requirements of your course.

While HHE will try to consider your location and circumstances, we cannot guarantee a particular placement site, shift type, event or clinical experience. Flexibility will help you access a wider range of learning opportunities and complete your required hours.

To help everything run smoothly, please:

- Read placement emails and student dashboard notifications promptly.
- Confirm your availability or acceptance by the requested deadline.
- Check the date, start time, location, meeting point and contact details.
- Plan your travel, parking, accommodation and personal commitments in advance.
- Arrive approximately 10–15 minutes early so you are ready when the shift begins.
- Attend the full shift and follow the placement provider's sign-on and sign-off process.
- Speak with HHE before attempting to swap, cancel or arrange a shift directly with placement staff.

Attendance and Absence

Students are expected to complete **100% of their required clinical placement hours**. Every shift contributes to your workplace experience and gives you opportunities to build confidence, practise your skills and receive feedback.

We understand that illness, emergencies and unexpected circumstances can occur. If you cannot attend a shift, please notify both the placement provider and the HHE Clinical Placement Team as early as possible and before the shift is due to commence.

You may be asked to provide supporting evidence, such as a medical certificate. Any missed placement hours will need to be completed through another approved shift. Replacement shifts depend on operational and supervisor availability, so an absence may affect your expected course completion date.

Please do not attend placement if you are unwell, affected by significant fatigue or experiencing symptoms that could place patients, colleagues or members of the public at risk. Making a responsible decision and communicating early is an important part of professional healthcare practice.

Repeated lateness, missed shifts, late cancellations or failure to communicate may be managed under HHE's student conduct and course progression processes. If ongoing circumstances are affecting your attendance, contact HHE early so we can discuss available support and possible options.

Severe Weather and Emergencies

Your safety comes first. Severe weather, flooding, bushfires, cyclones, transport disruptions or other emergencies may occasionally affect a placement.

Follow emergency services advice, the placement provider's directions and any communications from HHE. If it is unsafe or not reasonably possible to attend, contact the placement provider and HHE as soon as you can. Any missed hours will still need to be completed, and the Clinical Placement Team will work with you to identify another suitable opportunity.

Placement Related Expenses

Eligible placement undertaken with Medical Edge Australia under HHE's formal placement agreement is included in the cost of your course. HHE does not charge a separate MEA placement fee.

Students are responsible for their personal placement-related expenses, which may include:

- Travel, fuel and public transport
- Parking
- Accommodation, where required
- Meals and refreshments
- Police checks and Working with Children Checks
- Vaccinations, medical appointments and clearances
- Personal uniform items and footwear
- Required personal equipment
- Costs associated with an optional international placement
- Fees charged by a student-initiated external placement provider

We encourage you to consider these expenses early and plan ahead wherever possible. If placement costs or travel requirements may create difficulties for you, please speak with the HHE Clinical Placement Team before accepting a placement so we can discuss the situation with you.



6. Supervision, Scope and Safety

Clinical placement is a supported learning experience. You are not expected to arrive knowing everything or to perform at the level of an experienced healthcare professional. Placement is your opportunity to learn, ask questions, practise approved skills and gradually build confidence under the guidance of experienced clinicians.

Your safety, the safety of your colleagues and the wellbeing of patients will always come first. If you are ever unsure about what you have been asked to do, please stop and ask your supervisor or preceptor for guidance.

The Preceptor Model

HHE placements use a preceptor model wherever possible. A preceptor is an appropriately qualified and experienced healthcare professional who supports and supervises you during placement.

Your preceptor plays an important role in helping you connect what you have learned during your course with real workplace practice. They may:

- Welcome and orient you to the workplace
- Explain the plan, expectations and learning opportunities for the shift
- Help you set realistic learning goals
- Demonstrate safe and professional practice
- Allocate activities that are appropriate to your course and experience
- Supervise you while you observe, assist with or perform approved skills
- Encourage questions and clinical reasoning
- Provide constructive feedback throughout the shift
- Verify relevant activities and hours in your HHE Clinical Placement Logbook
- Raise any concerns early so additional guidance or support can be provided

Where operationally possible, working with the same preceptor or a small group of preceptors can help them become familiar with your learning needs, strengths and progress. However, healthcare environments are busy, and you may work with different supervisors across your placement.

Building a positive relationship with your preceptor is an important part of your placement experience. Introduce yourself, explain your learning goals, communicate respectfully and remain open to feedback. Your preceptor will support your learning, but their first responsibility will always be safe patient care and the operational needs of the service.



Your Role as a Student

You are attending placement as an HHE student and must work within the limits of your training, demonstrated competence and approved student scope.

During placement, you should:

- Introduce yourself clearly as a student to patients, families and staff.
- Confirm that appropriate consent has been obtained before participating in patient care.
- Follow the reasonable directions of your preceptor and other authorised staff.
- Only undertake activities that are relevant to your course and permitted by the placement provider.
- Ask for supervision before attempting a skill or using unfamiliar equipment.
- Be honest about what you have and have not previously practised.
- Speak up if you do not understand an instruction or do not feel ready to complete a task.
- Accept feedback respectfully and use it to improve your practice.
- Report mistakes, near misses, hazards or concerns promptly.

Your preceptor may decide that it is more appropriate for you to observe an activity rather than participate directly. This does not mean you have done anything wrong. Decisions about student involvement may be influenced by patient consent, patient condition, clinical complexity, operational priorities, available supervision or your current stage of training.

