

<b>Business Process</b>	Professional Behaviour Intervention
<b>Date Effective</b>	10 February 2016
<b>Review Date</b>	January 2020
<b>Business Process Owner</b>	Deputy Dean (Education) Faculty of Medicine, Nursing and Health Sciences (FMNHS)
<b>Category</b>	Operational
<b>Version Number</b>	5.0
<b>Content Enquiries</b>	Email: med-quality-fmnhs@monash.edu
<b>Scope</b>	Applies to: <ul style="list-style-type: none"> <li>• FMNHS - Students</li> <li>• FMNHS - Staff who monitor course progression and assist those students who have been identified with issues associated in demonstrating appropriate 'professional behaviour'.</li> <li>• FMNHS – Staff responsible for placement management (Unit Coordinator, Placement Coordinator, Course Coordinator or delegate as designated by the FMNHS School or Department).</li> </ul>
<b>Purpose</b>	<ul style="list-style-type: none"> <li>• To support development of students' professional behaviours in line with the vocation they will pursue on graduation.</li> <li>• To facilitate a consistent and equitable approach to teaching and assessing professional behaviour across all health professional disciplines.</li> </ul>

The Professional Behaviour Intervention Business Process sets out the method for identifying and assisting students who are demonstrating behaviours of concerns. The business process makes provision for contacting and counselling these students and describes pathways to assist students to achieve satisfactory professional behaviours. The intervention commences with a request to attend a professional behaviour support meeting. Depending on the nature and degree of unsatisfactory professional behaviour, alternative means for addressing serious problems may be implemented under Monash University regulations or policy.

## Process

The following process is to be actioned when dealing with students identified as having professional behaviour issues. It covers assessment, the engagement of staff and students, monitoring, recording and if required the escalation of the intervention.

Two flowcharts have been developed to assist staff when dealing with unprofessional behaviour. One flowchart is to be used for [students on placement](#) and one for [students not on placement](#). These flowcharts should always be read in conjunction with this Business Process.

## Reporting Concerns

- 1.1. Concerns regarding a student's professional behaviour should be reported to the Unit Coordinator within 5 working days of the event or behaviour of concern occurring. If a student demonstrates behaviour of a threatening nature in which there is concern for the safety of the public, staff and/or the safety of the student the matter must immediately be reported to the Safer Community Unit and the Office of the Deputy Dean (Education).

Please note that placement providers must have clear direction regarding the reporting of professional behaviour issues to Monash staff and this should occur as soon as reasonably possible.

## Investigating Concerns

- 1.2. On receipt of a report, the Unit Coordinator investigates the concerns, which may involve interviewing the student, the person making the report and other persons with relevant information related to the concerns. In the event that the Unit Coordinator is making the report, they should discuss with the Course Coordinator to identify the most appropriate person to investigate the concerns. In the case of a placement report the Placement Coordinator or Unit Coordinator will follow up with the placement provider and the student to assess the situation.
- 1.3. The Unit Coordinator will contact the Student Progress, Integrity and Professionalism (SPIP) unit in the Office of the Deputy Dean (Education) to confirm if the student is currently on the Professional Behaviour Register via email at [med-professionalism@monash.edu](mailto:med-professionalism@monash.edu).
- 1.4. On completion of an investigation, a student who is found to have demonstrated unsatisfactory professional behaviour will be required to:
- attend a Professional Behaviour Support Meeting at School/Department level and enter the process at Step One, or
  - attend a Professional Behaviour Counselling meeting at School/Department level and enter the process at Step Two if the student has already attended a Support Meeting at Step One and their Professional Behaviour has not improved, or
  - refer the matter to the Deputy Dean (Education) at Step Three if the student has already attended a Counselling meeting at Step Two and their Professional Behaviour has not improved, or
  - refer the matter to the Deputy Dean (Education) within 5 working days when a placement has been terminated based on a student's unsatisfactory professional behaviour and investigation by the Unit Coordinator or Placement Coordinator finds the termination was justified. In such situations the student will enter this process at Step Three. The student must be notified that they have been placed on Step Three and sent a Step Three – Professional Behaviour Review Panel Referral Letter – Template E
- 1.5. At any time during the process ( depending on the nature of the issue/s) the student matter may be referred to the Deputy Dean (Education) who may decide to move the matter directly to a Student Discipline hearing under Part 7 of Monash University (Council) Regulations. The professional behaviour intervention process concludes at this point.

## Step One - Professional Behaviour Support Meeting

- 1.6. Notice of the Support meeting Step One should be made in writing using the Step One Professional Behaviour Support meeting letter – Template A and should be sent no less than one week prior to the meeting. The student should be provided with the opportunity to be accompanied to the meeting by a support person. This person may assist the student but may not act as an advocate. Notice of the presence of a support person must be provided to the responsible academic staff member calling the meeting at least 24 hours prior to the meeting.

