

2021 Supervisor Handbook

2nd-Year Placement



APPEL

An Chleamhnacht um Fhoghlaim ó
Thaithí Chleachtadh na Cúisíochta

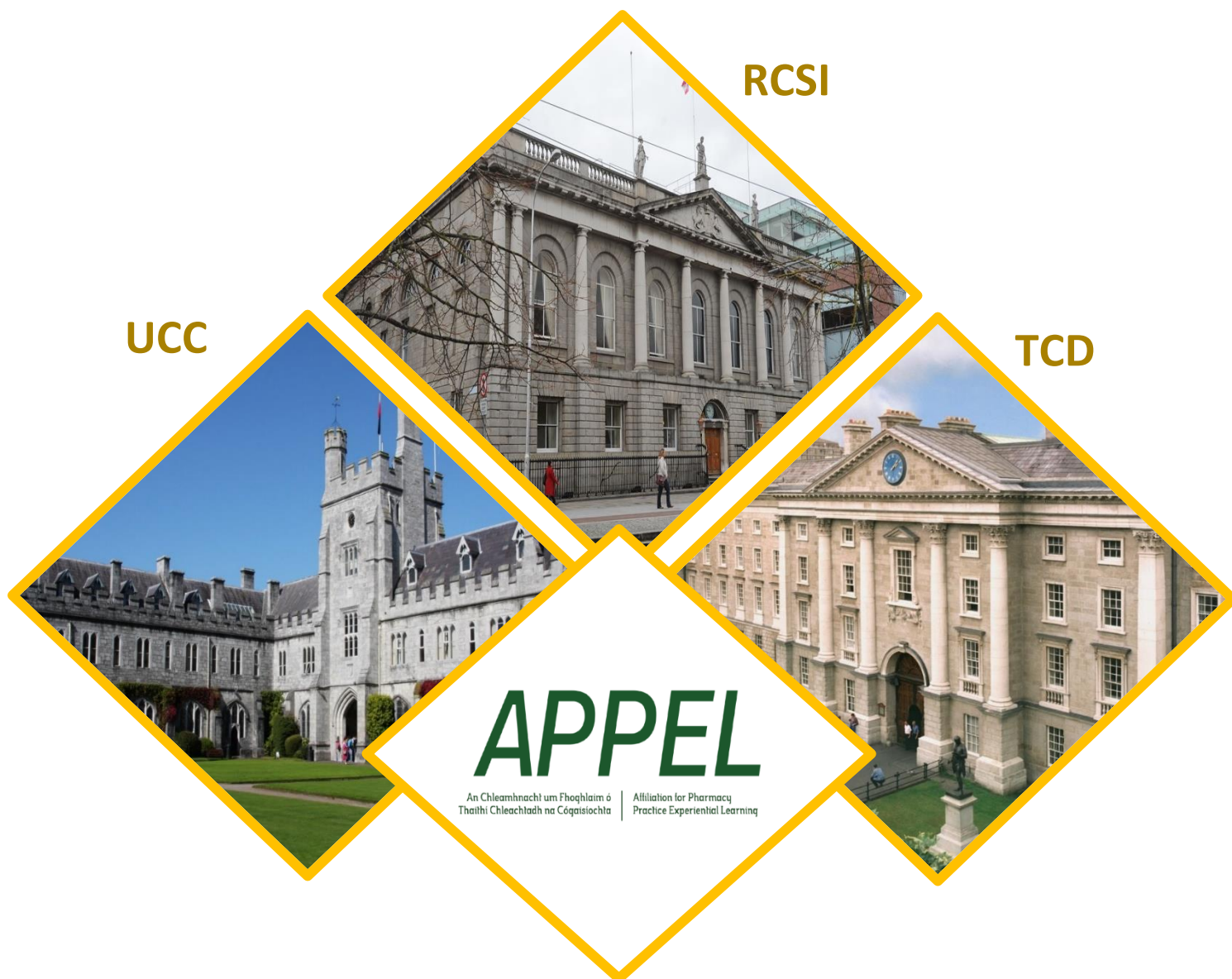
Affiliation for Pharmacy
Practice Experiential Learning





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What is APPEL?