Working within your Scope

Your student scope is determined by your course, completed workshops, training and assessment progress, host requirements and demonstrated level of competence. Your scope may increase as you progress through the course, but it must never be assumed.

You must not perform a clinical procedure, administer medication, operate equipment, drive a vehicle or make an independent clinical decision unless the activity is permitted, you have been appropriately trained, and the required supervision is available.

If you are unsure, it is always appropriate to say:

“I have not completed this independently before. Could you please talk me through it and supervise me?”

Asking for help is a sign of safe and professional practice. You will never be expected to risk patient safety to demonstrate confidence.

Stop and Escalate

If you believe that an instruction, activity or situation may be unsafe:

1. Pause the activity if it is safe to do so.
2. Protect the patient, yourself and others from immediate harm.
3. Tell your preceptor or supervisor straight away.
4. Follow the placement provider's incident and escalation procedures.
5. Notify the HHE Clinical Placement Team as soon as practicable.

HHE supports students who raise genuine safety concerns. You should never conceal an error, incident or near miss because you are worried about getting into trouble. Early and honest reporting allows the right care, support and follow-up to be provided.

Work Health and Safety

Before commencing placement, complete all required inductions and familiarise yourself with the host's safety procedures. Follow instructions relating to:

- Infection prevention and control
- Hand hygiene and personal protective equipment
- Manual handling and safe patient movement
- Scene and environmental safety
- Fatigue management
- Vehicle and driving safety
- Sharps and clinical waste
- Aggression, violence and personal security
- Equipment use and reporting faults
- Emergency and evacuation procedures

Look after your own wellbeing throughout the shift. Take allocated breaks, remain hydrated, eat appropriately and let your preceptor know if you feel unwell, excessively fatigued, distressed or unable to participate safely.

Incidents and Insurance

Immediately report any injury, illness, blood or body-fluid exposure, vehicle incident, patient-safety event, aggressive behaviour, equipment failure, hazard or near miss to your preceptor.

Seek urgent medical or emergency assistance where required and complete the placement provider's incident documentation. HHE must also be notified so the Clinical Placement Team can provide support and complete any required follow-up.

Provide factual and honest information during any review. Do not make public comments, contact a patient after an incident or admit liability on behalf of HHE or the placement provider unless you have been authorised to do so.

7. HHE Clinical Placement Logbook

Your HHE Clinical Placement Logbook is an important record of your workplace learning. It allows you to document your placement hours, the activities you participate in, the skills you develop, and the feedback provided by your preceptor or supervisor.

The Logbook forms part of your assessment evidence and helps HHE confirm that you have completed the required placement hours and gained appropriate experience within an approved clinical environment.

What you need to Record

For each clinical placement shift, you must record:

- The placement organisation and location
- The date of the shift
- Your rostered start and finish times
- Any unpaid meal breaks
- The total placement hours completed
- The name and role of your preceptor or supervisor
- The clinical environment or service area
- Approved activities and skills you observed, assisted with or performed
- Relevant learning outcomes or goals
- Feedback provided by your preceptor
- Your reflection on the shift
- Your preceptor's signature or other required verification

Your entries should provide enough information to demonstrate what you learned without including information that could identify a patient, client, staff member or member of the public.

Completing your Logbook During Placement

Bring your Logbook to every clinical placement shift and complete your entries as soon as possible. Wherever practical, this should occur before you leave at the end of the shift.

Your preceptor should only verify hours, activities or skills they directly supervised or can reasonably confirm. Do not leave several shifts for a preceptor to sign at a later date, as they may not be able to accurately verify the information.

Before finishing each shift:

1. Confirm your start time, finish time, breaks and total hours.
2. Record the main activities and learning opportunities from the shift.
3. Complete any required reflection or skill documentation.
4. Review the entry for accuracy and completeness.
5. Ask your preceptor to provide feedback and verify the entry.

Evidence integrity

False, altered or misleading placement evidence may be treated as academic or general misconduct. HHE may contact supervisors and hosts to verify hours, activities, signatures and performance.

Recording Clinical Activities and Skills

Your Logbook may ask you to identify whether you:

- Observed a skill or activity
- Assisted your preceptor or another authorised clinician
- Performed an activity under direct supervision
- Discussed or reflected on a clinical presentation
- Received feedback or further instruction

Be honest about your level of participation. Observing an experienced clinician is still a valuable learning opportunity and should not be recorded as though you independently performed the activity.

Only record activities that occurred during an approved placement and were relevant to your course, level of training and student scope of practice.

Your Placement Reflections

Reflection helps you recognise your progress and identify areas for further development. Your reflections do not need to be lengthy, but they should be meaningful and written in your own words.

You may wish to consider:

- What went well during the shift?
- What new knowledge or skill did you develop?
- What feedback did your preceptor provide?
- Was there anything you found challenging?
- What would you do differently next time?
- What would you like to focus on during your next shift?

Do not include patient names, dates of birth, addresses, record numbers, photographs or any other identifying details in your reflections.

Privacy and Confidentiality

Your Logbook must always protect patient, client and workplace confidentiality.

