

# Standard in Focus

## Standard 7.5: Resolution of training problems and disputes

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- **7.5.1** *The intern training provider supports medical interns in addressing problems with training supervision and training requirements and other professional issues. The processes are transparent, timely, safe and confidential for medical interns*
- **7.5.2** *The intern training provider has clear, impartial pathways for timely resolution of professional and/or training related disputes between medical interns and supervisors or interns and the health service*

This standard requires training providers to acknowledge that interns who experience difficulties often feel vulnerable in raising questions or concerns about their training, assessment or supervision and that these individuals can be concerned about being identified and potentially disadvantaged as a consequence.

It is important that training providers act to avert such problems in the first instance, through, for example, the provision of clear statements and information on supervisory relationships and responsibilities and assessment procedures. However, should interns experience conflict with their supervisor, or any other person involved in their training, processes need to be in place to support their awareness of how they can access assistance.

Appropriate processes should provide interns with confidence that their issue will be considered fairly, with transparency and will be acted on in a timely manner without recrimination, while facilitating local and early resolution in a confidential manner.

In addition, these processes should purposefully mitigate actual or perceived conflicts or biases that may arise when individuals hold more than one position in the organisation. For example, those with responsibility for the Intern Training Program, clinical or term supervisory roles or organisational managerial and line management responsibilities. It is important to ensure that, where possible, individuals are not responsible for decision making at multiple points through the escalation process. Clear processes are also required to remove the disincentives actual or perceived, for interns to raise concerns about their training and employment.

Interns should be made aware of the local process for accessing assistance and raising concerns during facility orientation and have access to this information through the duration of their employment. It can be useful to include this information in Unit Orientation Handbooks as well, particularly when interns may be allocated to terms across multiple sites.