APPEL (Affiliation for Pharmacy Practice Experiential Learning) was formed in 2015 by a consortium of the UCC and the RCSI School of Pharmacy and Biomolecular Sciences, and the TCD School of Pharmacy and Pharmaceutical Sciences. It was established to streamline the management of the common experiential learning placements of all three integrated pharmacy programmes in Ireland. It is overseen by the APPEL Board, consisting of the three Heads of the Schools of Pharmacy in UCC, RCSI and TCD.

The APPEL team consists of Practice Educators based within the three Schools of Pharmacy, and APPEL office, led by the Director/National Coordinator of APPEL. The team is available to support both Trainers and students throughout their practice placements.

Message from the APPEL team

Dear Supervisors,

The APPEL team is delighted to be working with you in your roles as Supervisors to 2nd-year students in the integrated pharmacy programme. Many of you have years of experience tutoring and mentoring students; for others, this will be your first time hosting a pharmacy student. No matter what your previous experience, your enthusiasm and willingness to provide student placements are critical to the success of the programme, and so the whole APPEL team thank you.

We are also mindful, that no matter what your practice setting, your student will experience a very different placement this year due to the impact of Covid-19. You and your team will be very familiar with the 'new normal' but these changes will be very different and strange for your student.

APPEL has been working in collaboration with the staff from all three Schools of Pharmacy to ensure that the upcoming placements are a fulfilling and worthwhile experience for all. However, please don't hesitate to get in touch if you have any questions or concerns about your placement or if you identify any areas in which APPEL could improve. Your feedback is very important to us, as the experiential learning component of the integrated pharmacy programmes simply would not be possible without you.

By facilitating a placement, you are helping APPEL and the Schools of Pharmacy to develop and deliver an innovative approach to pharmacy education. All of us at APPEL are most grateful to you for engaging with us to make this experiential learning journey a success. We thank you for generously giving your time and expertise to support students with their development.

The APPEL team

Quick Guide to the 2nd-Year Placement

HANDBOOK

This handbook has been developed to help to prepare you for your student undertaking their 2nd-year placement. If you have any queries regarding the placement or the handbook, please contact a Practice Educator or any member of the APPEL team (contact details on page 16 of this handbook).

PLACEMENT SCHEDULE

| | | |
|-------|---|---|
| UCC: | 11 th – 22 th Jan 2021 | Monday to Friday, 9.30 am – 5 pm, with one hour for lunch |
| TCD: | 8 th Mar – 19 th Mar 2021 | Monday to Friday, 9.30 am – 5 pm, with one hour for lunch |
| RCSI: | 19 th Jan – 6 th Apr 2021 | Tuesday afternoons 2 pm – 5 pm <i>(with a break for reading week on 23rd February)</i> |

ATTENDANCE

100% attendance is expected from students on placement. If a student is absent during placement hours, for any reason, please inform the APPEL office by emailing ops@appel.ie.

CODE OF CONDUCT and CRITICAL INCIDENTS

Students are expected to abide by their Schools of Pharmacy Joint Student Code of Conduct while on placement (available on www.appel.ie/resources). If you have any queries/concerns regarding your student, please contact the student's Practice Educator.

Supervisors must report any critical incidents (including but not limited to fire, burglary, hold-up, death or serious injury to staff or patient) to APPEL as soon as possible.

LEARNING OUTCOMES

Students are required to complete a workbook of activities while on placement. The purpose of the workbook is to support the student to achieve the following learning outcomes while on placement:

1. Observe, appreciate and document the steps involved in the safe dispensing and supply of medicines
2. Observe, appreciate and document the skills and behaviours of the pharmacist
3. Link documented activities to the PSI's Core Competency Framework (CCF)

You can view your student's workbook in the 'resources' tab on the APPEL website (www.appel.ie/resources).

SUPPORT

If you have any query/concern regarding your placement, you can get in touch with either a Practice Educator or the APPEL Office (contact details are available on the APPEL website www.appel.ie or on page 16).