When describing a clinical experience:

- Use general and de-identified descriptions.
- Include only the information required to demonstrate your learning.
- Do not copy information directly from patient records.
- Do not photograph clinical records, screens or workplace documents.
- Do not store identifiable patient information on a personal device.
- Do not include information that could identify a person when combined with other details.

If you are unsure whether an entry is appropriately de-identified, ask your trainer, assessor or the HHE Clinical Placement Team before submitting it.

Corrections and Changes

Logbook entries must be clear, accurate and legible.

If you make an error in a paper Logbook:

- Draw a single line through the incorrect information.
- Write the correct information beside it.
- Add your initials and the date.
- Ask your preceptor to initial the change if it affects verified hours or activities.

Do not erase entries, use correction fluid, remove pages or alter an entry after it has been signed without discussing the change with HHE and the relevant preceptor.

Authenticity of Placement Hours

Your Logbook must be an honest record of your own placement experience.

You must not:

- Record hours you did not complete
- Change start or finish times after verification
- Record travel time or unpaid meal breaks as placement hours
- Copy another student's entries or reflections
- Pre-fill a preceptor's name, signature or feedback
- Ask someone to verify activities they did not supervise
- Record an observed activity as independently performed
- Alter a signed entry without approval
- Submit placement evidence from an unapproved provider or arrangement

HHE may contact a preceptor or placement provider to confirm your attendance, hours, activities, supervision and performance. False or misleading information may be managed as academic or general misconduct.

The Preceptor's Role

Your preceptor supports your learning and helps verify that your Logbook accurately reflects your placement experience.

The preceptor may:

- Confirm your attendance and completed hours
- Verify activities they directly observed or supervised
- Record feedback about your performance
- Identify areas of strength or further development
- Decline to sign an incomplete or inaccurate entry
- Contact HHE if they have questions or concerns about the documentation

A preceptor's signature confirms the accuracy of the relevant entry. It does not automatically confirm that you have completed all course or assessment requirements. HHE will make the final assessment decision.

Keeping your Logbook Safe

Your Logbook contains important assessment and compliance evidence. Keep it secure, clean and protected from loss or damage.

HHE recommends that you make regular copies or scans of completed pages and store them securely. Copies must continue to protect confidential information.

If your Logbook is lost, damaged or stolen, contact the HHE Clinical Placement Team immediately. HHE may need to contact the placement provider or preceptor to verify completed shifts. It may not always be possible to reconstruct missing evidence, and additional placement hours may be required.

Submitting your Logbook

Submit your Logbook and all related placement assessment evidence to HHE once completed.

Before submitting, check that:

- All required hours have been completed
- Each shift has been recorded
- Start times, finish times and breaks are accurate
- Total hours have been calculated correctly
- Activities and reflections are complete
- Entries have been verified by the appropriate preceptor
- Required supervisor reports or assessment documents are included
- All patient and workplace information has been appropriately de-identified
- Any absences, variations or incidents have been disclosed as required

Completing the required hours alone does not automatically result in a satisfactory outcome. HHE must be satisfied that the placement was approved, appropriately supervised and supported by complete, authentic and valid evidence.



8. Professional Conduct and Presentation

Clinical placement is an opportunity to begin developing the professional habits expected within the paramedicine and broader healthcare sectors. You are not expected to perform at the level of a registered or experienced paramedic; however, you are expected to demonstrate safe, respectful and professional behaviour appropriate to your stage of training.

The [Paramedicine Board of Australia's Professional Capabilities for Registered Paramedics](#) describe the knowledge, skills and professional attributes required for safe and competent paramedicine practice. The capabilities cover professional and ethical practice, communication and collaboration, evidence-based practice, safety and risk management, and paramedicine practice. The [AHPRA Shared Code of Conduct](#) also outlines the professional behaviour expected of registered health practitioners. These standards provide an important guide for the professional behaviours HHE students should begin developing during placement.

Representing Yourself, HHE and the Placement Provider

While on placement, you are a representative of HHE and a guest of the placement provider. Your behaviour contributes to the experience of patients, families, colleagues, preceptors and future HHE students. You are expected to:

- Introduce yourself clearly as an HHE student.
- Wear your approved uniform and student identification.
- Treat patients, families, staff, volunteers and other students with dignity and courtesy.
- Communicate respectfully and professionally.
- Arrive on time, prepared and ready to participate.
- Follow reasonable directions from your preceptor and authorised staff.
- Remain within your approved student scope and level of supervision.
- Be honest about your knowledge, experience and limitations.
- Accept feedback respectfully and use it to improve your practice.
- Follow HHE and placement-provider policies, procedures and codes of conduct.

Professionalism is not about knowing everything. It is about being prepared, reliable, respectful, honest and willing to learn.

Patient-Centred and Culturally Safe Practice

The AHPRA Shared Code of Conduct emphasises respectful, culturally safe and patient-centred care. During placement, you must recognise each patient as an individual and respect their rights, preferences, culture, identity, beliefs and circumstances.

Students must:

- Treat every person with dignity, compassion and respect.
- Introduce themselves as a student before participating in care.
- Confirm that the patient has agreed to student involvement.
- Respect a patient's right to decline student participation.
- Communicate in a way the patient can understand.
- Avoid assumptions based on age, culture, disability, gender, sexuality, religion, language or social circumstances.
- Practise in a culturally safe and responsive way.
- Listen respectfully to Aboriginal and Torres Strait Islander peoples and recognise the importance of self-determined cultural safety.
- Protect privacy and maintain appropriate professional boundaries.
- Raise concerns if they observe disrespectful, discriminatory or unsafe care.

