A Short Guide to…supporting students for Educational Supervisors

Helping students find the right information

When you are teaching on the course, students will often assume that you know and have access to all information about their course. The School updates all its information and guidance on a yearly basis, and therefore we recommend that you do not download guides and store them but always refer to the latest version of the guidance available online.

For students, course information (information about placements, CBLs, lecture content) will always be published on CANVAS. This is the University Virtual Learning Environment. They are also sent a link to a weekly briefing, which is published on CANVAS, and contains all the essential information and deadlines for the upcoming week.

For other information such as policies and information on who to contact for help in a given situation, we use the student intranet (link). As Educational Supervisors you are able to access this too. To do so, you need to log in with your MWS password (the password used to access the University website, your University email and the students' eportfolio).

Supporting student concerns

Sometimes a student may raise a concern with you about their placement or a member of staff which you feel need escalating. You can do this by filling in a School of Medicine Sharing Concerns Form (link). We also have a Sharing Concerns page (link requiring MWS password) which explains how students can contact the School with concerns including those relating to clinical placements. It includes advice on bullying and harassment, and describes the process that happens once a student has submitted a concern.

Raising a concern about a student

On rare occasions, you may feel that you need to raise a concern about a student directly with the School. There are a number of different policies which apply in relation to student behaviour and engagement with the course that may help you understand our expectations of Liverpool student doctors.

Attendance and Absence policies (link requiring MWS password: this page includes all the latest policy information, and also the forms students need to submit if they are absent, or applying for a future absence. Full attendance at all teaching sessions and clinical placement is a course requirement.

The School Professionalism Policy (link requiring MWS password) is designed to celebrate examples of positive professionalism as well as to outline requirements in place to protect both students and patients from harm. On the policy page, you can access links to directly report concerns (link) about a student, or to create a commendation nomination (link) for a student who has impressed you in going above and beyond expectations.

Contact this documents author, or the School of Medicine Engagement team [mednews@liverpool.ac.uk] if you find any digital content difficult or impossible to use, either directly or with an assistive technology such as a screen reader.

Contact details for all teams and individual staff can be found on the School website. [www.liverpool.ac.uk/medicine/contact-us/email/].