

# Fact Sheet – Managing Student Cancellations

10/12/2018

## Purpose

This factsheet provides instruction in how to record cancellation reasons when cancelling bookings outright or reducing student numbers in bookings. If the reasons for cancellations are known, steps can be taken to avoid last minute cancellations to increase capacity in the system. This will assist both education providers and health sites managing placements.

## Background

SA Health provides a large number of placements across all health professions and at over 200 health sites. The administration of placements for undergraduate nursing students in particular is highly complex, given the large volume of students and different types of placements that are provided.

In 2017, with the support and assistance of health sites and education providers, a set of cancellation codes were developed to be used to record reasons for cancellations for nursing placements in South Australia. This was due to the high number of cancellations at some health sites.

This factsheet was prepared to be circulated amongst all SA placeright™ users to be a guide in how to record cancellation reasons. From 1 January 2019 these codes can be used across all health professions. This includes placeright users from health sites and education providers. The information collected can be used to provide insight into reasons for cancellation to improve administration processes.

## Overview

### What are placement cancellations?

Please note the following definition of placement cancellations:

*“A placement cancellation is where fewer students attend placement than agreed in a confirmed placement between parties. This does not include declined placement requests by either party as a decline status indicates that one of the parties has not agreed to proceed with the placement.”*

Examples of events that are cancellations:

Action	Cancellation Description
Outright Cancellation	Either party may cancel confirmed placement requests in full. (Placement requests may be for more than 1 student.)
Student Number Reduction	Either party can reduce the student number in a confirmed placement. This can be due to a variety of reasons, such as the student withdrew, the student isn't placement ready or there are other pre-placement requirements that have not been met.
Student Upload Deficit	EPs assign less student names to a confirmed placement than the student number recorded in the placement details.
Student Fails to Attend on the 1 <sup>st</sup> Shift	Students may fail to attend the 1 <sup>st</sup> day of placement resulting in the cancellation of the placement in full, or reduction in the student number of the placement and de-assignment / de-rostering of that student.

Examples of events that are not cancellations:

Cancellation Type	Description
Student Fails to Attend after having attended the 1 <sup>st</sup> Shift	Once a student has attended at least one shift they are considered to have commenced their placement. Any shifts whilst on placement where the student is absent (due to whatever reason), is considered <i>Non-Attendance</i> .
Student Withdraws from Placement	Whilst the student is on placement the student decides to withdraw from placement (and the course in some cases) for a variety of reasons. The remaining placement should be marked as <i>Non-Attendance</i> .
Student is Removed	A student on placement is removed from placement by either health site staff in consultation with the student facilitator, or by education provider staff. The remaining placement should be marked as <i>Non-Attendance</i> .

## What is the structure of Cancellation reason codes?

The Better Placed Team (BPT) received a number of review comments in relation to the 2017 cancellation reason codes leading to revised 2019 cancellation reason codes effective 1<sup>st</sup> January 2019.

Please note the following key points in relation to cancellation reason codes:

### **1. Cancellation reason codes start with an alphabetic character.**

There are two set of cancellation reason codes, one set of codes start with an “E” which indicates that these codes are to be used by education providers; the other set of codes start with a “P” indicating that they are to be used by health sites (placement providers).

### **2. Primary and Secondary Cancellation Reason Codes.**

Cancellation reason codes are grouped codes meaning that the placeright user that is initiating a cancellation can use the primary code or the secondary code to specify a cancellation reason.

The primary code can be derived in analysis to establish high level cancellation statistics for broad cancellation categories.

Secondary codes were requested to allow recording of more specific cancellation reasons for further analysis.

It is recommended that the secondary codes are used.

For example: A cancellation is due to the student failing to meet pre-placement requirements.

In this example you could use “*E4.1 Criminal history screening compliance*”, someone else could use “*E4.4 Arranging ID Badge compliance*”. In both cases it is understood that the primary reason code is “*E4.0 Student non-compliance with pre-placement administration requirements*” and both the E4.1 and E4.4 cancellations would be rolled up to E4.0 for high level reporting by broad cancellation categories.

