



THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA

Medicine

MEDICAL STUDENT SUPPORT STRATEGY 2018 - 2020



OUR VISION

Transformative medical student support which facilitates the best possible student experience and outcomes.

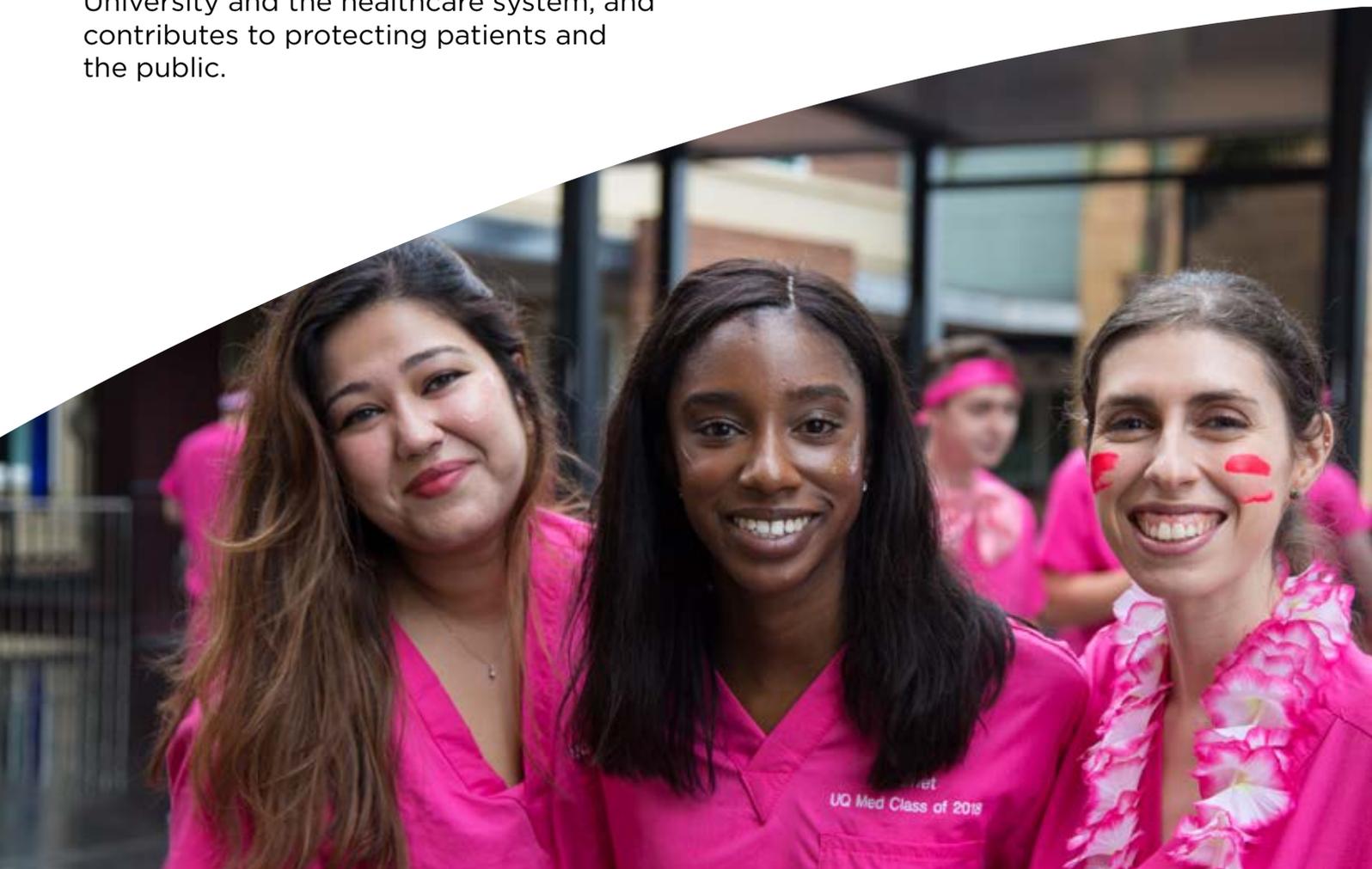
Introduction

The UQ Medical Program strives to be globally renowned for the diversity of our student intake, the excellence of our education and the quality of our graduates. We aim to provide exemplary education and support to enable our students to become safe and effective interns and adaptable, life-long learners committed to improving patient and public health.

