



Source: [ACEM Trainee Support Guide](#)

## Training site issues

Training site issues, such as the work environment or professional relationships, can be a source of difficulty for trainees. You may be affected by issues with your supervisor or other aspects of the training setting.

## Support for training site issues

### Self

- Self-reflect and gather more information; is there something you could change or approach differently?
- Talk to other trainees, are they experiencing similar issues, how do they handle them?
- Raise your concerns with your DEMENT or another supervisor
- If your site has multiple DEMENTs consider asking for a change
- Evaluate if the site is right for you. You may be suited to a larger or smaller site for parts of your training.

### Local

- Meet with your supervisor / DEMENT / Local WBA coordinator – discuss difficulties causing training issues. You can involve a support person in the meeting
- Raise conduct/behaviour issues with HR department
  - informal local resolution process (see below)
  - formal local resolution process (see below)

### ACEM

Contact the Trainee Support team. They may involve the Regional Censor/Regional Deputy Censor, with your permission.

### External

- Contact the [ACEM Assist](#) provider (Converge International) to access coaching or counselling
- Consider engaging a mentor within your local network



## Workplace local resolution processes

If you are having issues at your training site, you should start by addressing this locally, using an informal or formal local resolution process.

If you are going to raise any of these issues it is important to remember to keep written documentation and records, including those from others who may have witnessed or experienced the same issues.

### **Informal**

Often an informal process of discussing the issue with the people concerned can result in the necessary changes being made. If appropriate, you can also speak to your site's Human Resources team and ask for advice.

You may also wish to discuss the issue and seek advice from your mentor, colleague or another trainee before raising the concerns with your supervisor or the person concerned.

When setting up a meeting, you can request a support person be present (co-DEMT; DEM; other FACEM, mentor) to act as an observer. You should let the other attendees know that you will be bringing someone to the meeting.

### **Formal**

If the informal resolution process has not achieved the desired outcome, you can instigate a formal local resolution process. Liaise with the Human Resources department at your site for information and advice on how to proceed via formal channels at your site.

This process will require supporting information so make sure you keep documentation such as emails, witness accounts and records of issues.

## ACEM support

If you are reluctant to raise the issue at your site, you can contact the Trainee Support team at ACEM for advice.

If the matter relates to issues that are impacting on the site meeting its training accreditation requirements, the Trainee Support team may, with your permission, include the Accreditation unit and the Regional Censor/Regional Deputy Censor to provide you with additional support.

Where necessary, accreditation site visits may be brought forward at the discretion of the Council of Education in order to investigate concerns raised by trainees. This process would generally occur after the site has been provided the opportunity to reply to any concerns raised in the first instance.

## Discrimination, bullying and sexual harassment

Issues related to discrimination, bullying and sexual harassment, should be raised in the first instance

in the local workplace as an employment issue. The College does have a formal complaints mechanism that can be activated; however, this has limited investigative power for issues in the primary place of employment due to jurisdictional considerations.

For issues related to discrimination, bullying and sexual harassment, your employer's Human Resources department can provide advice on the complaints and resolution process in addition to counselling and support. ACEM does provide trainees with access to free confidential support via [ACEM Assist](#).