### **3. Specifying additional information.**

When placeright users are entering cancellations in placeright it is requested that they add additional publishing notes providing additional information.

*For example:* If choosing *E8.1 Health service accommodation issue – specify reason*, additional information can be provided in the publishing note. This will assist further analysis of cancellations.

### **How can placement reasons be recorded?**

Cancellation reasons are recorded by entering equivalent 'Publishing Notes' when cancelling placements outright or when a change to placement booking details is made involving the student number of the placement.

More information about this is outlined in the following section.

## Recording Process

### Outright Placement Booking Cancellations

A placement can be cancelled outright via 'Manage Bookings'. All students attached to a placement need to be removed prior to cancelling a placement.

A sample placement 'Publish' screen is shown below:

The screenshot shows the 'Publish: Placement AN35XKL6' interface. At the top, there is a breadcrumb trail: Subjects > Y17 TEST3001 Y3 Nursing Practice 8 > Y17 TEST3001 S1 Block1 > Publish: Placement AN35XKL6. Below this, the placement details are displayed in a grid format:

PLACEMENT PROVIDER SA_RAH	DISCIPLINE/COURSE Nursing (Registered)	DATE RANGE 04/06/2018 – 01/07/2018	COURSE PATHWAY Undergraduate
PARTNERSHIP ZWMJPB	PLACEMENT TYPE Acute / Medical	DURATION 20 shifts/student (total of 20 shifts)	REQUESTED SUPERVISION MODEL * Not Set *
SARAH_RN	YEAR LEVEL 3	STUDENTS 1	EDUCATION PROVIDER CAMPUS Test Campus
PLACEMENT ID AN35XKL6	ALLOCATION TYPE Weekly Allocation	INITIAL REQUEST DATE 30/05/2018	PREFERRED FACILITY NSG19_CANC Level 7E - Wing1 Cancer Bone Marrow Transplants
REQUEST TYPE Flexible			SUBJECT / STUDY PERIOD <a href="#">Y17 TEST3001 Y3 Nursing Practice 8</a> <a href="#">Y17 TEST3001 S1 Block1</a>

Below the details, there is a 'Confirmed' status bar with an 'Unlock' button (arrow 1). A navigation bar contains tabs: Details (arrow 3), Offer, Students, Undertaking Documents, View Rostering, Attendance, Publish (arrow 2), and Options. The 'Publish' tab is active, showing a 'Cancel' button in a green circle (arrow 3) and a 'Notes regarding this action:' field (arrow 4) containing the text: 'Cancelled due to E6.1 - Student has withdrawn from course due to personal issues'. Below the notes is a 'Confirm selection' button (arrow 5) with an information icon.

Note: The red numbers in the screen shown above correspond to the numbered steps below.

Steps to cancel a placement:

1. Note: There is no need to 'Unlock' a booking to cancel it.
2. Click on 'Publish' tab to bring up the booking options without unlocking.
3. Click on 'Cancel' option (in circle).
4. Click on the 'Notes regarding this action' field and enter a publishing note as follows:
  - 1) Record the cancellation reason code that best describes the why you cancelling the placement outright.
  - 2) Specify more specific reasons if known.
5. Click on 'Confirm selection' to cancel the placement outright.
6. The health site may offer the freed up availability to another education providers with new placement requests.

Note(s):

- (1) If a placement has been cancelled in error, you will have to request another placement in its place to rectify the error. You cannot undo cancellations.
- (2) If students are still attached to the placement the following error message will be displayed when you try to 'Confirm' the cancellation. Please unlock the placement and un-attach all students from the placement first.

Cannot cancel a booking that has Students attached to it.

## Reducing Student Numbers in Placement Bookings.

Student numbers can be changed in 'Manage Bookings'. All students attached to a placement associated with a student number reduction will need to be removed prior to reducing the student number in the 'Details' tab of a placement.

