**FAQ’s – Student ECA and Temporary Registrant NQP**

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|  | **Question** | **Answer** |
| 1 | I am a student ECA, who will I be expected to work with? | Operations Officer, Specialist Paramedic, Paramedic, and Ambulance Practitioner/Technician on a DCA. You may be crewed with a full time ECA in a PSV capacity. You will not be expected to work with a temporary NQP registrant, another student ECA, and ERA nor an ACA. |
| 2 | I am a temporary registrant NQP, who will I be expected to work with? | The best scenarios would be for you to be placed with a Paramedic or with an ECA, but you may also find yourself with a Specialist Paramedic, Ambulance Practitioner/Technician or an Operations Officer. You will not be placed with a student ECA, another temporary registrant, an ERA or an ACA. |
| 3 | What do I do if I find I am working with those mentioned above? | Speak initially with the Operational Commander for the county in which you are working and request for this to be changed as per the deployment matrix. |
| 4 | As an NQP, what support will I be given? | All NQP’s will undertake the trust preceptorship for a period of 6 months alongside probation, and you will enter into the 2 year NQP consolidation of learning processes. This is to consolidate your learning and provide you with support during this challenging time. We have ensured all Practice Placement Educators (PPEd’s) and LDO NQP leads are aware and have requested that shifts are planned in to offer you additional support above what is normally offered, this may include observer shifts for your first week of preceptorship to ease you back into the work place environment and allow you to be directly guided by your Preceptor. Skype sessions will be set up to run weekly for you to log into when required. We have also increased support in terms of validation in that every patient left at home will require validation through the clinical hub. |
| 5 | Will I be expected as an NQP to work on an RRV? | This is something that is supported at the 6 month stage of your career as an NQP and not something that should be being planned within that time frame, unless you feel ready to do so. Before working on an RRV, staff will be required to undertake a familiarisation prior to this. Should you be requested to do this, please politely remind ROC or the OO team that you are unable to do so at this present time. If you are requested to go to another station using an RRV, then there is an expectation for you to respond as appropriate. |
| 6 | As a student, I still have coursework to complete, will I be supported to do this? The College of Paramedics suggests a 60/40 split will this be the approach of SWAST? | We have worked closely with the Universities, HEE and the College of Paramedics to ensure that we afford you the time to complete your studies. If you have a bank ECA contract you have the flexibility to work shifts around your studies. If you have been given a rostered line as an NQP or full time relief, we are aware of the flexibility that we need to afford you. Please link in with your Practice placement coordinator to support you with arranging this who will also be ensuring key dates supplied from your university are factored in when planning your shifts to ensure you can attend. You can also use annual leave to plan time off around submissions and you can consider reducing your hours for certain weeks providing you notify the ROC with good notice period and your County Business Manager to be able to submit a change form to reduce your pay for those weeks. |
| 7 | I need to attend a skype meeting as a student, how can I work this around my shifts? | Please do ensure that you work with your Practice Placement coordinator (PPC) if there is a requirement for one of these on a day on which you are meant to be working. Your PPC will then ensure the ROC has been fully briefed on the situation. If you are bank, then please ensure that when booking your shifts that this is taken into consideration. |
| 8 | I am struggling with my own health and well-being, who can I contact? | The PPC’s and university services are available to you still as you are still a student with them. You will also have access to the Staying Well service, Peer Educators and Operations Officers. Remember you are never on your own. |
| 9 | If I’m given a temporary NQP contract now, will I need to reapply, and have another interview once I qualify from University | You will have been given a temporary contract until September for the duration of your COVID work.  Once you’re successful in the NQP assessment process and on the full register, you will be offered a permanent role through our usual graduate process.  Permanent offerings will be communicated during June |
| 10 | Due to the limited time I have spent with my Practice Educator this year – would it be possible to remain with the same person next year? | As and when placement opportunities are opened up, we will establish appropriate practice educators and this will be communicated with you. |
| 11 | I have been employed in a non-driving capacity, what does this mean? | If you are an ECA, you are able to attend to patients as per SOP C04. You can attend where patients have not received nor are required to have Paramedic interventions. In these cases, back up must be requested through the hub.  If an NQP, this will not affect your ability to attend patients. Please do take the time to ask questions after the incident of your colleague, or appropriate questions at the time. We are prioritising all through their C1 and then allocated to an appropriate driving course to reduce the length of time to be in a non-driving capacity |