## Faculty of Medicine, Nursing and Health Sciences Business Process

- 1.7. Prior to a Professional Behaviour Support meeting, the Unit Coordinator or Responsible Academic is expected to identify and document specific issues related to professional behaviour that need to be addressed by the student
- 1.8. At the Professional Behaviour Support Meeting, the Unit Coordinator or Responsible Academic, will:
  - make explicit the concerns that staff have regarding the professional behaviour(s) that are considered unsatisfactory
  - seek from the student their explanation as to why this occurrence has happened. The student may elect to provide the information then and there or a subsequent meeting after they have further time to consider the concerns put to them.
  - help the student identify causes (academic or other) affecting their ability to demonstrate satisfactory professional behaviour
  - assist the student to identify strategies and actions, where appropriate, to change their professional behaviour
  - explain to the student the consequences of their failure to change professional behaviour
  - assess the student's willingness to change behaviour
  - provide the student with written information regarding support services that are available on Monash campuses relevant to the causes of behaviour
  - explain the next step if there is a failure to improve
  - refer the student to a specific service or person for further support or advice
  - where agreement is reached, the student will be invited to sign and date a Step One – Professional Behaviour support meeting record – Template B which is a statement of issues agreed upon, targets, goals and an action plan. The student will be provided with a copy of the meeting record and details of what is required of them to address the concerns about their professional behaviour. A copy of the Step One - Professional Behaviour Support meeting record must be uploaded to TRIM.
  - schedule an appropriate time to review student progress against the action plan/requirements.
  - Given the extensive aims of the Professional Behaviour Support Meeting, it may be that it consists of two meetings to allow the student additional time to consider their response and then address the matters arising from that response. Where possible the meetings should be held not more than one week apart.
  - Academic units will keep attendance and records of conversations of the Professional Behaviour Support Meeting. In addition to the Step One Professional Behaviour Support meeting record, a copy of all records of the meeting must be recorded and uploaded to TRIM – Monash Record Management System.
  - Within 10 Working days, notify the Course Coordinator and the Student Progress, Integrity and Professionalism unit in the Office of the Deputy Dean (Education) to record the student on the Professional Behaviour Register via email at [med-professionalism@monash.edu](mailto:med-professionalism@monash.edu) .
- 1.9. If a student refused to attend an initial Professional Behaviour Support meeting, the matter is immediately referred to the Course Coordinator who will discuss next actions with the Unit Coordinator. The matter is then referred to Step Three. The Unit or Course Coordinator must notify the student that matter has been referred to Step Three using the Step Three Professional Behaviour Review Panel Referral letter – Template E.
- 1.10. At the review meeting - Student performance has improved no further action. If student performance has not improved: move to Step Two

## Step Two – Counselling Meeting

1.11. The matter is referred by the Unit Coordinator to the Course Coordinator to organise a Counselling meeting. The Unit and Course Coordinator are expected to:

- Identify and document the specific issues related to professional behaviour that need to be addressed by the student.
- Identify if the issues are such that it is deemed to be more appropriate to deal with the behaviour under Part 7 – Student Discipline of Monash University (Council) Regulations then the matter should be referred directly to the Deputy Dean (Education). The Professional Behaviour intervention Business process concludes at this point.
- Invite the student to a Counselling Meeting. Notice of the Support meeting Step Two should be made in writing using the Step Two – Professional Behaviour Counselling meeting letter – Template C and should be sent no less than one week prior to the meeting. The student should be provided with the opportunity to be accompanied to the meeting by a support person. This person may assist the student but may not act as an advocate. Notice of the presence of a support person must be provided to the responsible academic staff member calling the meeting at least 24 hours prior to the meeting.

1.12. At the Counselling Meeting the Chair will:

- ask the student for an explanation regarding why the action plan/required behaviours have not been observed
- in consultation with the student set further target behaviours, achievable goals and an action plan to improve the student's performance
- where agreement is reached, the student will be invited to sign and date a Step Two Professional Behaviour Counselling Meeting Record – Template D which is a statement of issues agreed upon, targets, goals and an action plan. The student will be provided with a written record of the meeting record and what is required of them to address the ongoing concerns about their professional behaviour. A copy of the Step Two - Professional Behaviour Counselling meeting record must be recorded and uploaded to TRIM – Monash Record Management System.
- schedule an appropriate time to review student progress against the action plan/requirements
- explain the next step if there is a failure to improve.
- Within 10 working days, notify the Student Progress, Integrity and Professionalism unit in the Office of the Deputy Dean (Education) to record the student on the Professional Behaviour Register via email at [med-professionalism@monash.edu](mailto:med-professionalism@monash.edu) .

1.13. If a student refused to attend the Counselling meeting, the matter is then referred to Step Three. The Unit or Course Coordinator must notify the student that matter has been referred to Step Three using the Step Three Professional Behaviour Review Panel Referral letter Template E letter.

1.14. At the follow up meeting: If student performance has improved to a satisfactory level: no further action is required. If student performance has not improved to a satisfactory level, move to Step Three. Student and course administrators are to be notified of the action taken.

1.15. If the matter is moved to Step Three the student must be informed, in writing, of the specific professional behaviour/s of ongoing concern and provided an opportunity to respond in writing in 5 working days.

## Step Three – Referral to the Deputy Dean (Education)

- 1.16. Where a Course Coordinator believes the student's performance has not improved according to the remedial action plan or otherwise or there has been an initial improvement and then a relapse into professional behaviour of concern, they are to report the matter directly to the Deputy Dean (Education) or nominee.
- 1.17. The Deputy Dean will refer the case to either:
- Professional Behaviour Review Panel, or
  - Student Discipline Panel under Part 7 of the Monash University (Council) Regulations, or  
The faculty Academic Progress Committee under Part 4 of Monash University (Academic Board) Regulations.