The pastoral, academic and professional support that we provide enables students to be **partners in their learning**. It encourages collaboration across both the University and the healthcare system, and contributes to protecting patients and the public.

It is recognised that **targeted, high impact and quality support** is a critical factor underpinning student success and satisfaction.

For medical students at UQ to reach their full potential, the Medical Program acknowledges the importance of supporting students throughout their studies. This support facilitates students to achieve their best, enjoy their medical program experience, and compliments their academic journey to becoming a medical practitioner.





Aspirations

Our aspirations for supporting medical students commence in 2018 with the establishment of the **Medical Student Support Team**. The team strives to support students with their:

- **Pastoral needs** (e.g. individualised advice, mentoring and referral to other services for accommodation advice and financial advice)
- **Generic academic and learning needs** (e.g. mentoring, time management skills development)
- **Physical and mental health needs** (including referral to, and advice about other services)
- **International** (e.g. adjusting to life in Australia)

The Medical Student Support Team also assists students with **disabilities**, and **students with other needs** (e.g. mental health, infectious diseases). This support

includes evaluating academic access requirements, developing Student Access plans and organising the appropriate arrangements.

The Medical Student Support team also strives to work collaboratively with course coordinators, student leads for academic support, phase leads and clinical units, who are responsible for providing course specific advice, identifying students at risk, and providing any remedial academic or clinical training. To safeguard student confidentiality and remove perceived barriers to seeking help, the Medical Student Support Team will not play any role in academic progression decision-making.

Student Support aspirations extend to student interests and passions for different medical careers. These will be fostered via the appointment of a Medical Program Careers Lead who will facilitate opportunities for **career exploration, career development and career support**.

The Medical Program seeks to build strong alliances with the Aboriginal and Torres Strait Islander Studies Unit to deliver integrated and transformative support to our **indigenous students**.

The Medical Student Support Strategy will incorporate **provisional entry students** to prepare them for the transition to the medical program.

Medical Student Support is delivered in the context of the Australian Medical Council (AMC) position statement on the health and wellbeing of doctors and medical students. The position statement

emphasises the promotion of “health and contentment,” and supports the World Health Organisation definition of health as “a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity”.

The vision for exemplary medical student support recognises the needs of those working as part of the Medical Program. Optimal support mechanisms for students must also **benefit our staff**, teachers and clinicians via role clarity, transparent referral pathways, timely advice and assistance, and educational opportunities.



OUR MISSION

The University of Queensland Medical Program seeks to deliver impactful student support which is fully aligned with program delivery.

It aspires to assist students in times of need, and also to inspire and motivate medical students during their time at UQ.

From a broader perspective, it is anticipated that student support initiatives will leave a **lasting legacy for graduates** as they progress into the medical workforce.



Values

The Medical Student Support Strategy exemplifies the values of the University of Queensland:

- **The pursuit of excellence** through applying a comprehensive suite of student support services which are evidence based and world standard.
- **Creativity and independent thinking** through supporting students to create their own aspirations and strategies for success, and welcoming the expertise of multidisciplinary support staff.
- **Honesty and accountability** through authentic conversations regarding student support needs, and a determination to address these and evaluate their success.
- **Mutual respect and diversity** through robust initiatives to embed a culture of student support, and a respect for the diversity in the needs of UQ Medical Students.
- **Supporting our people** through providing student support infrastructure and staff educational opportunities.



