EQUALITY PROCEDURES FOR PLACEMENTS-Secondary programmes.

STAGE ONE: INFORMAL

Step 1 In school

Incident or Issue

Trainee in discussions with PM or SM*

Issue resolved – no further action. Placement continues.

If unresolved Step 2

Step 2 School and university

Trainee contacts the relevant University tutor.**
University tutor contacts school, if applicable.
Discussions

At the end of this step university tutor writes 'report' —evidence trail.

PM or SM should be asked to submit written statement as part of this.

NB - Step 2 to take place within one week if possible.

It is expected that trainee will still be in placement during step 2 unless the situation has become intolerable and another placement has to be considered.(Extreme circumstances only).

The school head-teacher to be kept informed, as appropriate, by school mentors.

Step 3 Programme Management

University tutor informs Programme Leader of outcom

date.

Programme Leader meets with the trainee.

Depending on circumstances Programme Leader may consult with Faculty EOWG/EO rep. and will inform the Partnership co-ordinator

Discussions

Programme Leader makes recommendation.

If relevant or appropriate, in line with wider MMU regulations, trainee to be asked at this stage if he/she would like to make formal complaint. Trainee decision.

NB Step 3 to take place within 2-3 weeks from start of procedures.

Issue resolved – no further action needed.
Placement continues successfully. It is expected that most issues would be resolved at the end of Step 2

Programme Leader recommendation e.g. might be for a new placement to be sought; or continuation in placement but with additional support for trainee and or placement mentors, LT/ST to re-negotiate with school.

Issue resolved no further action. Does not move beyond informal stage of procedures. Record in form of letter to both the trainee and school (head-teacher and PM) summarising incident, procedures and outcomes. Programme office maintains written record of the incident, incl. record in trainee file and including note of implications for future practice. OR

If trainee opts to make formal complaint:

trainee normally advised to leave the placement if this has not yet happened; another placement is sought; written **Notice** of the decision with details of context, as above, from programme to the **trainee** and to the **school**; Trainee also directed towards Student Union and Student Services recomplaints procedures. Programme office maintains record as above.

Issue unresolved, procedures enter **Formal Stages Two and Three**, in line with wider MMU procedures and regulations.



STAGE TWO: FORMAL

University Faculty Head of Department

Written notice of complaint by the trainee to the Head of Department, Programmes and Student Experience

Head of Department meets with the trainee. Formal Complaints procedure takes its course, automatically leading to **Stage Three** o procedures.

NB Trainee continues placement in **new context.** Complaints procedures continues in parallel to this, as indicated here.

STAGE THREE: FORMAL

This includes submission of complaint to the Dean of Faculty, and 'where appropriate' a Completion of Procedures letter will be issued to the student at the end of this stage.