

# PEPPERDINE UNIVERSITY

Seaver College

Natural Science Division

Nutritional Science

Nutritional Science Certificate Program-  
Individualized Supervised Practice Pathway

(NSCP-ISPP)

POLICIES AND PROCEDURES

PRECEPTOR HANDBOOK

2022-2023



This handbook is designed to help preceptors with the program policies and procedures to which the interns are required to follow while enrolled in the NSCP-ISPP program. The handbook is not intended to be all-inclusive, but rather is to be used as a supplement to Pepperdine University's Undergraduate and Graduate Student Handbook. It outlines accepted policy, based on the program's compliance to the Accreditation Council for Education in Nutrition and Dietetics (ACEND).

Program Director:  
Sunnie DeLano, DHPE, MS, RDN  
[sunnie.delano@pepperdine.edu](mailto:sunnie.delano@pepperdine.edu)  
(310) 506-7064

*Program Accreditation:*  
*Pepperdine University Nutritional Science Certificate Program-Individualized Supervised Practice Pathway (NSCP-ISPP) is accredited by the Accreditation Council for Education in Nutrition and Dietetics, Academy of Nutrition and Dietetics, 120 South Riverside Plaza, Suite 2000, Chicago, Illinois 60606-6995, 312/899-0040 ext. 5400*  
<http://www.eatright.org/acend/ispp>

**The Policies and Procedures Preceptor Handbook for the Nutritional Science  
Certificate Program-Individualized Supervised Practice Program at  
Pepperdine University**

**TABLE OF CONTENTS**

1. Preceptor Training	5
2. Program Description	6
3. Mission of the Program	6
4. Program Learning Outcomes (PLOs) and Outcomes Measures	7
<b>Responsibilities and Roles</b>	
5. Roles of the Intern	8-9
6. Roles of the Program Director	9
7. Roles of the Preceptor	10-12
<b>Intern Policies and Procedures</b>	
8. Prior Learning Credit Toward Program Requirements	12
9. Medical Exam and Medical Insurance Policies	12
10. Professional Liability and Auto Insurance	13
11. Safety in Travel to and from Assigned Areas	13
12. Injury or Illness while in a Supervised Practice Facility	13
13. Drug Testing and Criminal Background Check	13
14. Medical Exam and Required Immunizations	13
15. Dress Code for Supervised Practice Rotations	14-15

16. Academy of Nutrition and Dietetics – Membership and the Annual Food and Nutrition Conference and Exhibits (FNCE)	16
17. Fair Labor Standards	16
18. Code of Academic Integrity	16
19. Rotation Schedule and Assignments	16-17
20. Rotation Hours	17
21. Selection of Rotation Sites	18
22. Attendance	18-19
23. Student Services	19
24. Performance Evaluations	20
25. Completion of Program	20-21
26. Protection of Privacy and HIPPA	21
27. Program Evaluation	21
28. Grievance Policy	22
29. Program Withdrawal	23
30. Program Retention and Termination	23-24
A. Repeating a Rotation	
B. Discipline and Termination	
31. Non-Discrimination Policy	25

**Welcome to Pepperdine University's Nutritional Science Certificate Program- Individualized Supervised Practice Pathway (NSCP-ISPP) in the Natural Science Division of Seaver College.**

## **Pepperdine NSCP-ISPP Handbook for Preceptors**

THANK YOU for taking the time to be a preceptor and give of your knowledge, skills, and experience to help train future RDNs.

The Internship team consists of three people 1) Preceptor 2) Intern and 3) Director of ISPP program. It is important that this team communicates throughout the rotation and that any issues or questions be brought to the director. As the preceptor, we consider you an integral part of the team and value your feedback.

### **Preceptor Training**

In an effort to provide you with the background on the policies and forms utilized in the internship we ask you to review the preceptor handbook and the rotation syllabus and follow-up with the director with any questions. This handbook will allow you to have knowledge of the expectations of the interns and the role of each member of the team.