## Professional Behaviour Review Panel

- 1.18. The Professional Behaviour Review Panel is an independent panel consisting of an academic from another discipline with knowledge of professional behaviour, a nominated professional from the student's discipline with no knowledge of the student and a student from a health professions course but not of the student's discipline
- 1.19. The Student Progress, Integrity and Professionalism unit will notify the student of the Professional Behaviour Review Panel Hearing in writing using the Step Three – Professional Behaviour Notice of Review Panel Hearing - Template F no less than one week prior to the meeting. The student will be given the opportunity to respond to the notice of review within 5 working days. The student should be provided with the opportunity to be accompanied to the meeting by a support person. This person may assist the student but may not act as an advocate. Notice of the presence of a support person must be provided to the academic staff member calling the meeting at least 24 hours prior to the meeting.
- 1.20. In reviewing the case, the Panel will review all available evidence, including any notes related to professional behaviour. These may include the Professional Behaviour Support and/or Counselling Meetings, any response or correspondence from a person making a report about the student or the student concerned, and may choose to interview any of those persons and Unit Coordinators and Course Coordinator. It is expected that the Panel will seek to interview the student.
- 1.21. After review of the case, the Professional Behaviour Review Panel may:
- Dismiss the case
  - Recommend that the professional behaviour support actions/requirements continue
  - Recommend to the Board of Examiners that the student not pass the Unit.
- 1.22. The student should be notified of the decision of the Professional Behaviour Review Panel hearing at the hearing and/or must receive the decision in writing using the Step Three – Professional Behaviour Notice of Decision – Template G
- 1.23. A record of the Professional Behaviour Review Panel meeting will be made by a member of the Student Progress, Integrity and Professionalism unit from the Office of the Deputy Dean (Education). If required for discipline purposes a record of the meeting can be made available using the Step Three – Professional Behaviour Review Panel Hearing Record – Template H.

## Student Discipline Panel

- 1.24. Matters of student discipline and any disciplinary consequences are dealt with under Part 7 of the Monash University (Council) Regulations and not this Business Process. However, a failure to comply with the disciplinary expectations of the University may be relevant to be considered when assessing a student's professional behaviour.

## Academic Progression

1.25. Where a recommendation is made to the Board of Examiners that the student not pass the Unit, the student may be sent a Notice of Referral and Hearing to the faculty Academic Progress Committee to have their Academic Progression reviewed. All Academic Progression matters will be dealt with under Part 4 of Monash University (Academic Board) Regulations.

## Complaints and Grievances

1.26. Students dissatisfied with a decision made under this Business Process may lodge a Grievance under the Student Complaints and Grievances Policy.

## Professional Conduct Domains

1.27 The Professional behaviour conduct domains listed in the table below are informed by the document ***Investigating Student Fitness to Practice Policies and Procedures within Australian Universities***, prepared by the Centre for Medical and Health Sciences Education on behalf of the Fitness to Practice Working Party July 2008.

<b>Conduct Domain</b>
1.1. Attendance
1.2. Punctuality
1.3. Timely assignment submission
1.4. Professional appearance
1.5. Professional boundaries
1.6. Respect for others
2.1 Interaction with colleagues:
2.1.1 Verbal / Non verbal
2.1.2 Written
2.2 Interaction with patients/clients
2.2.1 Verbal / non verbal
2.2.3 Written
2.3 Interaction with peers
2.3.1 Verbal / non verbal
2.3.2 Written
2.4 Academic communication (assignments, emails, Black Board discussion, social networks e.g. Facebook, Skype) <a href="http://www.adm.monash.edu.au/workplacepolicy/conduct-compliance/staff-student-relationships.html">http://www.adm.monash.edu.au/workplacepolicy/conduct-compliance/staff-student-relationships.html</a>
2.5 Multi-disciplinary teamwork
2.6 Collegial and collaborative
2.7 Appropriate relationships with patients
3.1 Adherence to policy/ethical/legal guidelines
3.2 Understands impact of failure to comply with protocol
3.3 Adherence to health and safety regulations
3.4 Acknowledges positive patient identification protocols
3.5 Adherence to infection control guidelines
3.6 Reports incidents
3.7 Identifies potential risks/sentinel events

## Record keeping

1.28 All documentation associated with the case must be recorded and uploaded to TRIM, the Monash Record Management System. Copies of documentation must be forwarded to the Student Progress, Integrity and Professionalism unit in the Office of the Deputy Dean (Education) for record keeping and to

## Faculty of Medicine, Nursing and Health Sciences Business Process

record the student on the Professional Behaviour Register via email at [med-professionalism@monash.edu](mailto:med-professionalism@monash.edu) . The faculty register includes the following information for each student whose name is included in the register:

- the student's name and enrolment details
- the date on which the student was first registered,
- the professional behaviour of concern,
- if a condition has been imposed on the student's enrolment,
- details of the condition.