Abbreviations and Definitions

Affiliation for Pharmacy Practice Experiential Learning (APPEL) – A collaboration between the three Schools of Pharmacy to manage the experiential learning placements for the integrated pharmacy programmes.

CCF – The PSI’s Core Competency Framework.

GDPR – General Data Protection Regulation.

HEI – Higher Education Institution.

Learning Activities – The activities your student needs to complete and document while on their 2nd-year placement.

PEARs – Pharmacy Education and Accreditation Reviews.

Practice Educator – An employee of one of the Schools of Pharmacy who also works with APPEL and acts as a liaison between APPEL, the Training Establishments / Supervisors, the students, and their School of Pharmacy.

PSI – Pharmaceutical Society of Ireland.

RCSI – Royal College of Surgeons in Ireland, University of Medicine and Health Sciences.

School of Pharmacy – UCC School of Pharmacy, RCSI School of Pharmacy and Biomolecular Sciences or TCD School of Pharmacy and Pharmaceutical Sciences.

Supervisor – A registered pharmacist who is supervising a 2nd-year student on placement.

TCD – University of Dublin, Trinity College.

Training Establishment – The specific location providing the placement.

UCC – University College Cork, National University of Ireland, Cork.

2nd-Year Placement – Experiential learning placement in the second year of the five-year integrated pharmacy programme.



2nd-Year Placements – Background Information

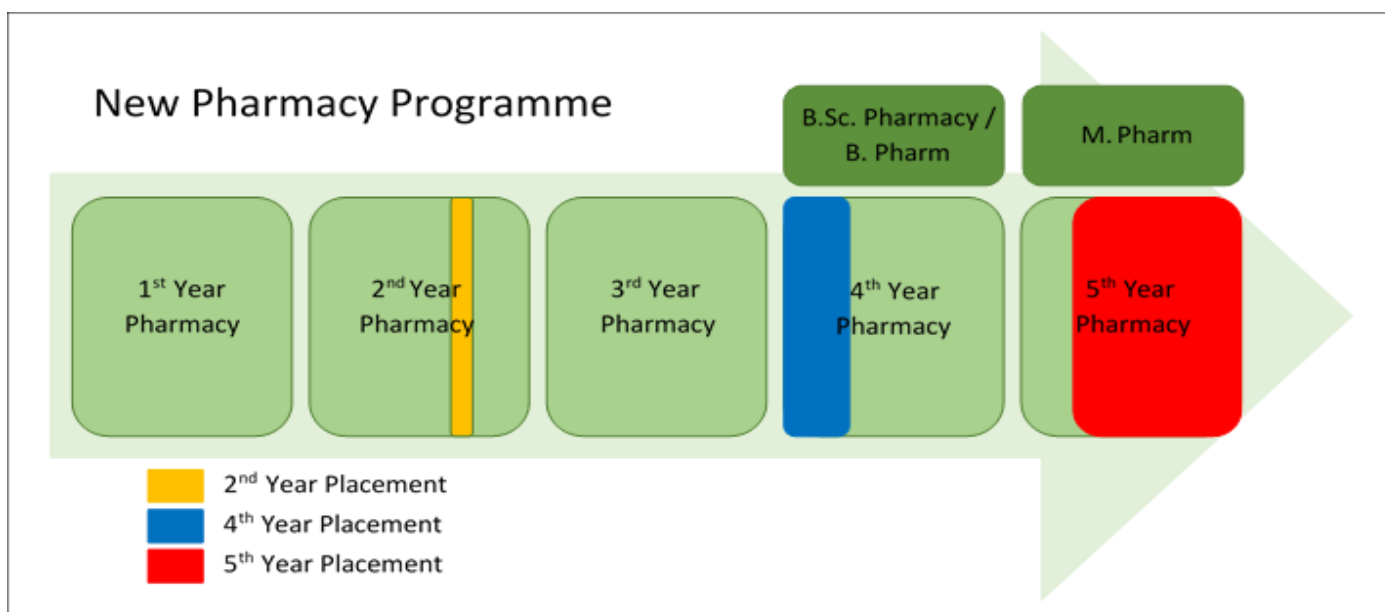
The 5-year Integrated Pharmacy Programme

Students on the 5-year integrated pharmacy programme remain registered at their University for all five years and undertake three experiential learning placements during this time, namely in 2nd, 4th and 5th year. Experiential learning placements are workplace-based learning experiences, which are overseen by APPEL on behalf of the Schools of Pharmacy. The underpinning philosophy of experiential learning placements is that students remain as students while on placement.