We highly recommend each preceptor review the syllabus and forms associated with their rotation and review with the director in person or over the phone prior to hosting an intern.

In addition, CDR (Commission on Dietetic Registration) provides a free online preceptor training. It is a very valuable tool to assist in preparing to work with interns.

**The course is self-paced and provides 8 CPEUs when completed.**

To access the course go to <https://www.cdrnet.org/news/online-dietetics-preceptor-training-course-free-of-charge>

Once you arrive here you can click on "Dietetics Preceptor Training Program" and create a new account that will allow you to log in and complete education courses. It will track your progress so you do not need to complete it in one sitting.

## **GENERAL OVERVIEW OF THE PROGRAM**

### **Program Description**

The Nutritional Science Certificate Program-Individualized Supervised Practice Pathway (NSCP-ISPP) in Natural Science is a post baccalaureate program which provides students with the supervised practice experience needed to fulfill the competencies for Registered Dietitians established by the Commission on Accreditation for Dietetics Education. Students will have supervised practice field experiences to help prepare them for professional careers as Registered Dietitians in wellness, health, nursing, medicine, therapeutic nutrition, nutrition counseling, foodservice management and leadership. Once the program is completed, a Certificate of Completion is offered allowing eligibility to sit for the registration examination for Registered Dietitians. The program includes 1,248 hours of supervised practice in rotation sites within a 60-mile radius of Malibu, California.

The NSCP-ISPP provides two concentration areas in both service and leadership.

### **Mission of the Program**

The mission of the NSCP-ISPP program at Pepperdine University is to provide a strong supervised practice experience to educate and prepare our students to be highly competent and culturally sensitive dietetic professionals in compliance with external accreditation by the Council of Accreditation for Nutrition and Dietetics education (CAND), of the Academy of Nutrition and Dietetics (AND). The curriculum is designed to meet the student learning outcomes and competencies for entry-level Registered Dietitians. The learning environment is structured to promote an appreciation for life-long learning, purposeful self-reflection, effective problem solving, and teamwork.

## Program Learning Outcomes (PLOs) and Outcomes Measures

A student who successfully completes the NSCP-ISPP should be able to:

- 1. Secure employment and/or gain acceptance into graduate programs, or professional schools related to both the fields of Nutrition and Dietetics;**
  - a. Over a five-year period, 70% of NSCP-ISPP students will seek employment in dietetics-related positions within three months of completing the program.
  - b. During the first year of employment, program graduates will be ranked by at least 75% of employers as above average in professional knowledge and skills as compared to other entry level Registered Dietitians.
  - c. Over a five-year period, 95% of employed students who respond to the alumni survey will rate themselves as prepared or well prepared for his/her first position of employment.
- 2. pass the registration examination to become a Registered Dietitian; and,**
  - a. Over a five-year period, 90% of NSCP-ISPP students will successfully complete the registration examination on the first try.
- 3. be committed to community service and leadership.**
  - a. 100% of faculty members will indicate they participate in one or more community service activities.
  - b. Over a five-year period, 70% of current students will participate in community service activities.
  - c. Over a five-year period, 79% of current students will become leaders in community service activities.
  - d. Over a five-year period, 50% of students will indicate on an alumni survey that they participate in one or more community service and leadership activities.

## **Responsibilities and Roles of Intern, Program Director and Preceptor**

### **1. Role of the Intern**

Students are expected to follow all policies and procedures and expectations as listed below. Failure to follow policies and procedures may result in disciplinary action including termination of the program.