<b>Responsibility for implementation</b>	Deputy Dean (Education) – MN&HS Heads of School/Department – MN&HS Faculty General Manager – MN&HS Director, Academic Programs – MN&HS Course Coordinators – MN&HS Unit Coordinators – MN&HS	
<b>Status</b>		
<b>Approval Body</b>	<b>Name:</b> Learning and Teaching Committee <b>Meeting:</b> Executive Approval 17 July 2019 Noted at Meeting 4/2019 <b>Date:</b> 19 August 2019 <b>Agenda item:</b>	<b>Operational procedure</b> <b>Name:</b> PB intervention <b>Date:</b> 13 June 2019 <b>Author:</b>
<b>Legislation Mandating Compliance</b>	Monash University (Academic Board) Regulations Monash University (Council) Regulations Monash University Student Charter The National Registration of Health professions, or accreditation guidelines (in the absence of National Registration), provide the definition and competencies required for each faculty discipline ( <a href="http://www.ahpra.gov.au/index.php">http://www.ahpra.gov.au/index.php</a> ).	
<b>Related Policies</b>	Academic Progress Intervention Strategy Procedures Faculty Academic Progress Committee Procedures	
	Student Complaints and Grievances Procedures Student General Misconduct Policy Student Discipline Guidelines Student Complaints and Grievances Policy	

<p><b>Related Documents</b></p>	<p>Template A - Step One – PB Support Meeting Letter – Schools/Departments</p> <p>Template B - Step One – PB Support Meeting Record</p> <p>Template C - Step Two – PB Counselling Meeting Letter – Schools/Departments</p> <p>Template D - Step Two – PB Counselling Meeting Record</p> <p>Template E - Step Three- PB Review Panel Referral – Schools/Departments</p> <p>Template F - Step Three – PB Notice of Review Panel Hearing – Office of the Deputy Dean</p> <p>Template G - Step Three – PB Notice of Decision Letter – Office of the Deputy Dean</p> <p>Template H - Step Three - PB Review Panel Hearing Record – Office of the Deputy Dean</p> <p>Flowchart A - Professional Behaviour Intervention - Placement flowchart</p> <p>Flowchart B - Professional Behaviour Intervention - NON Placement flowchart</p> <p>Clinical/Fieldwork Placement Handbook</p> <p>Monash University Student Charter</p> <p>Professional Code of Conduct – (Profession Specific)</p>
<p><b>SCHEDULE(S)</b></p> <p>Additional mandatory requirements specific to a Faculty or Offshore location <a href="#">Education</a> procedure This field will only be published if required.</p>	
<p><b>Name of Faculty/Offshore Location</b></p>	
<p><b>Procedure Statement</b></p>	

**TEMPLATE A -Step One – Professional Behaviour Support Meeting - FOR USE BY:  
Schools/Departments**

<<Date:>>

<<Student Title Name:>>  
<<@student.monash.edu>>  
<<Student ID:>>  
<<Course Code:>>

Dear <<Title Name>>

Ref: Professional Behaviour in Unit <<Enter unit code>>

A staff member has identified that you are demonstrating behaviour that raises concerns regarding appropriate professional behaviour.

You are required to attend a Step One Professional Behaviour Support Meeting in relation to <<list the reasons for the meeting, incident or list of concerns>>

The meeting has been scheduled as follows:

Date  
Time  
Venue

You are permitted to be accompanied by a support person. This person may assist you, but may not act as an advocate on your behalf. Notice of the presence of a support person must be provided to the academic staff member conducting the meeting at least 24 hours prior to the scheduled meeting.

I would encourage you to review the following prior to the meeting:

- Professional Behaviour Intervention Business Process at [https://www.monash.edu/\\_data/assets/pdf\\_file/0005/1098725/professional\\_behaviour\\_procedure\\_v3.pdf](https://www.monash.edu/_data/assets/pdf_file/0005/1098725/professional_behaviour_procedure_v3.pdf)
- The Monash University Student Charter at <https://www.monash.edu/students/admin/policies/student-charter>
- Code of conduct for <<Enter the profession/discipline and weblink to the code of conduct for the appropriate profession/ discipline>>

Failure to attend this meeting will escalate the matter further and you will be required to attend a Professional Behaviour Review Panel hearing.

Please confirm your attendance by contacting <<Enter letter author's contact telephone number and email address>>

Yours sincerely,

<<Name>>  
<<Title>>  
<<School/Department Name>>

Faculty of Medicine, Nursing & Health Sciences

**OFFICE USE: Ensure that a copy of the Professional Behaviour Support Meeting Letter is uploaded to TRIM – Monash Record Management System**

**TEMPLATE B - Step One: Professional Behaviour Support Meeting Record – FOR USE BY:  
Schools/Departments**

**Step One: Professional Behaviour Support Meeting Record**

Record of meeting held on <<Enter the Date>>

Student: <<Enter Student Name>>

Student ID Number: <<Enter Student ID Number>>

Present: <<Enter details of all present at the meeting including Support Persons>>

<<Enter Student name>>, was called to a Professional Behaviour Support Meeting (Step 1) in relation to <<Enter reason for meeting>>

The academic staff member leading the meeting explained the reason for the Step One Professional Behaviour meeting and that it was supportive meeting, rather than a punitive one.

The student explained that reason for behaviour.

<<Enter student's response>>

Discussion centred on ways to improve behaviour and importance in <<Enter the discipline/profession the student is studying>> .

No further meetings have been scheduled.