This early practical experience helps students contextualise their theoretical studies from the lecture theatre and practical classes. Experiential learning also provides students with an understanding of the range of roles undertaken by pharmacists in community pharmacies; hospitals; the pharmaceutical industry; regulation; professional development, and other role emerging practice settings. The APPEL programme provides the opportunity for students and pharmacists to engage with each other as potential future colleagues, across a breadth of practice settings.

“It contextualised my learning (...) and helped me understand what (...) pharmacy involves, beyond University-gained knowledge.”

2nd-year student, 2018



2nd-Year Placements – Practical Placement Information

When and What time?

The 2nd-year placement schedule is set by APPEL. The hours of placement* are:

| | |
|---|--|
| UCC: 11 th – 22 th Jan 2021 | Monday to Friday, 9.30 am – 5 pm, with one hour for lunch |
| TCD: 8 th Mar – 19 th Mar 2021 | Monday to Friday, 9.30 am – 5 pm, with one hour for lunch |
| RCSI: 19 th Jan – 6 th Apr 2021 | Tuesday afternoons 2 pm – 5 pm (with a break for reading week on Tuesday 23 rd February) |

* Please note: Any change to the placement schedule needs to be discussed with and approved by APPEL in advance.

Who do I contact for support?

One of APPEL's primary goals is to support Supervisors to undertake their roles. If you have any questions or concerns about your placement or your student, before, during or after the placement, please contact a Practice Educator or the APPEL office. All contact details can be found at www.appel.ie or on page 16.

Examples of queries from Supervisors include:

- Requests from students to attend on different days or times
- Student absence due to personal circumstances
- Access to student supports after a critical incident arising on placement e.g. robbery in the pharmacy
- Support with finding opportunities for student to complete learning activities
- Notification of a potential breach of the Schools of Pharmacy Joint Student Code of Conduct or a potential patient safety incident

Before the Placement

For you and your student to get the most out of the experience, it is important to be prepared. Practice Educators will prepare students before they go on their placement, including preparation relating to the following areas:

- Attendance and punctuality
- Code of Conduct
- Mobile phone use
- Professional dress
- Data protection and confidentiality
- Learning activities

Equally, your preparation as Supervisor for your student's placement will also be vital to ensure that it is an enjoyable and rewarding experience for all.

Supervisor Pre-Placement Checklist:

1

Complete and Return Placement Paperwork to APPEL

APPEL understands that you are volunteering to be a Supervisor for this short placement, and so we have worked hard to keep the placement paperwork to an absolute minimum. To safeguard the interests of pharmacies, patients and students, APPEL has an accreditation process for a) the Training Establishment and b) the Supervisor.

Training Establishment and Supervisor accreditation is organised in advance of the placement by APPEL. A summary of the accreditation process that you and the Training Establishment have completed can be found in Appendix I. It is recommended that you re-read the Training Establishment Agreement and the Supervisor Agreement before the placement commences (www.appel.ie/resources).

Meet the student at their pre-placement visit

APPEL requires students phone their Supervisor in advance of their placement. A pre-placement visit can be organised if this suits the Supervisor.

The aim of this short visit is to ensure that students know how to get to their placements, know what to wear, etc. You could also ask the student any questions you might have, for example:

- ✓ Previous relevant experience - this may be the student's first experience in a pharmacy/department.
- ✓ Confirm when the student will commence their placement, and ensure you have any required contact details for your student.
- ✓ Ensure the student has correct contact details/phone number for your pharmacy/department.
- ✓ Discuss the plan for Day 1 of the student's placement (see Student Induction below).
- ✓ Introduce the student to other members of your pharmacy team.
 - ✓ Ensure both you and your student have access to your student's Practice Educators' names, contact phone numbers and email addresses, and contact details for the APPEL office. These are available on the APPEL website (www.appel.ie).