Communication and Teamwork

Safe healthcare relies on clear, respectful and timely communication. The professional capabilities for registered paramedics recognise communication and collaboration as essential components of safe practice.

During placement:

- Listen carefully to your preceptor, patients and other team members.
- Use respectful and appropriate language.
- Ask questions when you are unsure.
- Provide clear, accurate and structured information.
- Confirm instructions if there is any possibility of misunderstanding.
- Participate in clinical handovers only as directed and supervised.
- Communicate concerns about a patient promptly.
- Avoid interrupting clinical care unless immediate safety is involved.
- Respect the knowledge, roles and responsibilities of all team members.
- Do not argue, criticise colleagues publicly or participate in workplace gossip.

If you disagree with an instruction or believe something may be unsafe, raise the concern respectfully with your preceptor. Asking for clarification is an important part of professional and safe practice.

Honesty, Integrity and Accountability

Students are expected to be honest about their abilities, actions and placement evidence. This reflects the professional expectations of integrity and accountability described within the Ahpra Code and the Paramedicine Board's professional capabilities.

You must:

- Be truthful about what you have observed, assisted with or performed.
- Acknowledge when you do not know something.
- Report mistakes, incidents and near misses promptly.
- Complete your Logbook accurately.
- Never alter placement hours, feedback, signatures or clinical evidence.
- Take responsibility for your decisions and behaviour.
- Cooperate with any review or investigation.
- Seek help before attempting an unfamiliar or higher-risk activity.
- Avoid making misleading claims about your role, qualifications or experience.

You must never refer to yourself as a paramedic unless you are appropriately qualified and registered to use that protected title. During placement, describe yourself as an **HHE student**.



Professional Boundaries

Placement may involve supporting people who are vulnerable, distressed, unwell or experiencing difficult circumstances. Maintaining appropriate professional boundaries protects both the patient and the student.

Students must not:

- Seek a personal, romantic, financial or sexual relationship with a patient.
- Exchange personal contact details with a patient unless specifically authorised.
- Connect with patients or their families through social media.
- Accept significant gifts, money or personal favours.
- Use information obtained through placement for personal purposes.
- Contact a patient after the placement activity without authorisation.
- Make promises about care, outcomes or services outside their role.
- Become involved in a patient's affairs beyond the approved placement activity.

If a patient asks for your personal information or attempts to establish contact outside the placement environment, speak with your preceptor.

Uniform and Personal Presentation

A clean and professional presentation helps patients and colleagues identify you as a legitimate member of the placement team. It also supports infection prevention, safety and public confidence.

Wear the uniform specified by HHE and the placement provider. Unless otherwise directed:

- Uniforms must be clean, neat and in good condition.
- Student identification must be visible.
- Wear enclosed, non-slip and work-appropriate footwear.
- Keep long hair secured above the collar.
- Keep facial hair neat and ensure it does not interfere with personal protective equipment.
- Keep fingernails short and clean.
- Do not wear artificial nails where these are prohibited.
- Limit jewellery to items permitted by the placement provider.
- Avoid strong perfume, aftershave or fragranced products.
- Maintain appropriate personal hygiene.
- Cover or remove anything that may create an infection-control, entanglement or safety risk.
- Bring only approved clinical equipment and ensure it is clean and in safe working order.

If religious, cultural, disability or health requirements affect uniform or presentation, contact HHE before placement so suitable arrangements can be discussed.



Mobile Phones and Personal Devices

Mobile phones must remain silent and stored away unless their use is authorised for a placement activity.

Students must not:

- Use a personal phone during patient care without permission.
- Photograph or record patients, staff, vehicles, equipment, documents or placement locations.
- Enter patient information into a personal device.
- Use social media during placement.
- Take calls or send messages while involved in clinical duties, except in an emergency and with permission.
- Use headphones or earbuds while on duty.

A preceptor may permit a device to be used for an approved learning activity. This does not allow you to photograph, copy or retain confidential information.

Alcohol, Drugs, Medication and Fitness for Placement

You must attend placement fit, alert and able to participate safely.

Do not attend placement:

- Under the influence of alcohol or illicit drugs
- Affected by medication that impairs safe participation
- Excessively fatigued or unable to concentrate safely
- With an illness that may place patients or colleagues at risk
- When a health condition makes participation unsafe



If prescribed medication, illness, fatigue or another issue could affect your performance, notify HHE and your preceptor as early as possible. Students must comply with lawful drug and alcohol testing and fitness-for-work requirements.

Unacceptable Conduct

Conduct that may result in immediate removal from a shift or further action includes:

- Bullying, harassment, vilification, discrimination or threatening behaviour
- Aggression, violence or intimidation
- Breaching patient privacy or confidentiality
- Working outside the approved student scope
- Ignoring a reasonable safety direction
- Attending while impaired by alcohol or drugs
- Falsifying Logbook entries, hours or signatures
- Stealing, damaging or misusing property
- Inappropriate relationships or boundary violations
- Unauthorised photography, recording or social-media activity
- Dishonest or misleading behaviour
- Serious or repeated lateness, absence or failure to communicate
- Conduct that places a patient, colleague, student or member of the public at risk

HHE understands that students are still learning and that mistakes can occur. Students who are honest, seek help and respond positively to feedback will be supported. However, behaviour that is unsafe, dishonest, disrespectful or inconsistent with professional expectations may result in removal from placement and action under HHE's conduct and course-progression processes.