Name: <<Enter Name of Unit Coordinator or Responsible academic>>

Email address: <<Enter the Unit Coordinator or Responsible academic or School/Department email address>>

<<Enter Student name>>, once you have read this record, could you sign and return either in hard copy or electronic format to: <<Enter the email address of the Unit Coordinator OR Responsible academic or School/Department email address>>

I, <<Enter the student name>>, agree with the above record as a true and fair representation of the meeting held on date

Name <<Enter the Student Name>>

Signed:..... Date:.....

**OFFICE USE: Ensure that a copy of the Professional Behaviour Support Meeting Record is uploaded to TRIM – Monash Record Management System**

**TEMPLATE C -Step Two – Professional Behaviour Counselling Meeting – FOR USE BY:  
Schools/Departments**

<<Date:>>

<<Student Title Name:>>  
<<@student.monash.edu>>  
<<Student ID:>>  
<<Course Code:>>

Dear <<Title Name>>

Ref: Professional Behaviour in Unit <<Enter Unit Code>>

A staff member has identified that you are demonstrating behaviour that raises concerns regarding appropriate professional behaviour.

You are required to attend a Step Two Professional Behaviour Counselling Meeting in relation to <<list the reasons for the meeting, incident or list of concerns>>

The meeting has been scheduled as follows:

Date  
Time  
Venue

You are permitted to be accompanied by a support person. This person may assist you, but may not act as an advocate on your behalf. Notice of the presence of a support person must be provided to the academic staff member conducting the meeting at least 24 hours prior to the scheduled meeting.

I would encourage you to review the following prior to the meeting:

- The Monash University Student Charter at <https://www.monash.edu/students/admin/policies/student-charter>
- Code of conduct for <<enter the profession/discipline and weblink to the code of conduct for the appropriate profession/ discipline>>
- Professional Behaviour Intervention Business Process at [https://www.monash.edu/\\_data/assets/pdf\\_file/0005/1098725/professional\\_behaviour\\_procedure\\_v3.pdf](https://www.monash.edu/_data/assets/pdf_file/0005/1098725/professional_behaviour_procedure_v3.pdf)

Failure to attend this meeting will escalate the matter further and you will be required to attend a Professional Behaviour Review Panel hearing.

Please confirm your attendance by contacting <<Enter letter author's contact telephone number and email address>>

Yours sincerely,  
<<Name>><<Title>>  
<<School/Department Name>>  
Faculty of Medicine, Nursing & Health Sciences

**OFFICE USE: Ensure that a copy of the Professional Behaviour Support Meeting Letter is uploaded to TRIM – Monash Record Management System**

**TEMPLATE B - Step One: Professional Behaviour Counselling Meeting Record – FOR USE BY:  
Schools/Departments**

**Step Two: Professional Behaviour Counselling Meeting Record**

Record of meeting held on <<Enter the Date>>

Student: <<Enter Student Name>>

Student ID Number: <<Enter Student ID Number>>

Present: <<Enter details of all present at the meeting including Support Persons>>

<<Enter Student name>>, was called to a Professional Behaviour Counselling Meeting (Step 2) in relation to <<Enter reason for meeting>>

The academic staff member leading the meeting explained the reason for the Step One Professional Behaviour meeting and that it was supportive meeting, rather than a punitive one.

The student explained that reason for behaviour.

<<Enter student's response>>

Discussion centred on ways to improve behaviour and importance in <<Enter the discipline/profession the student is studying>>.

No further meetings have been scheduled.

Name: <<Enter Name of Unit Coordinator or Responsible academic>>

Email address: <<Enter the Unit Coordinator or Responsible academic or School/Department email address>>

<<Enter Student name>>, once you have read this record, could you sign and return either in hard copy or electronic format to: <<Enter the email address of the Unit Coordinator OR Responsible academic or School/Department email address>>

I, <<Enter the student name>>, agree with the above record as a true and fair representation of the meeting held on date

Name <<Enter the Student Name>>

Signed:..... Date:.....

**OFFICE USE: Ensure that a copy of the Professional Behaviour Support Meeting Record is uploaded to TRIM – Monash Record Management System**

**TEMPLATE E – Professional Behaviour Review Panel Referral – FOR USE BY:  
Schools/Departments**

<<Date:>>

<<Student Title Name:>>

<<@student.monash.edu>>

<<Student ID:>>

<<Course Code:>>

Dear <<Title Name>>,

Re Professional Behaviour

<<Enter One Option below as applicable and delete where not applicable>>

**<<Option 1>>**

It has been identified that you continue to demonstrate unprofessional behaviours as discussed in <<date>> when you entered step 1 of the Professional Behaviour Intervention process and in <<date>> when you were placed on step 2. Most recently your behaviour <<Enter details of most recent behaviour resulting in referral to Deputy Dean (E)>>

**OR**

**<<Option 2>>**

You demonstrated unprofessional behaviour during your <<Enter placement provider or non placement detail i.e. Unit Code and Name or School/Department >>, which resulted in you being removed from the placement on the <<date>> in accordance with Policy 2 of the Faculty of Medicine, Nursing and Health Science Clinical/Fieldwork Placement guidelines.

Concerns identified were that you:

- <<Insert behaviours of concern>>

In addition, the following unprofessional behaviours have been identified:

- <<Insert behaviours of concern in line with Professional Code of Conduct for the discipline>>

In accordance with the Faculty Professional Behaviour Intervention process, I am commencing the process to bring you before a Professional Behaviour Review Panel. As part of this process, you have 5 working days from receipt of this letter to respond to me in writing to the matters raised above. Your response should be directed to me.