3

Plan Student Induction

As most of us in APPEL are practising pharmacists, we understand how busy a pharmacy can be, and we are aware that your student could arrive at the pharmacy/department at a particularly busy time. For this reason, a planned induction is required for your student (some aspects of this could be delegated to other staff members). The induction could include:

1. Showing the student the pharmacy/department layout and facilities, and explaining a typical daily routine in your pharmacy/department.
2. Telling the student about your pharmacy/department and discussing their role while on placement – what are your expectations, what are their expectations?
3. Providing the student with key policies and procedures, e.g. security, data protection and confidentiality, child safeguarding statement.

It is also important that all students receive a health and safety induction. Ask your student to help you plan for their placement - what would they like to do, what would you like them to do? Agree together in advance some learning opportunities that your student may avail of when your pharmacy/department is busy. A **Sample Induction Plan** is available on the resources page of the APPEL website (www.appel.ie/resources).

During the Placement

Supervision

All students on placement must be supervised by a PSI-registered pharmacist at all times, and it should be clear to all staff, patients and customers that the student is not a registered pharmacist. All students have been provided with a badge, which identifies them as pharmacy students. If you, as Supervisor, are not present for the full placement, please ensure that the pharmacist in charge is aware of the student's presence and can identify suitable activities for the student to observe/undertake.

Remember! This is the first experiential learning placement of the 5-year pharmacy programme. For many students, it will be their first experience of a pharmacy dispensary. It may also be their first time engaging with colleagues in a workplace setting and perhaps their first encounter with patients. Students generally approach the placement with great excitement and enthusiasm, but there may be some for whom it can also be a daunting experience, and they may be nervous and possibly a little overwhelmed, at the start of the placement. Despite the learning acquired in lectures, labs, role-plays and simulations in college, students are often surprised by the fast-paced, high-pressured and demanding environments typical of pharmacies, and they may feel uncomfortable interrupting you or other staff members to ask questions or clarify what they should be doing, especially when the pharmacy is busy. Some students will endeavour to be proactive, but this may be difficult for those unfamiliar with the day-to-day activities of a pharmacy. Experience from previous placements has shown that a comprehensive induction, as early as possible in the placement, as well as a good understanding of your student's placement expectations, can be invaluable in helping to ensure the student settles in to the placement environment and the pharmacy team and that a successful placement is experienced by all.

To ensure that all students are adequately supported on placement, the designated Supervisor should be present as much as possible during the placement. If the Supervisor will not be present for more than four placement days, or where their prolonged absence arises unexpectedly, please inform APPEL as alternative arrangements may have to be made.



Role of the Supervisor

As a Supervisor, you will guide and support your student's learning experience. Students are encouraged to take responsibility for their own learning and must complete the learning activities they have been assigned by their School of Pharmacy. However, at this early stage of their studies they require supervision and may have questions for you. You can also share your insights as an experienced professional; students will benefit greatly from their interactions with you as a professional role model.

Contacting APPEL

APPEL ask you to get in touch if any of the following circumstances arise while your student is on placement:

- **Absence** – if your student is unable to attend placement during the scheduled placement hours, for any reason, please contact the APPEL office (ops@appel.ie). This includes absence for medical/dental appointments, illness, bereavements, university club commitments, etc.
- **Critical Incident** – For your student’s safety and welfare, please contact either a Practice Educator or the APPEL office, if a critical incident arises when the student is on placement. A critical incident is any actual or alleged event or situation that creates a significant risk of substantial or serious harm to the physical or mental health, safety or well-being of a student. These events are very rare, examples of which include, but are not limited to, death or serious illness of a member of staff or patient, fire, hold-up or burglary.

Student Conduct

Students are required to adhere to the Schools of Pharmacy Joint Student Code of Conduct while on placement (www.appel.ie/resources).