9. Privacy, Confidentiality and Social Media

During clinical placement, you may have access to personal and sensitive information about patients, families, staff, placement operations and other students. Being trusted with this information is an important professional responsibility.

Privacy and confidentiality are essential to safe, respectful and patient-centred healthcare. They help patients feel comfortable sharing the information clinicians need to provide appropriate care. A patient should be able to trust that their personal information will only be accessed, used and discussed for legitimate healthcare and approved learning purposes.

Australian privacy requirements include the **Privacy Act 1988** and the **Australian Privacy Principles**, which govern how personal information is collected, used, disclosed, stored and protected. Health information receives a particularly high level of protection. State or territory health privacy legislation and the policies of HHE and the placement provider may also apply. [OAIC Australian Privacy Principles](#), [OAIC Guide to Health Privacy](#)

The AHPRA Shared Code of Conduct and [Social Media Guidance](#) also reinforce the importance of protecting patient confidentiality and maintaining professional standards when communicating online. These standards provide an important guide for HHE students as they develop professional practice.

Understanding Privacy and Confidentiality

Privacy refers to a person's right to have their personal information handled appropriately and to have some control over how it is collected, accessed, used and disclosed.

Confidentiality is the responsibility to protect information obtained through a professional or placement relationship and not share it with anyone who is not authorised to receive it.

Confidential information can include:

- A patient's name, address, date of birth or contact details
- Medical history, medications, allergies or clinical observations
- Mental health, disability, sexual health or genetic information
- Photographs, video or audio recordings
- Ambulance, hospital or patient record numbers
- Details of an incident, injury, illness or treatment
- Information about a patient's family or personal circumstances
- Information about placement staff, rosters or workplace matters
- Internal policies, systems, passwords and operational information
- Information that may not identify someone on its own but could identify them when combined with other details

Confidentiality continues after the shift, after the placement and after you complete your course.

Accessing Patient and Workplace Information

You may only access information that is necessary for an authorised placement activity or learning requirement.

You must not:

- Search for the records of a family member, friend, colleague or public figure
- Access a patient record simply because you are curious
- Open records that are unrelated to the patient care activity you are supporting
- Allow another person to use your login or identification

- Use a supervisor's login unless the organisation has specifically authorised and supervised this
- Copy, download, print, email or retain workplace information without permission
- Use patient information for any personal purpose

Access to clinical systems may be monitored and audited by the placement provider. Inappropriate access can be a serious privacy breach even if the information is not shared with anyone else.

Conversations about Patients

Clinical information should only be discussed with authorised people who are directly involved in the patient's care, your supervision or an approved learning activity.

Be aware of who may be able to hear a conversation. Do not discuss patient or workplace information:

- In lifts, corridors, foyers or waiting rooms
- In cafes, restaurants or public areas
- On public transport
- At home with family or friends
- In social settings
- In shared accommodation
- In online classes or study groups unless authorised and properly de-identified
- With other students who are not involved in the relevant placement activity

Even without using a patient's name, details such as their age, location, occupation, event, injury or unusual circumstances may make them identifiable.

Photographs, Video and Audio Recordings

Students must not take photographs, video, audio recordings or screenshots during placement unless HHE and the placement provider have given specific written approval for an authorised learning purpose.

This includes images or recordings of:

- Patients and family members
- Staff, preceptors or other students
- Ambulances and patient transport vehicles
- Stations, treatment areas and staff rooms
- Computer screens and clinical records
- Logbooks, handover sheets and workplace documents
- Equipment, medication and clinical procedures
- Events, incidents or placement locations



A photograph does not need to show a patient's face to create a privacy risk. A uniform, vehicle number, wristband, document, location, date, voice or background detail may identify the person or organisation involved.

Patient consent alone does not automatically authorise a student to take or use an image. HHE and the placement provider must also approve the activity.

Personal Phones, Devices and Accounts

Personal devices must not be used to collect, store or transfer patient or placement-provider information.

Do not:

- Enter patient details into your phone, personal laptop or tablet
- Photograph notes so you can complete your assessment later
- Email placement information to a personal email account
- Upload patient or workplace information to personal cloud storage
- Use a personal messaging app to discuss a patient
- Copy information into an artificial intelligence service or online writing tool
- Save information in notes, calendars, contacts or voice-recording applications
- Use an unauthorised application to calculate, translate or document patient information

Only use systems, devices and communication channels approved by HHE and the placement provider.

If a preceptor allows you to use a device for an approved educational purpose, follow their directions and do not retain any confidential information.

Logbook and Assessment Documentation

Your HHE Clinical Placement Logbook and assessment work must protect patient and workplace confidentiality.

When recording a clinical experience:

- Use general and de-identified descriptions.
- Include only the minimum information needed to demonstrate your learning.
- Do not record a patient's name, initials, exact date of birth, address or contact details.
- Do not include ambulance, hospital, Medicare or patient-record numbers.
- Avoid exact dates, locations or unusual details where these could identify the patient.
- Do not copy text directly from a clinical record.
- Do not attach clinical documents, photographs or screenshots.
- Do not name staff members unless the document specifically requires the preceptor's details.
- Store your Logbook securely and only share it with authorised HHE or placement personnel.