The Professional Behaviour intervention business process can be found at:

[https://www.monash.edu/\\_data/assets/pdf\\_file/0005/1098725/professional\\_behaviour\\_procedure\\_v3.pdf](https://www.monash.edu/_data/assets/pdf_file/0005/1098725/professional_behaviour_procedure_v3.pdf)

If I am not satisfied with your response, I will refer the matter to the Deputy Dean (Education) or his nominee.

Yours Sincerely

Unit or Course Coordinator/Responsible Academic

**TEMPLATE F – Step Three - Professional Behaviour Review Panel Referral – FOR USE BY:  
Office of the Deputy Dean (Education)**

<<Date:>>

<<Student Title Name:>>  
<<@student.monash.edu>>  
<<Student ID:>>  
<<Course Code:>>

Dear <<Title Name>>

Ref: Professional Behaviour in Unit <<Unit Code>>

It has been identified that you have

<<Enter One option below as applicable and delete where not applicable>>

**<<Option 1>>**

continued to demonstrate unprofessional behaviours which resulted in you entering step one of the Faculty Professional Behaviour Intervention process on <<ENTER DATE>>. More recently your behaviour <<Include detail of the behaviour of concern>>

Or

**<<Option 2>>**

demonstrated unprofessional behaviour that resulted in you being placed on a clinical contract/learning objectives during your clinical placement at <<Enter placement provider>>, which resulted in your removal from the placement on <<date>>. Investigation by the Faculty has indicated that this removal was justified and so you will now be placed on Step 3 of the Professional Behaviour Intervention process.

Or

**<<Option 3>>**

demonstrated unprofessional behaviour, which resulted in you being placed on Step One and/or Step Two of the professional behaviour intervention process for <<Enter non-placement detail i.e. Unit Code and Name or School/Department>>. Investigation by the Faculty has indicated that this removal was justified and so you will now be placed on Step 3 of the Professional Behaviour Intervention process.

Your professional behaviour has raised several concerns:

<<Enter the behaviour of concern from examples below or as applicable>>

Failure to demonstrate the skills or attitudes required to exercise duty of care to patients.

Inability to follow instruction on clinical placement.

Inability to seek clarification from supervisors.

Failure to behave appropriately towards educators/supervisors or peers.

Lack insight into performance at the <<placement provider>>. Consistently rating performance as proficient and reluctant to accept the educators' unsatisfactory assessment.

Inability to engage appropriately with patients.  
Failure to perform clinical procedures without the necessary supervision for the student's current level of expertise.  
Failure to observe the confidentiality of patient details.

You are required to attend a Faculty Professional Behaviour Review Panel hearing to discuss your behaviour and to establish the appropriate support and other recommendations that may be required to ensure that you are able to meet the behavioural expectations of a Monash <<Enter Course title>> student and a professional <<Enter the title of the Health Profession>> the future.

The meeting has been scheduled as follows:

Date:  
Time:  
Venue:

<<If required, Request a student response - Do not send for Master of Nursing Practice students or MBBS – check if school has a copy of the student response>>

In preparation for the meeting, you are required to send a response to this letter, by 5 pm <<Enter date>>, addressing the concerns raised regarding your professional behaviour.

You are permitted to be accompanied by a support person. You are strongly advised to seek advice from a student rights officer, contactable on <<Enter as applicable (MSA 9905 3118) (MONSU 9903 2596) (MPA 990 53197) or email msa-advocacy-l@monash.edu / studentrights@monsucaulfield.org.au mpa@monash.edu>>. Student advocacy support officers are available to assist students preparing for a professional behaviour review panel hearing and may accompany you to the hearing at your request (but may not represent you).

The Professional Behaviour intervention business process can be found at:

[https://www.monash.edu/\\_data/assets/pdf\\_file/0005/1098725/professional\\_behaviour\\_procedure\\_v3.pdf](https://www.monash.edu/_data/assets/pdf_file/0005/1098725/professional_behaviour_procedure_v3.pdf)

Please confirm your attendance by contacting the Student Progress, Integrity and professionalism Office on phone +613 9902 4412 or email med-professionalism@monash.edu.

Yours sincerely,

Deputy Dean (Education)  
Faculty of Medicine, Nursing & Health Sciences

**TEMPLATE G – Professional Behaviour Review Panel Referral – FOR USE BY: Office of the Deputy Dean (Education)**

<<Date:>>

<<Student Title Name:>>

<<@student.monash.edu>>

<<Student ID:>>

<<Course Code:>>

Dear <<Title Name>>

Re: Professional Behaviour Review Panel Hearing Notice of Decision

The Faculty of Medicine, Nursing & Health Sciences Professional Behaviour Review panel has reviewed your professional behaviour in unit <<Enter Unit Code and Name>> that resulted in you being removed from placement at <<Enter Placement Provider or Non-placement detail i.e. Unit Code and Name or School/Department>> and placed on Step 3 of the Professional Behaviour Intervention process. It has considered the information you have provided at your hearing, along with documentation supplied by the <<Enter School/Department Name>>.

Following the interview and discussion of the information before the panel, it has been agreed that your behaviour during your placement at <<Enter School/Department Name>> in <<Enter Semester and Year>> was of serious concern.