If you become aware of any potential breaches of the Schools of Pharmacy Joint Student Code of Conduct or any potential patient safety incidents during the placement, please contact APPEL. At this early stage of a student’s professional career, it is important that such behaviours are highlighted to students, so that they can be given support to help them develop. Discussing a matter with a Practice Educator does not necessarily mean it will impact your student’s progression, but it will allow an opportunity for your student to receive feedback and support.

The six core principles of the Schools of Pharmacy Joint Student Code of Conduct, and examples of how they apply to students on placement, are:


| | |
|----------|--|
| 1 | <p>Your primary concern must be to maintain and improve the health, well-being, care and safety of patients.</p> <p><i>Ensure that patient safety is your primary concern – speak to the appropriate person if you think you have made a mistake.</i></p> |
| 2 | <p>Develop your professional competence, skills, and standing to bring health gain and value to the community and society.</p> <p><i>Take responsibility for your learning on placement and only practice within your limits of competence.</i></p> |
| 3 | <p>Be honest and trustworthy and show respect to others.</p> <p><i>Protect patient, prescriber and business confidentiality.</i></p> |
| 4 | <p>Conduct yourself in a manner that enhances the service provided and maintains the good name of your profession.</p> <p><i>Communicate effectively and appropriately with patients/customers, your Supervisor, staff at the Training Establishment, and APPEL staff while on placement.</i></p> |
| 5 | <p>Maintain your professional knowledge and competence.</p> <p><i>Engage with all opportunities to learn and develop while on placement.</i></p> |
| 6 | <p>Be aware of your obligations under the Code of Conduct and do not breach the Code.</p> <p><i>Comply with all APPEL policies while on placement, i.e. the terms and conditions set out in the Student Placement Agreement.</i></p> |

Learning Activities

Students have been asked to undertake learning activities while on placement. This has been done to provide focus and direction to students' learning on placement. Students are asked to observe and document the activities of the pharmacist and other members of the pharmacy team for their learning and development. Students may also participate in additional pharmacy activities, under appropriate supervision, with the permission of their Supervisor (see page 13). It is important to note that students will only have completed about a quarter of their undergraduate training before this placement. Students from all three Schools will have covered some biology, physiology, microbiology, biochemistry, chemistry, calculations, pharmaceuticals, pharmacognosy, practice of pharmacy and pharmacology.

The student's workbook can be found at www.appel.ie/resources. The learning activities are categorised under three main learning outcomes. There are set activities associated with each learning outcome, which students must either observe the pharmacist doing, or undertake themselves under the supervision and guidance of the pharmacist. The students' learning activities are as follows:

Observe, appreciate and document the steps involved in the safe dispensing and supply of medicines:

- 
- a. Follow a prescription journey, which encompasses all of the following steps: presentation, legal check, calculation, patient medication record entry, labelling and assembly, clinical check, risk management and monitoring
 - b. Follow a prescription journey for a drug with additional controls and identify how this differs from a regular prescription
 - c. Supply of non-prescription medicines
 - d. Sourcing of medicines and stock management

Observe, appreciate and document the skills and behaviours of the pharmacist

Focus on pharmacists in their capacity as a:



Collaborator


Communicator

Advisor

Manager

Life-long learner

Link documented activities to the PSI's CCF



"The purpose of a five-year fully integrated Master's degree programme in pharmacy is to produce pharmacy graduates who have the knowledge, skills, attitudes and behaviours to meet the CCF to be prepared for patient-centred pharmacy practice in all pharmacy settings and so be entitled to apply to have their names entered in the Register of Pharmacists"¹.

For each of the six CCF domains:

- a. Link the activities you undertook to behaviours of the CCF
- b. Link the activities you observed to behaviours of the CCF

¹ PSI Accreditation Standards for the Five-year Fully Integrated Master's Degree Programmes in Pharmacy

Hospital Placements

Following feedback from hospital-based Supervisors, examples of ways for the student to complete their learning activities in the hospital environment have been provided to students. Please contact a Practice Educator if you would like any guidance around student learning activities

At the End of the Placement

Supervisor's Report

At the end of the placement, please complete the Supervisor's Report. The purpose of this report is to capture your summary of the student's conduct and professionalism during their placement, to confirm that the student completed their learning activities in a safe manner, to verify that your student attended for their full placement. The report also enables you to identify areas in which your student could further develop and identify areas in which your student performed well. A brief discussion with your student regarding your recommendations for their further development will be beneficial in helping them reflect on their placement experience and identify competencies and skills to focus on in future placements.