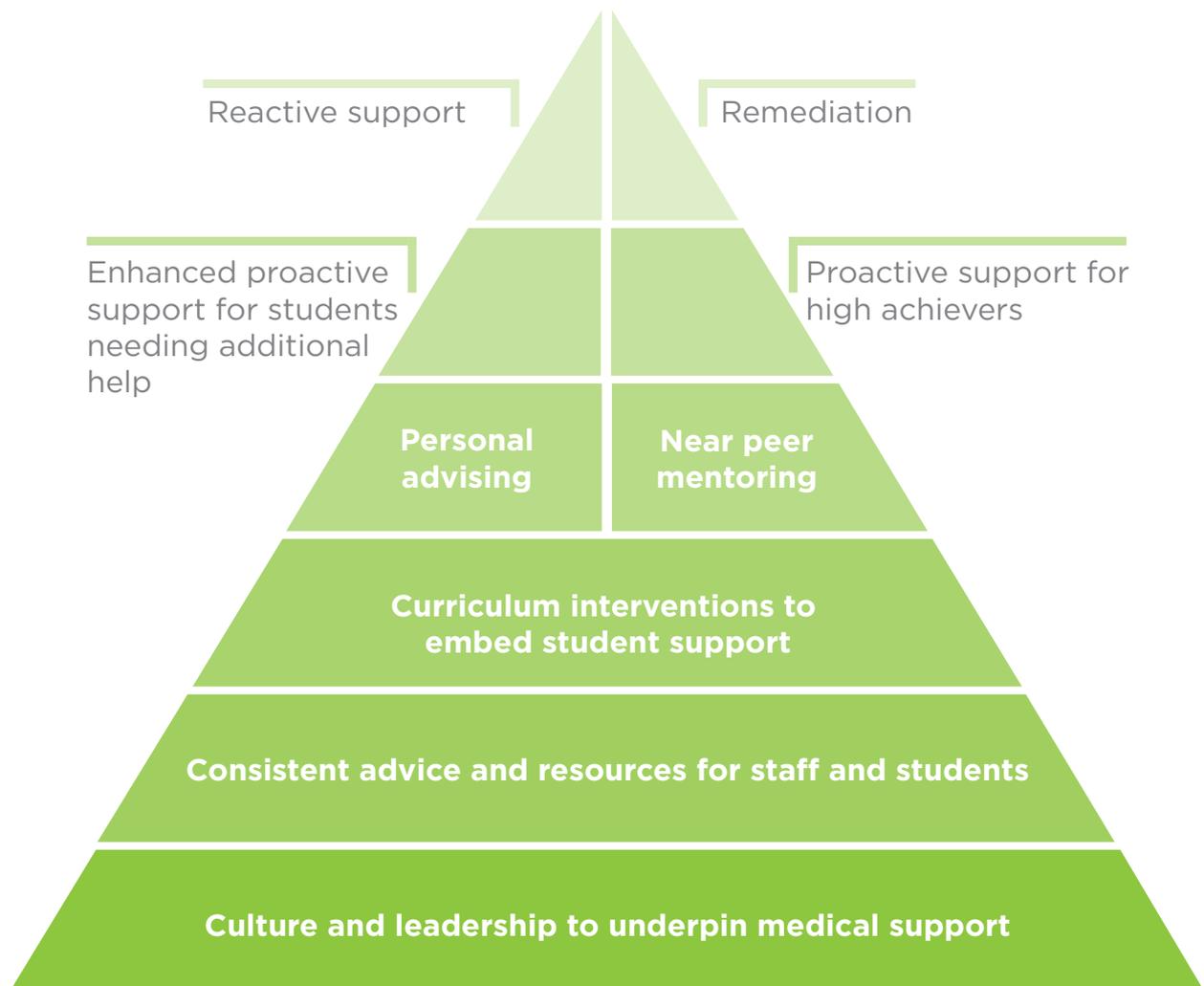
GUIDING CONCEPTUAL FRAMEWORK

Stepped care

By applying a stepped care model, the UQ Medical Program will deploy a rigorous hierarchy of strategies and interventions matched to the level of need. The approach is grounded in a strong foundation of culture and leadership, and sustains both proactive and reactive support mechanisms.

Key Focus Areas

The six focus areas below seek to address medical student support at every level from the Medical Program to individual.



3-year medical student support aspirations



Scope and timeframe

The Student Support Strategy will be implemented over the next three years, enabling core student support structures to be actioned immediately, while embedding a comprehensive suite of initiatives. Over the next three years, medical student support will extend its reach and impact. Targeted initiatives will be delivered to nurture a sustainable culture of student support.

Measuring success

Critical to the success of this strategy will be ongoing monitoring and evaluation to ensure the aspirations are achieved. Regular status updates and reporting will be delivered to the Medical Dean and the Medicine Program Committee. Evaluation will include measurement against:

1. Milestone KPIs (is our plan on track?),
2. Process KPIs (is the process outlined in the action plan working?), and
3. Outcome KPIs (have we achieved what we set out to achieve?).





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