



Northern Ontario
 School of Medicine
 École de médecine
 du Nord de l'Ontario
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Procedure

Committee to Support Student Professionalism (CSSP) Procedures					Class: B
Document: Reporting, investigating, and grading student professionalism					
Approved By:	UME Committee				
Approval Date:	2018 02 01	Effective Date:	2018 02 01	Review by Date:	2022 12 30
Responsible Portfolio/Unit/Committee:	UME Committee and Committee to Support Student Professionalism				
Responsible Officer(s):	Associate Dean, UME and Chair, Committee to Support Student Professionalism				

Reporting:

All NOSM faculty and members of the university community can report concerns about the professionalism of a student enrolled in the NOSM UME Program and will be given a straightforward and easily accessed mechanism to do so.

Concerns that occur within academic sessions are to be reported using the assessment form relevant to the session.

Concerns that occur outside of academic sessions are to be reported through instruments made for this purpose which can be obtained by emailing umeprofessionalism@nosm.ca.

In addition, NOSM faculty or members of the university community, are encouraged to contact the Committee to Support Student Professionalism (CSSP) via umeprofessionalism@nosm.ca to report the exemplary professional behaviour of a NOSM UME student for consideration of recognition.

Concerns about NOSM faculty professionalism should be reported via mechanisms already in place through the *I Need Help* feature [found here](#) and clicking on the appropriate link within the feature.

Investigation:

When a concern has been reported about the behavior of a NOSM UME student, the Co-Chairs of the CSSP will review the report to determine whether there is evidence of a professionalism lapse (in relation to the CSSP Terms of Reference, UME Policy on Student Professionalism

and/or UME Code of Student Conduct). In doing so, the CSSP Co-Chairs may seek further information from any member of the NOSM community and will normally communicate with the originator of the report and the student involved.

The concern may come from two sources:

1. Assessment of Professional Behaviour as it relates to UME academic assessment forms. Low performance flags will trigger review by the CSSP Co-chairs. Specific flags may be investigated or tracked and monitored for a pattern.
2. Concerns about alleged professionalism lapses reported by NOSM faculty or members of the university community. The process for investigating via this mechanism shall be:
 - a. The NOSM faculty or member of the university community reporting a concern about a student should contact the CSSP Co-chairs via the umeprofessionalism@nosm.ca email to arrange a phone call to review the concern.
 - b. If the CSSP Co-chairs believe the concern has substance and is appropriate to the CSSP then a CSSP Professionalism Reporting Form will be sent to the faculty or member of the university community. This form will allow factual written documentation of the professionalism concern.
 - c. The form would be completed by the faculty or member of the university community and submitted back to the CSSP Co-Chairs in draft for review. Upon review, additional information or revisions may be requested. Prior to final submission the draft will be reviewed by NOSM legal representation.
 - d. After legal review, the concern is submitted as a formal complaint and is processed as per this document and the triage system outlined in the Policy on UME Student Professionalism.

Record keeping:

The CSSP Co-Chairs shall keep a full record of all communications (including notes made during verbal communications) that will be placed in the Student Professionalism File. The Student Professionalism File is a depository of all information, forms, grades or other matters related to professional behavior specific to each student as they pertain to the Academic assessment forms and any final Professionalism Reporting Forms that are submitted to the committee. As per the TORs for the CSSP, the committee will continue to fulfill all of its outlined roles in Phase 1 as outlined in the Phase 1 Promotion, Reassessment and Remediation Plan and act as a resource to the Phase Directors and Faculty in Phase 2 and Phase 3 until such time the Phase 2 and 3 Professionalism Promotion, Reassessment and Remediation Plans formally incorporate the CSSP into their assessment. As such, students in Phase 2 and Phase 3 will not have an official Student Professionalism File until that time.

Students will have the right to review the contents of their Student Professionalism File at any time and to submit written rebuttals, which also will be placed into the file. The Student Professionalism File will form a permanent record of the student's performance kept by the

Office of UME under the authority of the Associate Dean, UME. The File may be made available to other bodies constituted by UMEC, and which are involved with the teaching and assessment of professionalism within the UME program, by making a request to the Associate Dean, UME. Minor or re-assessed lapses will remain on the student's internal Student Professionalism File and not be communicated to any external bodies and will not become part of a student's MSPR. If a student is awarded a fail grade on professionalism, the student has not met the requirements of a re-assessment, or the professionalism lapse is determined to be 'Critical' or is a second 'Major' (by the criteria outlined in the Policy on UME Student Professionalism) then those aspects of the Student Professionalism File may be communicated to external bodies and may be included on an MSPR. A student will always be made aware if information will make up part of their external NOSM record.