For example, instead of writing:

"John Smith, a 67-year-old patient from the Smithfield Retirement Village, was transported from the community centre after falling at the local event on Saturday."

Use a description such as:

"An older adult was assessed and transported following a low-level fall."

If you are unsure whether information has been sufficiently de-identified, do not submit it until you have asked your trainer, assessor or the Clinical Placement Team.

Social Media and Online Communication

Social media includes any online platform where information, images or opinions can be shared. This includes public and private accounts, group chats, forums, messaging applications, review sites, blogs, video platforms and disappearing-message services.

Privacy settings, closed groups and disappearing messages do not make information confidential. Posts and messages can be copied, forwarded, photographed or retained.

Students must not post or share:

- Patient stories or clinical cases
- Photographs or videos taken during placement
- Information about an incident or patient outcome
- Placement rosters, shift details or internal communications



- Images of uniforms, vehicles or workplaces that reveal confidential information
- Complaints or negative comments about patients, staff, HHE, MEA or another placement provider
- Information about another student's performance or conduct
- Material that could identify a patient, colleague, event or location
- Clinical information presented as entertainment, humour or a "day in the life" post

You must not geotag a clinical placement location or livestream from a placement environment.

Avoid posting about a shift even when you believe all patient details have been removed. A combination of the timing, event, location, vehicle, image or circumstances may still identify a patient or incident.

Professional Identity Online

Your online activity can affect public confidence in you, HHE and the healthcare profession.

Students should:

- Make it clear that personal opinions are their own.
- Never imply that they are speaking on behalf of HHE or a placement provider.
- Describe themselves accurately as an HHE student.
- Never use the protected title "paramedic" unless appropriately qualified and registered.
- Maintain respectful and professional communication.
- Avoid discriminatory, threatening, bullying or offensive content.
- Consider how a patient, future employer, colleague or regulator may view a post.
- Maintain appropriate boundaries with patients and placement staff.

Do not send friend or follow requests to patients or their family members. If a patient attempts to contact you online, do not engage in a personal conversation. Notify your preceptor or HHE and follow the advice provided.

Do NOT Post about Placement

Do not share placement-related information, images, locations, patients, incidents, colleagues, rosters or internal operations on social media, messaging groups, private pages or online forums.

Privacy settings do not make a post confidential, and de-identified stories may still identify a person or event.

Media Enquiries

Do not provide comments, interviews or information to journalists, event organisers, members of the public or online content creators about:

- A patient or clinical incident
- HHE or the placement provider
- An event or emergency response
- The performance of staff or other students
- Internal policies, decisions or operations

Refer all media enquiries to your preceptor, the placement provider's authorised representative and HHE.

Accidental Privacy or Confidentiality Breaches

A privacy breach can happen accidentally. Examples include:

- Sending information to the wrong person
- Losing your Logbook or student device
- Leaving a document where someone can see it
- Discussing a patient where others can hear
- Accidentally including identifying information in an assessment
- Posting or sending a photograph containing confidential information
- Accessing the wrong patient record
- Having a personal device lost or stolen while it contains placement information
- Clicking a suspicious link or disclosing a password

If you become aware of an actual or possible breach:

1. Stop the activity and limit any further disclosure where safe to do so.
2. Do not attempt to hide, delete or privately resolve the issue without reporting it.
3. Notify your preceptor or placement supervisor immediately.
4. Follow the placement provider's incident and privacy-reporting process.
5. Contact the HHE Clinical Placement Team as soon as possible.
6. Preserve relevant information and cooperate with any review.
7. Follow instructions about deleting, recovering, correcting or securing the information.

Prompt reporting allows HHE and the placement provider to reduce harm and meet any notification obligations. Students who honestly report an accidental error can be supported. Concealing a breach may make the situation more serious.

Consequences of a Breach

A privacy, confidentiality or social-media breach may result in:

- Removal from the placement shift or placement provider
- A requirement to complete additional education or assessment
- A learning or performance support plan
- Student misconduct action
- An unsatisfactory placement outcome
- Delayed course progression
- Referral to the placement provider, regulator or another authority
- Legal or disciplinary consequences, depending on the circumstances

The outcome will depend on factors such as the seriousness of the breach, the information involved, the potential harm, whether the conduct was deliberate and how promptly and honestly the student responded.

Remember:

If you would not discuss, photograph or display the information in front of the patient and your preceptor, do not record, send or post it.

When unsure, stop and ask before sharing anything.

10. Performance, Concerns and Support

Clinical placement is a learning environment. You are not expected to know everything or perform at the level of an experienced healthcare professional. You are expected to arrive prepared, participate safely, communicate honestly and respond positively to guidance.

Your preceptor and the HHE Clinical Placement Team are there to help you build confidence and develop your knowledge, skills and professional behaviours. Feedback, questions and occasional mistakes are a normal part of learning. What matters is that you remain open, work within your scope and ask for help when you need it.

Feedback During Placement

Your preceptor will provide feedback throughout your placement. This may happen informally during a shift or through formal discussions, Logbook entries and supervisor reports.

Feedback may recognise your strengths, suggest a different approach or identify an area that needs further development. It is intended to support your learning and help you provide safer, more effective care.