Students will present you with this form and have been advised about how they should return this to their School of Pharmacy. A sample Supervisor's Report is available at www.appel.ie/resources.

Feedback

Once the placement is over, we will be in touch with you to get your views on what worked well and how we could make things better. Please don't hesitate to provide open and honest feedback as you will know best how we can improve this experience for all.

Many Supervisors have expressed an interest in receiving feedback about the placement experience from the student cohort. Some of the most common themes are documented below:

- Students' gratitude and appreciation of the warm welcome offered to them by pharmacists and their support staff was obvious from the feedback provided.
- Students relished every opportunity to build their confidence and communication skills through interactions with pharmacy patients.
- Students greatly appreciated any opportunity to put their university learning into practise in a real-world context.
- Students appreciated when Supervisors were aware of the APPEL timetabled attendance hours and did not ask students to deviate from those hours.
- Students appreciated when Supervisors had reviewed their workbook in advance of the placement and had an awareness of the activities the student would be engaging in on placement.

Frequently Asked Questions

How are students allocated to their 2nd-year placement?

For the 2nd-year placement, students are assigned to their placement based on geographical location.

What if our circumstances change and we can no longer take a student?

Please notify APPEL as soon as possible.

Can I get a good student back?

Students can return to a pharmacy/department for either the 4th or 5th-year placement (but not for both).

Can I stop the placement, mid-placement?

If you are not certain that your establishment will be able to take a student for the entire duration of the placement, please inform APPEL before the placement starts. In cases of emergency or serious and unexpected shortage of staff to supervise the student, please contact APPEL right away.

How do we manage patient and colleague expectations?

The student can be introduced to patients and colleagues as a pharmacy student on placement, and the student has been provided with a student name badge by their HEI. Feedback from previous 2nd-year students indicated that students felt they greatly benefited from the opportunity to improve their communication skills with patients in a “real-life” environment. Under the supervision of their pharmacist, students are encouraged to interact with patients and to reflect on these interactions in the context of their own professional development. Students are also reminded before they go on placement to be mindful not to treat the patients they meet as “case studies”, but to be respectful, courteous, and empathetic always.

How can my experience of supervising a 2nd-year student become part of my own CPD?

APPEL has developed some sample CPD cycles, based on feedback that pharmacists shared regarding their experiences of supervising students. These cycles are intended to illustrate how pharmacists can incorporate their own experiences of supervising students into their own professional learning journeys. These sample CPD cycles are available on the APPEL website at www.appel.ie/resources.

Frequently Asked Questions (cont'd)

What can a student do when the pharmacy team are busy?

There will be times during the student's placement when the pharmacy/department becomes busy, and the pharmacy team are not immediately available to answer student questions or direct the student's activities. Students could take advantage of these times to complete their workbook. Some students may complete their compulsory learning activities quite quickly and be eager to avail of additional supervised learning opportunities.

APPEL suggests setting an agreed list of learning opportunities at student induction, to encourage and enable the student to direct themselves in their learning at busy times and make the most of the valuable experience they can gain in your pharmacy/department. Students with no previous experience in a pharmacy environment may find it more difficult to identify self-directed learning opportunities.

The following are suggested learning opportunities the student could undertake. Please note all these activities are suggestions only, and that students should be appropriately supervised at all times in the pharmacy.