| 12 | I have not received my contract yet | Please rest assured that HR is on the case. They have recruited in excess of what they normally do and there is a small delay in getting contracts sent out. |
| 13 | I am unable to drive on blue lights, what happens when there is a time critical patient? | An assessment on scene will need to take place to weigh up staying on scene and requesting back up for blue light transfer, or progressing to hospital under non-blue light conditions for these types of patients. You have not been trained to respond under emergency driving conditions and therefore we would not expect you to, nor would we expect you to make that decision |
| 14 | I am working on a PSV and the patient deteriorates, what happens then? | Request back up from the Hub and explain that you are a PSV crew. Stay with the patient and monitor them, but do not step outside of you scope of practice. Between you and your ECA colleague you will need to weigh up the risks of remaining on scene for back up of making progress to the nearest ED or rendezvous point with a clinician |
| 15 | Can I still practice the skills I have learnt while at University? | Yes. These can still be practiced when working under the direct supervision of a Paramedic, providing the Paramedic is happy for you to do so. |
| 16 | I have accepted an ECA bank role.  How will I know what shifts are available and how do I book myself on them? | Texts are sent out on a regular basis. To apply for these, you must access GRS and select the vacancy filler, from here you can register your interest and ROC will inform you is you have been allocated a shift |
| 17 | Can I keep my bank ECA contract once Covid-19 is over? | You have all been allocated temporary bank contracts that will end in September; however these may be extended if exceptional circumstances prevail. We as a placement provider have to ensure that you are fully focussed on your studies and have a commitment to ensure this. Therefore it is unlikely you will retain your contract once this period has ended, unless there is a need for you to do so. |
| 18 | Do I need to submit a timesheet? | Yes. This is done through GRS – MyGRS - Time and Attendance - Timesheet. Please record all shift overruns and ensure that all shifts worked have been added by ROC. Once happy click submit. This needs to be done at the end of the month to ensure that it meets the payroll deadline. |
| 19 | Is there support available for me to obtain my C1? | Yes. If you currently have a provisional C1, the trust is offering support to move you through the process. The team is working to progress those with a provisional in collaboration with Avon and Somerset Police and local C1 providers. Should you obtain your provisional C1, then please make your PPC aware. We do not have the capacity to be able to undertake the medical aspect of obtaining a provisional. |
| 20 | Can I count the hours I work towards the hours I’m missing to complete my year? | No. However you can practice your skills under direct supervision of a paramedic and you can reflect on your experiences. These will provide evidence of competence and confidence and can be provided to the university. |
| 21 | I was only fit tested on a couple of masks; can I be fit tested on the others? | Yes. There are numerous fit testing sessions being held on stations across the SWAST footprint. Contact your local CCC for availability. |
| 22 | Does my consolidation of learning start now or when I get transferred to the full HCPC register? | We have worked closely with all providers to ensure that your consolidation is started from when you are temporarily registered and this is supported by the College of Paramedics |
| 23 | Do I continue to wear my student epaulettes? | Yes you can continue to wear your student epaulettes if working within an ECA role. |
| 24 | I am a 3rd year student with a bank ECA contract as I have not been signed off by my Practice Educator to enter onto the temporary COVID 19 HcPC register, how will I be supported to be signed off so I can graduate this year? | Continue to apply for shift vacancies to maximise your exposure to the work place and opportunity to practice your skills. The Practice Placement team will be working closely with you and your university to ensure that you gain the input and support to enable you to be signed off for outstanding competencies. |
| 25 | I am a 3rd year student who has not taken up any employed status with SWAST as this was not a suitable for me. How can I achieve completion of my degree whilst practice placement is suspended? | Your University are working up plans to support you during this time. As a placement provider, committed to ensuring students can graduate as a fully registered Paramedic, we are liaising with your university in the development of these plans. This may mean bringing you back into placement; however this would be a joint decision between the university and SWAST weighing up the risks and after exploring all other options. This will need to be reviewed on individual basis as to the level of input required. |