#### **Responsibilities of the NSCP-ISPP Student:**

1. Students must be familiar with all policies and procedures in the student handbook and refer to them to answer policy and procedure questions.
2. Students need to complete learning experiences, study guides, readings, written assignments, and projects by due dates and arrive prepared to rotation sites and classes.
3. Students are expected to be punctual and available through the rotation.
4. Students are expected to behave in a manner consistent with the Academy of Nutrition and Dietetics Code of Ethics at all times.
5. Students are expected to represent Pepperdine University in an appropriate and professional manner in both behavior and appearance.
6. Students are expected to maintain confidentiality of all information discussed within his/her rotation.
7. Students are expected to communicate with his/her preceptors and Program Director throughout each rotation.
8. Students are expected to inform preceptors and the Program Director of any change in his/her schedule in a timely manner and to accept program changes that may arise.
9. Students are expected to maintain a positive and hard-working attitude.
10. Students are expected to be active learners, ask questions when needed and seek out answers to strengthen and broaden his/her learning experience.

#### **Preparing for the rotation:**

Interns should review the syllabus and complete the pre-assignments associated with each rotation. Pre-assignments must be turned into the director of the program prior to beginning the rotation. It is expected that the intern should arrive to the rotation PREPARED and KNOWLEDGEABLE.

During orientation to the rotation on the first day, the intern and preceptor should review the syllabus together, discussing assignments and due dates. The intern should share their learning goals for the rotation with the preceptor. The schedule should be reviewed and any changes from the original schedule should be submitted to the director.



### **Evaluation of the intern's progress:**

The intern and preceptor should review the evaluation forms to be used for each rotation and discuss the evaluation schedule. It is recommended that an oral evaluation be done at the end of each week to discuss progress of the intern. A written evaluation should be completed at the mid-way point for rotations 6 weeks or longer and a written evaluation for the end of each rotation.

### **Expectations of the Intern**

The intern should drive the learning experience by being an active learner. The goal of the supervised practice is to grow as a professional while growing in knowledge. Arriving prepared, asking questions, researching areas of unfamiliarity and an overall enthusiasm for the experiences is expected.

## **2. Role of the Program Director**

### Responsibilities of the NSCP-ISPP Program Director:

1. Serve as a role model and mentor.
2. Orient the student to all aspects of the NSCP-ISPP Program.
3. Provide adequate training of preceptors and coordinate learning experiences and projects for each rotation.
4. Develop schedules for the program, organize rotations and plan class days.
5. Monitor and evaluate student progress in each rotation.
6. Ensure that all students are meeting Accreditation Council for Education in Nutrition and Dietetics core competencies.
7. Support and act as an advocate for the student when appropriate.
8. Act as a liaison between the preceptor and student when needed.
9. Develop and enforce policies and procedures.
10. Develop partnerships with outside organizations that strengthen the program.
11. Be involved in Academy of Nutrition and Dietetics (formerly known as the American Dietetic Association) activities that strengthen the quality of the NSCP-ISPP.
12. Maintain the program's accreditation with the Accreditation Council for Education in Nutrition and Dietetics (ACEND), formerly known as the Commission on Accreditation for Dietetics Education (CADE).
13. Maintain a strong program by evaluating the program at a yearly review to ensure students are receiving training in current dietetics skills.

### **Communicating with the Intern and Preceptor**

The director is responsible for weekly communication with the intern at the Monday meetings and throughout the program. The director serves as a liaison between the preceptor and intern should any questions or concerns arise. In most cases direct communication between the preceptor and the intern is best, however the director is

available to facilitate discussions or guide changes in the behavior of the intern if needed.