To make the most of feedback:

- Listen without immediately becoming defensive.
- Ask questions if you do not understand what is expected.
- Request examples of what you could do differently.
- Agree on a practical goal for your next opportunity.
- Apply the feedback during the remainder of the shift or future placements.
- Record relevant learning points in your Logbook reflection.
- Speak with HHE if you need additional explanation or support.

You are encouraged to ask your preceptor:

“What is one thing I did well today, and one thing I can focus on improving next time?”

Your Progress and Performance

Your clinical placement performance is considered in relation to your course, completed training, stage of learning and approved student scope. You will not be assessed as though you are already a qualified and experienced paramedic.

HHE and your placement provider will look at areas such as:

- Preparation, attendance and punctuality
- Communication with patients, preceptors and other team members
- Respectful and culturally safe behaviour
- Willingness to learn and participate
- Clinical knowledge appropriate to your stage of training
- Safe performance of approved skills under supervision
- Recognition of personal limitations
- Response to instructions and feedback
- Patient-centred care and professional boundaries
- Infection prevention and work health and safety
- Privacy and confidentiality
- Accuracy and completeness of your Logbook
- Honesty, reliability and professional conduct

Completion of placement hours alone does not automatically demonstrate satisfactory performance. HHE must also be satisfied that you have participated safely and provided valid evidence of the required workplace learning.

When an Area Needs More Development

It is normal for students to have strengths in some areas and need more practice in others. A concern does not automatically mean that you have failed your placement.

Your preceptor may identify that you need further support with:

- Clinical communication or structured handovers
- Patient assessment
- Applying course knowledge in a workplace
- Clinical reasoning and decision-making
- Practical skills appropriate to your level
- Working within scope and asking for supervision
- Time management and organisation
- Professional confidence or initiative
- Receiving and applying feedback
- Placement documentation or Logbook completion
- Attendance, punctuality or preparation
- Professional behaviour or communication

Where possible, concerns will be discussed with you early so you understand what has been observed and have an opportunity to improve.

Learning and Performance Support Plans

If additional support is needed, HHE may develop a **Learning and Performance Support Plan** with you and your preceptor.

The purpose of the plan is to clearly explain:

- The area of concern
- The expected standard or behaviour
- Examples of what has been observed
- The support or guidance that will be provided
- Practical steps you can take to improve
- Any additional training, simulation or study required
- How and when your progress will be reviewed
- The possible outcome if the required improvement is not demonstrated

A support plan may include:

- Closer or more direct supervision
- Additional feedback and check-ins
- Targeted learning activities
- Further skills practice or simulation
- Revision of relevant course content
- Additional assessment
- Extra placement hours
- Placement with a different preceptor or environment, where appropriate
- Referral to student support or wellbeing services

Being placed on a support plan is not a punishment. It is a structured way to help you understand expectations and demonstrate improvement.

Raising a Concern During Placement

If something is worrying you, please speak up early. Small concerns are often easier to resolve when they are discussed promptly and respectfully.

Where it is safe and appropriate:

1. Speak with your preceptor or supervisor.
2. Explain the concern clearly and respectfully.
3. Focus on the facts and the effect on your learning, safety or wellbeing.
4. Ask what can be done to resolve the issue.
5. Contact the HHE Clinical Placement Team if the matter remains unresolved.

You should contact HHE immediately if the concern involves:

- Patient or student safety
- Bullying, harassment, discrimination or vilification
- Sexual harassment or inappropriate behaviour
- A privacy or confidentiality breach
- Pressure to work outside your approved student scope
- Inadequate supervision
- Unsafe equipment, vehicles or work practices
- Alcohol, drugs or impairment
- A serious clinical incident or near miss
- Aggression, violence or threats
- A request to falsify hours or documentation
- Removal from a shift or placement
- Any situation where you do not feel safe raising the matter directly

For immediate danger or a medical emergency, follow the host's emergency procedures and contact emergency services where required.

How to Report a Concern

When reporting a concern, provide clear and factual information, including:

- The date, time and location
- Who was involved
- What you saw, heard or experienced
- Any directions that were provided
- What action you took
- Whether anyone was at immediate risk
- Whether the matter has already been reported to the placement provider
- What support or outcome you are seeking

Do not include unnecessary patient identifiers in emails, personal notes or messages. HHE may ask you to complete an incident, complaint or student-support form.

HHE will handle concerns as sensitively as possible. Information will only be shared with people who need it to assess the matter, provide support or meet legal and safety obligations.

If you Make a Mistake

Mistakes and near misses must be reported promptly. Do not attempt to hide an error or correct it without telling your preceptor.

If you make or become aware of a mistake:

1. Stop and protect the patient and others from further harm.
2. Tell your preceptor immediately.
3. Follow the placement provider's clinical and incident procedures.
4. Provide honest and factual information.
5. Notify HHE as soon as practicable.
6. Participate in any review, reflection or follow-up learning.

Students who honestly report an error and engage with learning will be supported. Concealing an error, providing misleading information or altering documentation is a much more serious concern.

Unsafe Performance or Serious Conduct Concerns

A student may be removed from a task, shift or placement where immediate action is needed to protect a patient, the student, staff or the public.

