**Educational Incident Process: Guidance Notes**

**1. What is an Educational Incident?**

Learning in the clinical setting is an important component of your education and training. Most of the experiences you have will be positive and helpful. However, occasionally, you may feel unsure, surprised or even concerned about what happens and what you experience during your education and training. An episode that causes you surprise, discomfort or concern can be described as an ‘educational incident’.

**2. What is the process for describing educational incidents?**

The educational incident process has been in place for over a decade and is intended to:

* Provide a mechanism by which students can log their experiences of learning
* Seek the perspective and guidance of a senior member of staff who is able to support students but is outside of the course or clinical management structures
* Be confidential and less intimidating than making a formal complaint or seeking disciplinary measures
* Encourage reflection and positively utilise student and staff awareness of the occasional dissonance between classroom and clinical environments
* Informs staff development and anonymised, constructive discussion of standards

Any student is able to complete and submit an educational incident form. It is a simple document that asks for a brief account of what took place and how it influenced the student’s experience. The form is available on Moodle, in Course and Student Handbooks or on request from Professor Deborah Bowman ([dbowman@sgul.ac.uk](mailto:dbowman@sgul.ac.uk)). Personal Tutors and Portfolio Reviewers are aware of the educational incident process and may suggest to students that they consider completing a form.

**3. What happens as a result of completing an educational incident form?**

The form asks the person completing it what he or she would like to happen as a result. This is a process that is controlled by the student and there are a number of options depending on the circumstances and the student’s preference. The important point to note is that no information will be shared or disclosed without discussion with the student. In addition to any specific response to a particular incident, the collated and anonymised data from the educational incident form process is disseminated amongst all staff at a thematic level e.g. staff will be informed that in a particular academic period, there were x number of concerns about consent or x number of incidents involving perceived breaches of confidentiality. No individual student, incident or clinical placement is identified in the collated data.

**4. Who should I contact if I have questions?**

Professor Deborah Bowman oversees the educational incident process. Her direct line is 020 8725 5712 and her email address is [dbowman@sgul.ac.uk](mailto:dbowman@sgul.ac.uk).