



POLICY ADDRESSING UNSATISFACTORY PERFORMANCE IN CLINICAL EXTERNSHIPS

Preamble: The School of Audiology and Speech Sciences is committed to supporting students during clinical externships and to ensuring that graduates meet or exceed minimum standards of clinical competence. To this end:

1. If unsatisfactory performance (as determined by the Clinical Coordinator with reference to externship expectations, see Evaluation sections of Clinical Educator and Student Externship Handbooks) and in consultation with the Clinical Educator(s)) is identified during an externship a student will move to *remediation (Section I)* during the externship.
2. If a student declines remediation, the student will move to *probation. (Section II)*
3. If a student receives a final grade **equivalent to a P** on a major externship, and since only one P is allowed on a major externship, the student will move to *remediation (Section I)* on the subsequent externship.
4. If a student receives an F on an externship, the Probation Committee will determine appropriate action. *(Section II)*
5. If a student demonstrates *unsuitability for the externship*, the externship may be immediately terminated. *(Section III)*
6. Since each externship is a prerequisite to the subsequent externship, remediation and/or probation could affect the timing of a student's next externship and almost certainly lengthen the duration of his/her program of study.
7. Students are allowed a maximum of one Remediation and one Probation in their program at the SASS, and if they exceed this limit, they will be recommended for dismissal from the program.

I. Remediation

A. Definition

Remediation is a defined period of structured practical clinical training with defined learning objectives targeted to address an area or areas of weaknesses identified by the Clinical Educator(s) and Clinical Coordinator. The length and location of the remediation rotation or assignment will be set by the Clinical Coordinator and will be contingent on both operational factors and targeted learning outcomes.

B. Procedures

1. If unsatisfactory performance (as determined by the Clinical Coordinator with reference to externship expectations and in consultation with the Clinical Educator(s)) is identified during an externship, it is the **responsibility of a Clinical Coordinator** to develop a remediation plan in collaboration with the Clinical Educator(s). The plan will be reviewed with the student and will identify areas of weakness, goals to address these weaknesses, a timeline to achieve the goals set out in the plan, and frequency and format of evaluation. The student, Clinical

Educator(s) and Clinical Coordinator will sign the plan, indicating their agreement on the goals and methods for remediation. The student will be given a copy of the plan to retain for his/her records and reference. A copy of this communication will be kept in the student's file.

2. After having received notice of weakness(es), and agreed to a plan for remediation, the student will take part in remedial training. The student is expected to meet the goals as identified in the plan, to address the identified area or areas of weakness.

3. At the end of the specified remediation period, the Clinical Coordinator and the Clinical Educator(s), in consultation with the student, will determine whether the goals have been met and the Clinical Coordinator will either:

a. notify the student that the goals of the remediation plan have been met within the specified period of time and the student will continue to complete the externship and will go on to the subsequent externship. A copy of this communication will be kept in the student's file.

or

b. if the goals of the remediation plan have not been met, request that the Director strike a Probation Committee for action. The Director will notify the student in writing that he or she has failed to meet the goals of the remediation plan, specifying the particulars and indicating next steps. The student will be asked to acknowledge that he/she has received this notice of failed remediation. A copy of the Director's letter and the student's notice of receipt of the letter will be kept in the student's file.

II. Probation

A. Definition

The probationary period is a defined period of time, following a failed remediation period or failed externship, structured to address identified areas of weakness. Goals for probation will be established to address the specific areas of weakness that the student must address within the defined probationary period. The Probation Committee will determine the length of the probationary period, appropriate to the learning goals of the students and the expectation of the program.

The Probation Committee must include the Director, a Clinical Coordinator (**Chair**), the Graduate Advisor, and one other faculty member. The Clinical Coordinator as Chair is responsible for organizing the meetings and facilitating meetings. The role of the Probation Committee is to determine appropriate next steps to support the learning and success of the student in meeting the goals for program completion.

B. Procedure

1. The Probation Committee will meet with the student to review the reasons the student has been brought before the Committee, and allow the student an opportunity to present his/her views regarding learning goals and possible next steps. The student may choose to bring a fellow student, colleague or friend to accompany him/her to this meeting. Following this

meeting, the Committee will determine appropriate next steps, which may include, but are not limited to, placing the student on probation, recommending an extended program for the student, or counseling the student to withdraw from the program. The Director will communicate the Committee's decision, and the student will receive a copy of this decision in writing. A copy of this communication will be kept in the student's file.

2. If the decision is to place the student on probation, the Probation Committee will develop terms of the probation and communicate these terms to the student in person and in writing. A copy of this communication will be kept in the student's file.

3. During the probation period, the Clinical Educator(s) and the Clinical Coordinator will evaluate the student's performance according to the plan set out in the terms of probation. A member or members of the School's academic faculty may also participate in evaluating student performance. The student will have the opportunity to read and discuss each evaluation with the evaluator(s) before it is signed by the student, the evaluator(s) and the Clinical Coordinator.

4. At the end of the probationary period the Probation Committee will meet again to discuss the student's progress. The Probation Committee will then decide whether to allow the student to continue to the next clinical externship, and the M.Sc. program, or whether the student will be recommended for dismissal from the program.

5. If the Probation Committee recommends dismissal from the program, their recommendation will be taken to the School's Faculty and Director for a final decision. The Director will communicate the School Faculty's decision to the student in writing. A copy of this communication will be kept in the student's file. A decision to dismiss the student must include the specific weaknesses that have not been successfully addressed by the student within the period of probation.

III. Immediate Termination of a Clinical Externship

1. Although the School makes every effort to accommodate students with particular learning needs, as required by the university's policy on Academic Accommodation for Students with Disabilities, there may be instances in which a student may be deemed by the Faculty to be unsuitable for the externship for reasons that cannot be accommodated. Such reasons may include, but are not limited to, the following:

- A. the presence of a personality and/or physical limitation that limits the student's ability to perform satisfactorily in a clinical setting and/or endangers client safety
- B. conduct unbecoming a member of the profession, as defined in the SAC and College of Speech and Hearing Health Professionals Canon of Ethics.

2. If such a problem is identified by the Clinical Coordinator and Clinical Educator(s) during an externship, the externship may be immediately terminated. The Director will be notified and a Probation Committee will be struck. The Probation Committee will determine the next steps to take (See Section II).

3. If the Probation Committee recommends dismissal from the program because of unsuitability for clinical externships, their recommendation will be taken to the School's Faculty and Director for a final decision. The Director will meet with the student to communicate the School Faculty's decision and rationale and the student will receive a copy of this decision in writing. A copy of this communication will be kept in the student's file.

IV. Appeal of Dismissal

Please refer to *Senate Appeals on Academic Standing* in the UBC Calendar.