- Look at the types of medication stored in the pharmacy fridge. How does the pharmacist ensure that the fridge is maintained at an appropriate temperature?
- Find out what is meant by the term 'unlicensed medicine'. Where in the pharmacy are these medicines stored, and how are they ordered?
- Look at five of the Pharmacy-only (P) medicines sold in the pharmacy. For each medicine, consider what information you would gather from a patient who wants to buy one of these medicines and what counselling you would provide in each case.
- Find out what pharmacy services are provided by the pharmacy.
- How does the pharmacy dispose of medicines returned by its patients?
- Does the pharmacy provide any services to local nursing homes or residential care units? Find out how the pharmacy helps with medication management (e.g. blister packs, venalinks, weekly dispensing).
- Find the PSI's pharmacist duty log. What is the purpose of the duty log, and what information is recorded therein?

Interprofessional activities:

On previous placements, some students identified opportunities to observe interprofessional activities as a highlight of their placements. We understand that these opportunities may not occur frequently. However, we would welcome any opportunity provided to students to accompany the pharmacist to a meeting/service delivery that involves interacting with other healthcare professionals. Examples could include: visiting a nursing home; attending a hospital multidisciplinary meeting or lecture.

Appendix I – Summary of APPEL Accreditation Processes

Training Establishment Accreditation

APPEL has implemented a Training Establishment accreditation process as part of the quality assurance process for placements. The Training Establishment is sent one form containing the following and this needs to be renewed every two years:

1

Declarations

In compliance with SI377 and in the interest of ensuring a fair placement for all students, a declaration of connections to students (e.g. spouse or partner, parent, brother, sister, etc.) needs to be completed.

2

Joint Written Agreement for Student Vetting

All students are required to undergo vetting as part of their registration for the integrated pharmacy programme. To reduce the requirement for you to also undertake student vetting, this Joint Written Agreement delegates the task of vetting students to the student's HEI.

3

Placement Agreement

This agreement outlines the responsibilities of both APPEL and the Training Establishment in their respective participation in student placement(s). The Training Establishment is required to sign this agreement to indicate their acceptance of the terms and conditions included within. This agreement details placement requirements including insurance, induction, health and safety requirements, the suitability of the placement environment and that the Training Establishment has the capacity to provide student(s) with adequate supervision. A sample placement agreement can be found at www.appel.ie/resources.



Please note: All three HEIs have insurance in place for their students on placement. Nonetheless, while students are placed in Training Establishments, they are under the care, custody and direction of the Training Establishment. Therefore, Training Establishments are also required to have adequate and appropriate insurance in place in order to indemnify the students in respect of any claims for personal injury and third-party property damage arising from the negligence of the student in the performance of his/her duties on placement.

To support Training Establishments in ensuring that they have appropriate insurance in place, APPEL has engaged with some of the main pharmacy insurers in Ireland. APPEL has letters on file from AIC Glennon, NPAI, and the State Claims Agency in relation to the Clinical Indemnity Scheme; these letters are available to Training Establishments, on request. If APPEL can assist with any queries regarding insurance, please don't hesitate to contact us.

Summary of APPEL Accreditation Processes (cont'd)

Supervisor Accreditation

The Supervisor is sent one form containing the following and this needs to be renewed every year:

Declarations

1 In the interest of ensuring a fair placement for all students, and to ensure the Supervisor-Student relationship is upheld, a declaration of connections to students (e.g. spouse or partner, parent, brother, sister, etc.) needs to be completed. A declaration that the necessary training will be undertaken is also required.


Trainer Agreement

2 This agreement outlines the responsibilities of the Supervisor in relation to student placement(s). The Supervisor is required to sign this agreement to indicate their acceptance of the terms and conditions included within. The agreement covers areas such as supervision of the student, induction and ensuring that the placement provides the student with sufficient experiential learning opportunities cognisant of the student's level of ability in a practice setting. A sample Trainer Agreement can be found at www.appel.ie/resources.



The APPEL Team Contact Details

APPEL Office, Operations Team

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|  | <p>Joanne Kissane – <i>Director and National Coordinator</i> Rachel Hamilton – <i>Operations Coordinator</i> Catalina Vieru – <i>Operations Coordinator</i> James Horan – <i>Operations Support Pharmacist</i></p> <p>Tel: 01-4025129 Email: ops@appel.ie</p> |
|---|--|

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