

Faculty of Medicine and Health Sciences

– Placement Provider FAQs

Who are the Faculty Placements Team?

The Faculty Placements Team coordinates student placements and acts as the main link between Keele University, students, and placement providers.

What types of placements do you offer?

Placements take place across health and social care, community, and professional practice settings, depending on programme requirements.

What support does Keele provide?

We support onboarding, allocation, quality assurance, and escalation of concerns, and work closely with providers throughout the placement.

What are placement providers expected to do?

Providers are expected to offer supervision, a safe learning environment and appropriate learning experiences, and to communicate concerns early.

What support is available during placement?

Support is available throughout the placement. The Faculty Placements Team can advise or escalate any placement or academic related concerns to relevant academic colleagues where needed, please use the relevant email.

The well-being of our students is one of our top priorities, and we would like to ensure you are aware of the support available to our students, so that you can effectively signpost this support if needed.

Placement providers must act immediately if they are concerned about a student's safety or wellbeing, using the following process:

In emergency situations, where there is an immediate danger to life, call 999 immediately, and ensure the University is informed as soon as possible.

For urgent welfare or mental health concerns:

- Monday to Friday, 9am-5pm: Contact Student Services by calling 01782 734481
- Outside of these times and on weekends: Contact Campus Safety by calling 01782 733999.

For routine wellbeing concerns, email student.services@keele.ac.uk, and the enquiry will be reviewed during office hours. For academic or placement-related issues, students or staff should contact their School or placement lead through the usual channels.

What happens next?

For urgent welfare concerns, the situation will be assessed by one of our Student Experience & Support Officers or an out-of-hours manager, and appropriate support will be arranged for the student. Feedback will also be provided to confirm that action has been taken, where appropriate.

More information about the 24/7 support available to our students can be found on our web pages.

We appreciate your partnership in supporting our students and ensuring they can access help whenever it is needed.

How do we express interest in hosting students?

Please contact the Faculty Placements Team Manager/ Officer email at FMHSPlacementManagers@keele.ac.uk who will assist in signposting to the appropriate staff.

What clearances are completed by the University before a student attends placement?

The University is responsible for ensuring that all required pre-placement checks are completed before a student commences placement, including occupational health and DBS/Police Checks.

The University does not share DBS certificate details, certificate numbers, report references, or the contents of DBS reports. It is the responsibility of the student to maintain their DBS certificate and provide if requested.

What should we do if there are concerns regarding a student's conduct or performance?

If concerns arise regarding a student's conduct, behaviour, professionalism, attendance, or performance in practice:

1. Raise the concern with the student at the earliest opportunity to support timely resolution.
2. Contact the appropriate School to report.

How are reasonable adjustments communicated to placement providers?

The Placement Team/ School works with students and placement providers to ensure reasonable adjustments are appropriately supported in practice learning environments.

What is the placement tariff and how are placements funded?

The placement tariff is a funding contribution provided to support the delivery of practice learning experiences for healthcare students in eligible placements.

Payment arrangements will follow NHSE tariff cycles:

- Feb–Jun activity → paid in September
- Jul–Oct activity → paid in January
- Nov–Feb activity → paid in May

Upon completion of a placement audit, the University will request the necessary supplier information from the Placement Provider. The Placement Provider must complete the Supplier Approval Form issued by the University's Finance Team. Following approval and supplier setup, for any placement providers not paid directly by NHS England, the University will raise a Purchase Order, and the Placement Provider must invoice accordingly.

Tariff payments will be governed by the national Education and Training Tariff Guidance and will be paid in accordance with the tariff rate applicable at the time of placement activity. Should any changes to the tariff occur retrospectively, any uplift or adjustment will be back-paid where applicable.