<<Enter Panel Findings>>

The Professional Behaviour Review panel made the following recommendations:

<<Enter Recommendations>>

If you are not satisfied with this decision, you can lodge a grievance in accordance with the Monash University Student Complaints and Grievance Policy. The grievance process is outlined in the Student Complaints and Grievances procedures available at <https://www.monash.edu/studentcomplaints/home>

There are various support services available to students and these are listed on the Monash website at: <https://www.monash.edu/students/support>

A copy of this letter has been placed on the faculty professional behaviour register and file and a note of the outcome has been added to your student file.

Yours sincerely,

Secretary to the Faculty Professional Behaviour Review Panel

cc. School <<Enter the School/Department Name and Contact>>  
Student Records

**TEMPLATE H – Step Three – Professional Behaviour Review Panel Hearing Record – FOR USE BY:  
Office of the Deputy Dean (Education)**

Minutes of Professional Behaviour Review Panel hearing

Hearing held on <<Enter Date>> at  
Meeting Room 2, 43 Rainforest Walk, Clayton campus

Present:

Chair – <<Enter Name>>,  
Academic member – <<Enter Name>>,  
Student panel member – <Enter Name>>

In attendance: (Secretary- <<Enter Name>>)

Student: <<Enter Student ID Number and name>> accompanied by <<Enter Support person's name>>, Student Advocacy & Support Officer

The Deputy Dean (Education) has convened a meeting of the Professional Behaviour Review Panel to discuss the above students behaviour and to establish the appropriate support and other recommendations that may be required to ensure that this student is able to meet the behavioural expectations of a <<Enter the course>> student and a professional in the future.

Professional Behaviour that has raised concern:

<<List behaviours as noted in Step 3 – PBR hearing letter>>

Documentation received

<<Include list of evidence - as listed in OR attached to Step 3 – PBR hearing letter>>

The Chair <<Enter Chair's Name>> introduced the Panel and then went through the documents before the Panel. The Chair then read the allegations to <<Enter Student's name>> and asked him/her to respond to the charge. The student admitted/denied the allegations.

Meeting Minutes

<<Enter the details of the meeting including the student's explanation of their actions and the panel's comments.>>