A sample of a placement 'Details' screen is shown below:

Subjects > Y17 TEST3001 Y3 Nursing Practice 8 > Y17 TEST3001 S1 Block1 > Details: Placement AN35XKL6

Details: Placement AN35XKL6 [Help](#) [\(What's New?\)](#)

PLACEMENT PROVIDER SA_RAH	DISCIPLINE/COURSE Nursing (Registered)	DATE RANGE 04/06/2018 – 01/07/2018	COURSE PATHWAY Undergraduate
PARTNERSHIP 2WMJPB	PLACEMENT TYPE Acute / Medical	DURATION 20 shifts/student (total of 40 shifts)	REQUESTED SUPERVISION MODEL * Not Set *
SARAH_RN	YEAR LEVEL 3	STUDENTS 2	EDUCATION PROVIDER CAMPUS Test Campus
PLACEMENT ID AN35XKL6	ALLOCATION TYPE Weekly Allocation	INITIAL REQUEST DATE 30/05/2018	PREFERRED FACILITY NSG19_CANC Level 7E - Wing1 Cancer Bone Marrow Transplants
REQUEST TYPE Flexible			SUBJECT / STUDY PERIOD <a href="#">Y17 TEST3001 Y3 Nursing Practice 8</a> <a href="#">Y17 TEST3001 S1 Block1</a>

Confirmed *Currently in Draft by your organisation (Changes cannot be viewed by your partner until you publish).*

Details Offer Students Undertaking Documents Individual Rostering Attendance Publish Options

Shifts Per Student: 20 Start Date: 04/06/2018

Notes: As per Rollover block Xyz22 End Date: 01/07/2018

Edit

Steps to reduce student numbers in a placement are shown below:

1. Make sure that the placement is 'Unlocked'.
2. Click on the 'Details' tab to bring up the student details.
3. Click on the 'Edit' button to bring up the placement 'Update' screen.

### Note(s):

- (1) Ensure that attendance, rosters, student names are removed from the placement prior to reducing student numbers in that order.

A sample of a placement 'Update' details 'Edit' screen is shown below:

Steps to Change the student number are as listed below:

1. Click on the 'Students' field and change the number as required.
2. Click on the 'Next' button.

A sample of a placement 'Update' details 'Review' screen is shown below:

Steps to 'Update' the student number are shown below:

1. Check the student details as shown and click on Previous to make corrections.
2. Click on the 'Update' button – this will save the new student number.

Note(s):

- (1) A student number change should result in the placement status changing from **Confirmed** to **Pending Changes**. Pending Changes when the change is made by an education provider. Upon receipt of a Pending Change, the Health site is required to action the change by reducing Allocation' to the placement and accepting the student number reduction by confirming the Pending Change.

Once the student details have been updated the placement needs to be Published by clicking on the 'Publish' tab:

Confirmed *Currently in Draft by your organisation (Changes cannot be viewed by your partner until you publish).*

Details Offer Students Undertaking Documents Individual Rostering Attendance **Publish** Options ▾

**Request Changes**  
Request Changes allows your partner to view the changes to the details and respond.

**Cancel**  
Cancel informs both partners that the placement will not occur and automatically removes any allocation.  
[View agreement documentation](#)

**Restore**  
Restore last version deletes all changes to the booking detail and allocation. Both partners will be able to view the previous published version.

Notes regarding this action:  
Students reduced from 2 to 1 due to E4.5. John Green has not passed the EPAS online course.

Confirm selection ⓘ

Steps to 'Publish' the student number changes are shown below:

1. Click on the 'Publish' tab (green colour).
2. Click on 'Request Changes' option (in circle).
3. Click on the 'Notes regarding this action' field and enter a publishing note as follows:
  - 1) Record the cancellation reason code that best describes the why you reducing the student number.
  - 2) Specify more specific reasons if known.
  - 3) Specify the student names removed from the booking.
4. Click on the 'Confirm selection' button to publish the student number change.