Examples include:

- Working outside the approved student scope
- Repeatedly ignoring clinical or safety directions
- Unsafe clinical performance
- Attending while affected by alcohol, drugs, illness or significant fatigue
- Serious or repeated privacy breaches
- Aggressive, discriminatory or inappropriate behaviour
- Falsifying placement hours, signatures or clinical evidence
- Serious professional-boundary concerns
- Conduct that places another person at risk
- Failure to respond to repeated feedback or a support plan

Removal from a shift is not automatically a final course decision. HHE will review the circumstances, speak with the relevant people and give you an opportunity to provide information before determining the next steps, where appropriate.

Possible Outcomes

Depending on the nature and seriousness of the concern, outcomes may include:

- Informal guidance or coaching
- Additional feedback or supervision
- A Learning and Performance Support Plan
- Further study, simulation or skills practice
- Additional assessment
- Additional placement hours
- Reallocation to another approved placement, where available
- A temporary pause in placement
- An unsatisfactory placement result
- Action under HHE's Student Code of Conduct
- Effects on course progression or completion
- Referral to the placement provider or another authority where required

HHE will consider the available evidence, your stage of training, the level of risk, previous concerns and how you responded to feedback.

Wellbeing and Personal Support

Clinical placement can be physically and emotionally demanding. You may encounter distressing situations, challenging patient presentations, long shifts or experiences that affect you personally.

Please contact HHE if you are experiencing:

- Stress, anxiety or reduced confidence
- Fatigue or difficulty managing shift work
- A distressing clinical experience
- Illness, injury or disability-related barriers
- Financial, travel or accommodation difficulties
- Work, family or caring pressures
- Difficulty managing feedback
- Concerns about your relationship with a preceptor
- Any circumstance affecting safe participation

HHE can discuss reasonable adjustment, learning support, study planning, wellbeing resources and referral options. Asking for support is a responsible step and will not disadvantage you.

Remember:

Placement is about progress, not perfection. Be honest, ask questions, welcome feedback and contact HHE early if you need help.

MAKING THE MOST OF YOUR CLINICAL PLACEMENT

Be prepared. Stay curious. Learn from every shift.

YOUR PLACEMENT IS A LEARNING OPPORTUNITY

You are not expected to know everything. Show up ready to learn, work safely and make the most of the guidance around you.



1

ARRIVE READY

Check the shift details, bring your uniform, ID, Logbook and equipment, and arrive 10-15 minutes early.

2

SET A GOAL

Tell your preceptor what you would like to practise or understand during the shift.

3

KNOW YOUR SCOPE

Be honest about your experience and only undertake activities that are approved and supervised.

4

ASK QUESTIONS

If you are unsure, ask. Thoughtful questions show that you are engaged and practising safely.

5

BE PROACTIVE

Offer to help with suitable tasks, equipment checks, cleaning and preparation without getting in the way.

6

WATCH AND LISTEN

Observe how experienced clinicians communicate, make decisions and provide patient-centred care.

7

COMMUNICATE EARLY

Speak up about safety concerns, fatigue, illness, mistakes or anything you do not understand.

8

WELCOME FEEDBACK

Listen openly, ask how you can improve and apply the feedback during your next opportunity.

9

COMPLETE YOUR LOGBOOK

Record your hours and learning promptly and ask the appropriate preceptor to verify each entry.

10

REFLECT AND RESET

Finish each shift with one success, one learning point and one goal for next time.

SMALL ACTIONS BUILD CONFIDENCE

Be curious, respectful and teachable - every shift is a chance to grow.

11. Completing Placement

Final Completion Checklist

- All required hours completed in approved settings.
- Each shift and activity accurately recorded and verified in the HHE Clinical Placement Logbook.
- Required supervisor reports, observations, reflections and assessment evidence completed.
- Incidents, absences, variations or outstanding concerns resolved or disclosed.
- Host property, identification, uniform or equipment returned where required.
- Logbook and assessment submitted to HHE by the due date.
- A copy retained if HHE instructs you to keep one.

Completion of hours alone does not guarantee a satisfactory result. HHE must confirm that the placement evidence is valid and that the required skills, knowledge and professional behaviours have been demonstrated.

Student Declaration

I confirm that I have read and understood the HHE Clinical Placement Guidelines. I understand the requirements for placement approval, attendance, supervision, professional conduct, privacy, safety and completion of the HHE Clinical Placement Logbook.

I understand that MEA placement under HHE's agreement is included in my course fee, while my personal expenses remain my responsibility. I understand that any proposed external placement must receive written approval from the HHE Training Manager before an agreement is made or any hours commence.

I agree to follow HHE and host requirements, work within my student scope and supervision, keep information confidential, report safety or conduct concerns, and provide accurate and authentic placement evidence.

Student Name	
Student Signature	
Date	

Related Documents

- HHE Student Handbook
- HHE Clinical Placement Logbook
- MEA Immunisation Form - current version
- HHE Student Code of Conduct and relevant policies
- HHE Complaints and Appeals Policy and forms
- Qualification and unit assessment resources
- Placement confirmation, host induction and local procedures

Document Control

Document	Details
Title	HHE Clinical Placement Guidelines
Owner	Training Manager
Approved by	Chief Executive Officer
Version and date	Version 1.0 - August 2026
Review cycle	At least annually and when legislation, standards, systems or HHE placement arrangements change
Applies to	Current HHE Students