Penalty

<<Enter the penalty and any additional conditions to the penalty.>>

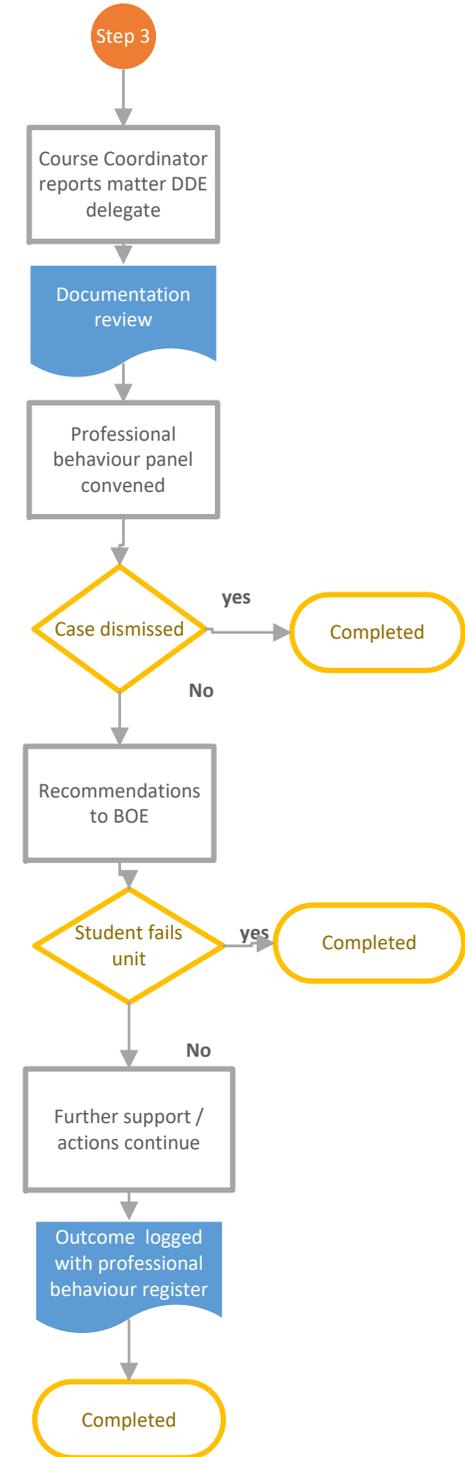
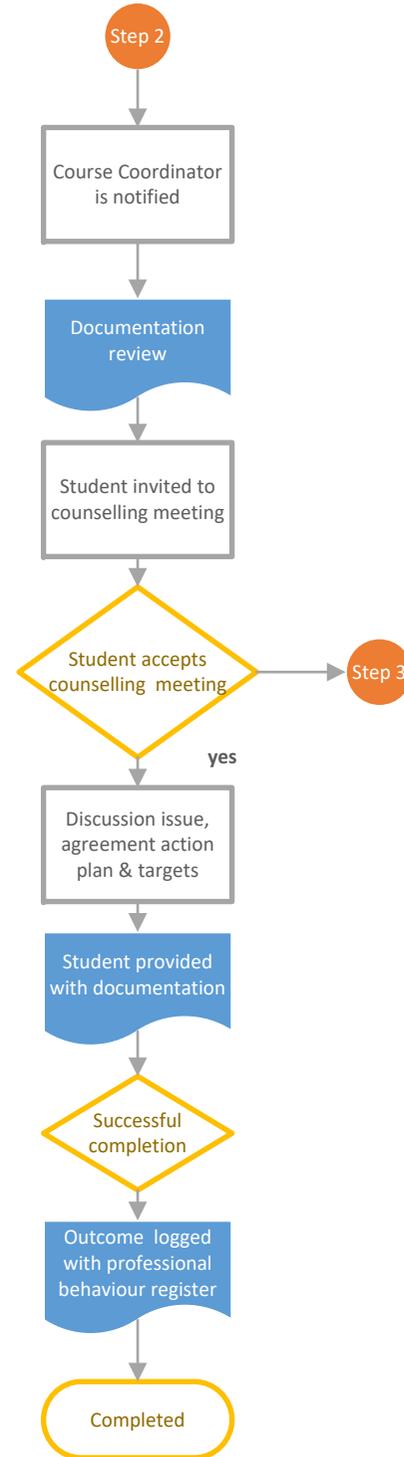
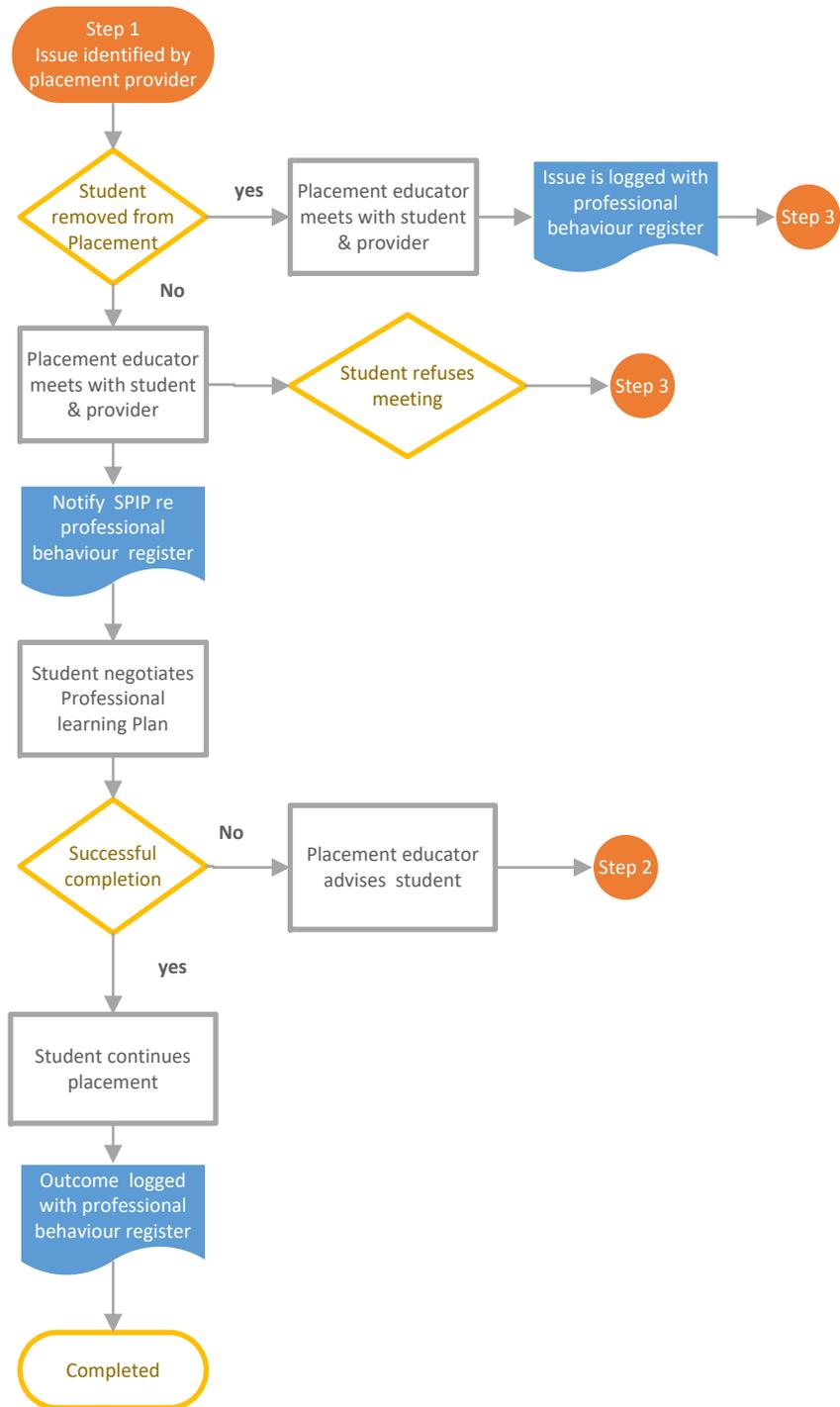
Reason

<<Explain why the panel came to this conclusion.>>

**Signed** (Chair) .....

**Date** .....

## FLOWCHART A - Placement Process



## FLOWCHART B - Non-Placement Process