Adjudication:

Alleged Major or Critical lapses

Where, in the opinion of the CSSP Co-Chairs, the alleged professionalism concern reported in one of the Academic session Professionalism Assessment tools or Professionalism Reporting Forms is considered major and there is evidence of a student performing at a lesser standard than required by the Policy on UME Student Professionalism and/or Code of Student Conduct, the Co-Chairs will refer the matter to the full CSSP. There may be cases when the matter is determined to solely pertain to the Code of Student Conduct in which case the matter shall be referred to the AD UME who may invoke the Student Code of Conduct Review Committee. The student(s) involved should receive a copy of any such referral letters. Should further sanctions be imposed the relevant Phase Directors shall be informed of such in a timely manner.

The alleged professionalism concern will be dealt with as per the Terms of Reference and Policy on UME Student Professionalism. At the time the matter is referred to the full CSSP the student will be notified of the alleged lapse, given a copy of their entire Student Professionalism File (and relevant Policies and TORs) and may submit a rebuttal and/or additional information within 5 working days of first being notified. The rebuttal/additional information will be added to the Student Professionalism File and be transmitted to each member of the committee.

The CSSP will meet within 10 working days, starting from when the student is notified, to review the matter. Prior to this meeting all voting non-student members of the CSSP will receive a copy of the Student's Professionalism File, including any of the recent rebuttals/additional information that the students recently submitted, if any. All materials related to the substance of the matter will be treated as confidential to the CSSP.

At the meeting of the CSSP occurring in response to the report of a lapse in professionalism, the members of the committee will review all materials and determine a course of action, which shall be one of the following:

1. That no breaches of the UME Policy on Student Professionalism and/or Code of Student Conduct took place. In this case all materials related to the allegation will be removed from the student's Professionalism File and destroyed. No record identifying the student shall be kept although a record of the CSSP meeting considering a professionalism matter will be retained.
2. That a breach of the UME Policy on Student Professionalism and/or Code of Student Conduct did occur and that an official warning shall be issued and a copy placed in the Student's Professionalism File. The warning letter shall include the nature of the lapse, the standard that the student is expected to adhere to from this point forward including any additional learning activities (for example a reflective essay), and the potential consequences of not doing so. This option shall be chosen only if the CSSP is satisfied that the student(s) has reflected on the matter, fully understands how they did not meet the expected standard, and knows how to and has committed themselves to doing so in the future. In making such a determination the CSSP, or a voting non-student member representative of the CSSP, may choose to meet with the student prior to finalizing that decision. In the case that the committee feels it is appropriate, the issue may be referred to the Associate Dean (AD) UME who may invoke the Student Code of Conduct Review Committee. The student(s) involved should receive a copy of any such referral letters. Should further sanctions be imposed the relevant Phase Directors shall be informed of such in a timely manner.
3. That a breach of the UME Policy on Student Professionalism and/or UME Code of Student Conduct did occur and that a Fail grade for Professionalism should be awarded. The student will receive a letter, which describes the reason for the Fail grade, a copy of which will be placed in the Student's Professionalism File. In the case that the committee feels it is appropriate the issue may be referred to the AD UME who may invoke the Student Code of Conduct Review Committee. The student(s) involved should receive a copy of any such referral letters. Should further sanctions be imposed the relevant Phase Directors shall be informed of such in a timely manner. Recommendations on Reassessment or Remediation will be made by the CSSP to the SAPC on a case by case basis.

Alleged Minor Lapses

Where, in the opinion of the Co-Chairs of the CSSP, the alleged professionalism issue reported in one of the Academic session Professionalism assessment tools or via the Professionalism Reporting Forms is considered minor, a recommendation will be made by the Co-Chairs (who may wish to consult with other committee members). This may include referral back to the involved Faculty, documentation and a written letter to the student or documentation and an interview with the student and a required learning activity (for example reflective essay). Isolated minor issues will stay internal to NOSM and not be reported to any external body. If a pattern of minor professionalism lapse is recognized it will be triaged as outlined in the UME Policy on Student Professionalism. For example, repeated minor lapses may be considered a major lapse and therefore would be addressed according to the major lapses procedure in the UME Policy on

Student Professionalism. A student will be made aware and given the opportunity to correct the pattern before it becomes reportable to external bodies such as through the MSPR.

In reaching a decision the CSSP will utilize the entire contents of the Student's Professionalism File including the records associated with any previous Fail grade(s) or warning letter(s) and any other relevant student academic or personal file issues as appropriate. The decision of the CSSP will be made with the intent of upholding and promoting professionalism within the UME program.

Appeal

Students shall have the right to Appeal any Fail grades awarded by the CSPP using the usual UME process.

For examples of Minor, Major or Critical Lapses please refer to the Theme 2 Report on Professionalism/Policy on UME Student Professionalism and the FAQ document.

DO NOT REMOVE THIS DOCUMENT HISTORY RECORD		
Version	Date	Comments/Amendments/Approvals
V1.0	2016 04 02	Originally part of the Proposal for the augmentation of Professionalism monitoring and assessment in Phase 1 (app by P1C 2016 04 02)
	2017 09 07	Presented to UMEC
		Revisions led by TBaldisera and RMatthews (P1PRC/CSSP Co-Chairs)
	2017 12 07	Presented to UMEC for first reading
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		Revised
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