

# Masterclass Course Outline

<b>Masterclass Name</b>	Supervising Underperformance and Addressing Conduct and Professional Concerns
<b>Locations</b>	Face-to-Face (1-day workshop) OR Live VC
<b>Masterclass Coordinator</b>	Dr Sharon Varela

*We acknowledge the Traditional Owners of the lands and waters where our University is located and actively seek to contribute and support the JCU Reconciliation Statement, which exemplifies respect for Australian Aboriginal and Torres Strait cultures, heritage, knowledge and the valuing of justice and equity for all Australians.*

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## Pre-requisites

This masterclass is designed for health professionals who provide clinical/professional supervision. This Masterclass has been approved by the Psychology Board of Australia, for supervising Psychologists seeking to maintain Board-approved supervisor status. This masterclass utilises an interprofessional framework and is open to all health professionals.

## Masterclass outline preparation

This Masterclass outline has been prepared by Dr Sharon Varela for the Centre for Rural and Remote Health and the College of Healthcare Sciences, Division of Tropical Health and Medicine, James Cook University. This Masterclass was last reviewed on 3 March 2022.

Q1. This Masterclass is offered across more than one campus and/or mode and/or teaching period within the one calendar year.	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Q2. If yes (Q1), the design of all offerings of this Masterclass ensure the same learning outcomes and assessment types and weightings.	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Q3. If no (Q2), Dr Sharon Varela has authorised any variations, in terms of equivalence.		

## Masterclass outline peer reviewer

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<b>Next Major Review</b>	30 June 2023

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# 1 Masterclass at a glance

## 1.1 Participation requirements

Participation requirements are listed below. All requirements need to be met to successfully complete this Masterclass.

Key Masterclass activities	Time	Day and date	Location
Pre-reading, quiz and reflection task	4 hours*	Provided one week prior to the Masterclass.	Online/Email
Masterclass** ( <b>Note:</b> this is delivered as either a one-day face-to-face masterclass or as an online live VC masterclass delivered through two 4-hour sessions)	8 hours*	Dates published on website**	Refer to website
Completion of reflection tasks (during the workshop or between sessions if online), and participation in group work during the workshop	N/A	N/A	N/A

\*This Advanced Masterclass is equal to 12 hours active learning. Break times are deleted from the active learning hours.

\*\* For information on the days and times when your masterclass is on, visit <https://www.crrh.jcu.edu.au/health-professionals/supervisor-training-2e39t6/psychology-and-allied-health/training-calendar/>

## 1.2 Key dates

Key dates	Date
Last date to withdraw without financial penalty	4 weeks prior to the Masterclass commencing
Assessment task 1: quiz (30%)	Date set on LearnJCU, usually 7-5 days prior to the first workshop session
Assessment task 2: reflection tasks/group participation (70%)	Group participation assessed during masterclass; reflection activity completed during masterclass or between masterclass sessions depending on study mode

# 2 Masterclass details

## 2.1 Masterclass description

This workshop focuses on key topics related to supervising underperformance and addressing conduct and/or professional concerns. This workshop is designed to encourage participants to engage with the following three topics through peer discussion, vignettes and role plays: identifying and understanding the underperformance of a supervisee; supervising the underperformance of a supervisee; and addressing conduct or professional concerns. Competence and skills related to each topic will be covered. The content is covered within the relational context of the supervisory relationship.

## 2.2 Masterclass learning outcomes

After completing this Masterclass you will be able to:

- understand and adhere to professional and legal requirements.
- recognise and address the underperformance of a supervisee.
- recognise and address conduct or professional issues.
- apply a critical reflection process to reduce the risk of serious violations or manage violations as they occur.

## 2.3 Learning and teaching in this Masterclass

This masterclass will consist of a mix of didactic presentation, skills practice, and group discussions (small and large). This is a master level class that utilises a peer learning framework, drawing on your experience to guide the discussions and learnings. This masterclass is part of a masterclass series, each building on the learning of the other classes, but also designed to be stand-alone if you choose to complete only one masterclass.

## 2.4 Participant feedback on Masterclass and teaching

As part of our commitment at JCU to improving the quality of our courses and teaching, we regularly seek feedback on your learning experiences. Participant feedback informs the evaluation of the Masterclass and its teaching strengths, including areas that may need refinement or change. We value your feedback and ask that you provide constructive feedback about your learning experiences for this Course, in accordance with responsibilities outlined in the [Participant Code of Conduct](#). Refrain from providing personal feedback on topics that do not affect your learning experiences. Malicious comments about staff are deemed unacceptable by the University.

# 3 Assessment details

## 3.1 Requirements for successful completion of Masterclass

In order to pass this Masterclass, you must:

- Demonstrate a reasonable attempt on all assessment tasks, including achieving at least 80% on the pre-quiz assessment task.
- Actively participate in the masterclass activities and discussions.
- Complete the feedback questionnaire.

Assessment items may be reviewed through moderation processes ([Learning, Teaching and Assessment Policy](#), 5.13-5.18). It is important to be aware that the assessment “is always subject to final ratification and that no single result represents a final grade in a Masterclass” ([Learning, Teaching and Assessment Policy](#), 5.22.).