Note(s):

- (1) The placement will be displayed with **Pending Changes**. Pending Changes status until the health sites reduces the placement allocation confirms the Pending Change as shown below.

<b>Pending Changes</b>	SA_RA SARAH_RN	AN35XKL6 2WMJPB	04/06/2018 01/07/2018	30/05/2018	3 Flexible	1	304	<b>Partial</b>	View ▾
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## **Student Names Upload Deficit**

All education provider partners should endeavour to upload the same number of student names as the student number in confirmed placement no later than 4 weeks prior to the commencement of the placements, preferably 6 weeks prior to placement commencement.

If education providers are unable to provide sufficient student names, the number of students in the placement should be adjusted as per '*CHANGING STUDENT NUMBERS*' on the previous page. This can be done by either party.

If a placement's student number is not adjusted, there is no way to record a cancellation reason. This situation is discouraged as it provides no opportunity to re-allocate these placements and leads to wastage of placement availability.

## **Student Non-Attendance of Placements**

Once a student has attendance for at least one day of the placement, placements should not be cancelled as this would result in the partial attendance statistics being lost. This situation is not advantageous from a workplace health and safety perspective.

If the student withdraws from the placement the remainder of shifts should be recorded as non-attendance using '[Manage Attendance](#)'.

In this situation if the placements are long, say 8 weeks, the health site may choose to re-allocate the latter part of the placement to other students even though this will appear as over-allocations.

Student non-attendance should be recorded, together with the student's reason for non-attendance, using '[Manage Attendance](#)'. Please see the general CPMS online help on attendance reporting for more information.

The attached cancellation reason codes in Appendix A may also be used for this purpose if appropriate.

## Appendix A – Cancellation Reason Codes (November 2018)

Below are the 2019 Health site (PP) cancellation reason codes:

Code	Cancellation Reason (Primary reasons in bold text / Secondary reasons in standard text)
<b>P1.0</b>	<b>LOCATION RESTRUCTURE</b>
P1.1	Location closure – Specify reason
P1.2	Location restructure other – Specify reason
<b>P2.0</b>	<b>CAPACITY REDUCTION</b>
P2.1	Capacity reduction due to staffing changes
P2.2	Capacity reduction due to staff on LSL
P2.3	Capacity reduction due to staff on Annual Leave
P2.4	Capacity reduction due to staff on Special Leave
P2.5	Capacity reduction other – Specify reason
<b>P3.0</b>	<b>STUDENT REDUCTIONS</b>
P3.1	Names not uploaded by week 4
P3.2	Education Provider ceased operating
<b>P4.0</b>	<b>ALTERNATIVE STUDENT PREFERENCE</b>
P4.1	Preferred student who is an SA Health employee
<b>P5.0</b>	<b>LOCAL RULE CHANGES</b>
P5.1	Changes in student year level accepted
P5.2	Changes in entry pathways accepted
P5.3	Changes in disciplines / professions accepted
<b>P6.0</b>	<b>STUDENT NON-COMPLIANCE WITH PRE-PLACEMENT ADMINISTRATION REQUIREMENTS</b>
P6.1	Student Non-Compliance Pre-Placement Administration – Specify reason
<b>P7.0</b>	<b>ADMINISTRATION ERROR</b>
P7.1	Wrong Partnership / Subject / Study period
P7.2	Wrong discipline / profession
P7.3	Wrong placement type
P7.4	Administration error other – Specify reason
<b>P8.0</b>	<b>STUDENT ISSUE</b>
P8.1	Student Withdrew – Specify reason if known

<b>P9.0</b>	<b>ACCOMMODATION ISSUE</b>
P9.1	Health service accommodation issue – Specify reason
P9.2	Accommodation issue other – Specify reason
<b>P10.0</b>	<b>TRANSPORT ISSUE</b>
P10.1	Transport Issue – Specify reason
<b>P11.0</b>	<b>NATURAL DISASTER</b>
P11.1	Natural Disaster

Below are the 2019 EP cancellation reason codes:

<b>Code</b>	<b>Cancellation Reason</b> <i>(Primary reasons in bold text / Secondary reasons in standard text)</i>
<b>E1.0</b>	<b>OVER ALLOCATED</b>
E1.1	During Planning
E1.2	Lack of Enrolments
<b>E2.0</b>	<b>CURRICULUM CHANGE</b>
E2.1	Curriculum change – Specify reason
<b>E3.0</b>	<b>ALTERNATIVE LOCATION PREFERENCE</b>
E3.1	Preferred Public PP
E3.2	Preferred Private PP
E3.3	Preferred Metropolitan PP
E3.4	Preferred Country PP
E3.5	Preferred Country Rural Region PP
E3.6	Preferred Placement Type
<b>E4.0</b>	<b>STUDENT NON-COMPLIANCE WITH PRE-PLACEMENT ADMINISTRATION REQUIREMENTS</b>
E4.1	Criminal history screening compliance
E4.2	Immunisation / Infection Control screening and /or requirements
E4.3	Work Health & Safety compliance
E4.4	Arranging ID Badge compliance
E4.5	eHealth training compliance (if applicable)
E4.6	Record keeping policy compliance
E4.7	Academic
E4.8	Clinical
<b>E5.0</b>	<b>ADMINISTRATION ERROR</b>
E5.1	Wrong partnership / facility
E5.2	Wrong discipline / profession
E5.3	Wrong placement type
E5.4	Administration error other – Specify reason
<b>E6.0</b>	<b>STUDENT ISSUE</b>
E6.1	<b>Student Issue</b> – Specify Reason if known  <i>Examples of Specified Reasons:</i> <ul style="list-style-type: none"> <li>- <i>Personal Issue</i></li> <li>- <i>Did not attend compulsory orientation</i></li> <li>- <i>Illness / Injury</i></li> <li>- <i>Family care commitments</i></li> <li>- <i>No clinical facilitator / supervisor available</i></li> </ul>

<i>Note: Includes reason relating to extenuating circumstances</i>	
<b>E7.0</b>	<b>NEGOTIATED MULTIPLE STUDENT COHORT BOOKING</b> <i>(New in 2019)</i>
E7.1	<b>Student Transfer – Specify Reason if known and Placement IDs</b>
<p><u>When to use this code:</u></p> <p>This code is only to be used when you need to accommodate two student cohorts (e.g. RN year 2 and year 3 students) in one booking. Placeright does not allow multiple student cohorts to be assigned to a single booking so you will need to split the booking into two.</p> <p><i>Note: Before you action this in Placeright negotiate this change with the placement provider first to seek their agreement.</i></p> <p>To do this in Placeright add an additional booking request for the second student cohort and enter this cancellation code and note the original booking id when publishing the request.</p> <p>Then reduce the student number in the original booking and quote this cancellation code and the new booking ID in the publishing note when initiating the change. Placement providers will need to confirm the pending change that will be created as a result of this change.</p> <p>The student number of the additional booking and the changed original booking will need to add up to the original booking's student number, e.g. if the original booking had 3 students confirmed, the additional booking may have 2 students and the changed original booking should be reduced to 1 student. Any shortfall in student numbers will be treated as a cancellation.</p> <p><i>Note: The new booking should be within the same start date, end date, duration and location. In some cases the placement provider may consider approving a shorter duration, e.g. 4 weeks instead of 8 weeks.</i></p>	
<b>E8.0</b>	<b>ACCOMMODATION ISSUE</b>
E8.1	Health service accommodation issue – Specify reason
E8.2	Accommodation issue other – Specify reason
<b>E9.0</b>	<b>TRANSPORT ISSUE</b>
E9.1	Transport Issue – Specify reason
<b>E10.0</b>	<b>NATURAL DISASTER</b>
E10.1	Natural Disaster

*Note(s):*

Cancellation should only occur prior to placement commencement.

Student non-attendances or mid-stream withdrawals should be treated as Non-Attendance.

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## For more information

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