### 3.1.1 Clinical or professional experience requirements

This is a masterclass designed for clinical supervisors of psychologists and other allied health.

## 3.2 Feedback on Participant learning

Participants will be provided with progressive feedback during the masterclass, and formative feedback on the quiz.

### 3.3 Assessment tasks

#### ASSESSMENT TASK 1: Case Study Reflections

<b>Aligned Masterclass learning outcomes</b>	<ul style="list-style-type: none"><li>• understand and adhere to professional and legal requirements.</li><li>• recognise and address the underperformance of a supervisee early.</li><li>• recognise and address conduct or professional issues early.</li></ul>
<b>Group or individual</b>	Individual assessment task
<b>Weighting</b>	30%
<b>Due date</b>	Within 1 week of completing the workshop.

#### ASSESSMENT TASK 1: DESCRIPTION

This assessment task has been set to ensure all participants have a shared understanding of the topic being discussed in the workshop. The assessment task will be able to be completed from the supplied readings. The quiz may consist of multiple choice, short-answer and reflective questions.

#### ASSESSMENT TASK 1: CRITERIA SHEET

You need to achieve a minimum grade of 20/25 to pass the Quiz. Participants will be able to resubmit as many times as it takes to pass. *The Masterclass content builds on the content in the quiz readings.*

CRITERIA	SATISFACTORY	INCOMPLETE	UNSATISFACTORY
<b>Case studies</b>	All questions were attempted  <i>AND</i>  Answers demonstrated an understanding of the topic and were of sufficient length to answer the question.	Not all questions were attempted  <i>OR</i>  Questions were attempted but did not fully demonstrate an understanding of the topic and/or were not of sufficient length to answer the question.	The case studies are not returned or completed successfully.  <i>If an extension was granted, the case studies are not returned or completed successfully by the date of the extension.</i>

#### ASSESSMENT TASK 2: Reflection exercise and participation during workshop

<b>Aligned Masterclass learning outcomes</b>	<ul style="list-style-type: none"><li>• understand and adhere to professional and legal requirements.</li><li>• recognise and address the underperformance of a supervisee early.</li><li>• recognise and address conduct or professional issues early.</li><li>• apply critical reflection skills to reduce the risk of serious violations or manage violations as they occur</li></ul>
<b>Group or individual</b>	Group and Individual assessment task

<b>Weighting</b>	70%
<b>Due date</b>	Assessed during masterclass (based on active participation)

## ASSESSMENT TASK 2: DESCRIPTION

This task requires participants to complete a reflection exercise during this masterclass and to participate in group exercises throughout the masterclass.

## ASSESSMENT TASK 2: CRITERIA SHEET

To achieve a satisfactory grade, participants will need to attend all sessions of the Masterclass and actively participate in peer and group exercises. An unsatisfactory grade will be given under the circumstances listed below. It is expected that this outcome would be very rare as the Masterclass is designed with a developmental learning focus and support is provided if there are any concerns.

CRITERIA	SATISFACTORY	INCOMPLETE	UNSATISFACTORY
<b>WORKSHOP PARTICIPATION / GROUP ACTIVITIES</b>	Attended all sessions and engaged in group/peer activities through sharing or other forms of participation (eg., brainstorming activities)	Attended only some sessions and/or did not engage in group/peer activities through sharing or other forms of participation (eg., brainstorming activities)	Received an <i>Incomplete</i> grade in Masterclass.

## 4 Submission and return of assessment

### 4.1 Submission and return of assessment

Assessments will be submitted electronically using the LearnJCU learning portal, with feedback provided via the LearnJCU assessment centre. You need to submit before commencement of our Masterclass or ask for an extension.

## 5 Workshop outlines

### 5.1 Masterclass (face-to-face and videoconference)

Please note, the sequence of some topics may change due to the needs of the group or the format the workshop is presented in. The workshop time is 8 hours, including 60 minutes of break.

Session	Topic	Materials	Time
<b>1</b> Introduction	<ul style="list-style-type: none"> <li>Welcome to Country</li> <li>Icebreakers &amp; Introductions</li> </ul>	Whiteboard PowerPoint	25 minutes
<b>2</b> Professional and legal	<ul style="list-style-type: none"> <li>State and federal laws/acts</li> <li>Reporting obligations</li> </ul>	Whiteboard PowerPoint	120 minutes

Session		Topic	Materials	Time
3	Recognising and Addressing Performance Concerns	<ul style="list-style-type: none"> <li>• Understanding competence</li> <li>• Understanding performance issues</li> <li>• Considerations when addressing underperformance</li> <li>• Setting benchmarks and putting in supports</li> <li>• Providing critical feedback</li> </ul>	Whiteboard PowerPoint Group exercises	180 minutes
4	Recognising and Addressing Conduct or Professional Issues	<ul style="list-style-type: none"> <li>• Positive ethics</li> <li>• Ethical acculturation</li> <li>• Resolving Conflict</li> <li>• Managing workplace stress</li> <li>• Professional and personal wellness and Wellbeing</li> <li>• Providing restorative support</li> </ul>	Whiteboard PowerPoint Group exercises	90 minutes
5	What happens next?	<ul style="list-style-type: none"> <li>• Completing masterclass requirements</li> </ul>	Group exercise	5 minutes



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