### **3. Role of the Preceptor**

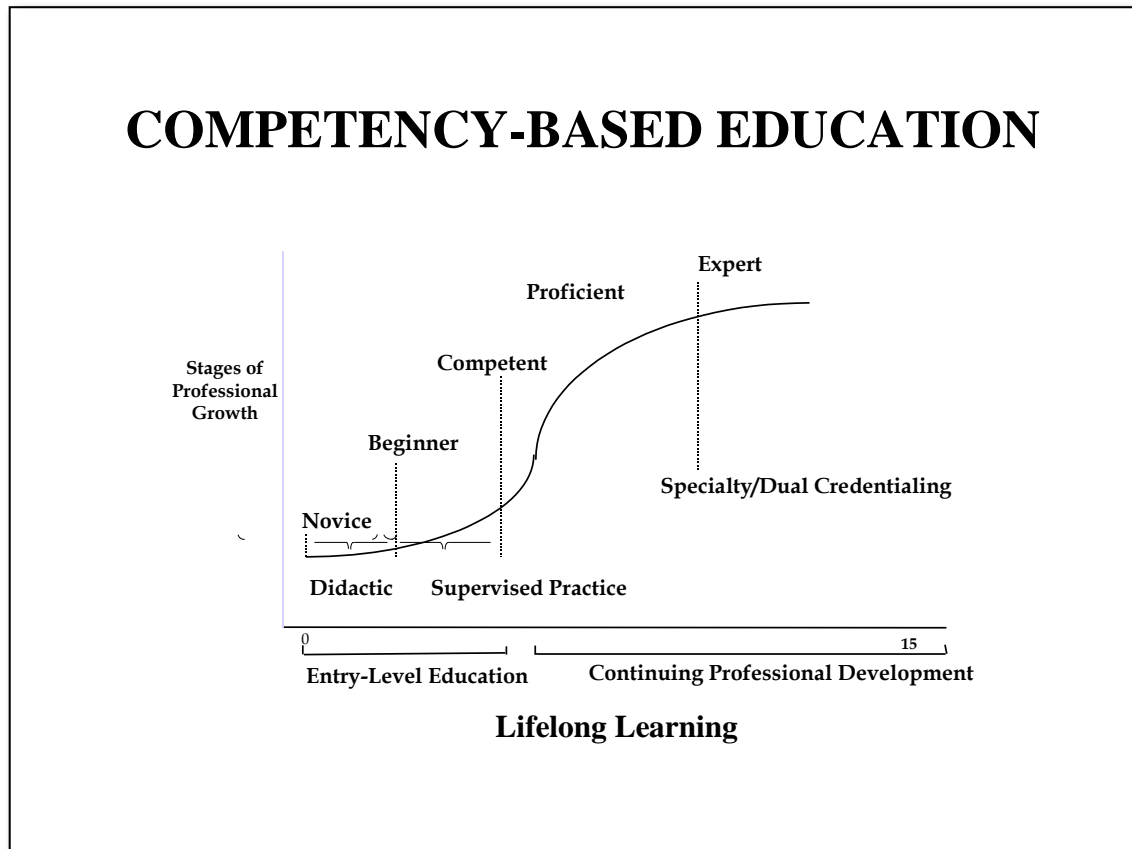
#### Responsibilities of the preceptor:

- 1. Be prepared for the intern** by reviewing the handbook and activity syllabus, follow-up with director for clarification or questions.
- 2. Arrange for an orientation** to the facility, staff and rotation on the first day and discuss clear expectations and due dates of assignments with the intern.
- 3. Provide regular communication and feedback** with the intern, both formally and informally. It is very important that if you observe the intern not performing as they should that you communicate this as soon as possible, rather than wait until the formal evaluation time. This allows the intern the opportunity to adjust and fix the behavior with adequate time. A specific time to connect during the week can be helpful. The best approach for providing feedback to students is EARLY and OFTEN. This allows timely corrections to take place and provides the opportunity for the intern to grow.
- 4. Be a role model** in your profession by demonstrating skills and behaviors to the intern and assist the intern with time management and professional development.
- 5. Provide clear guidelines.** As professionals with experience in the field, we often forget where we were as an intern. What may seem obvious to an experienced practitioner is often not the case with the intern. Many interns are not aware of their strengths and weaknesses at the beginning of the supervised practice. Clear guidelines should include the ground rules for the facility – arrival time, departure time, professional conduct and dress, use of cell phones, communication with preceptor, etc. Please define your expectations with the intern from the beginning to avoid having to deal with issues later.
- 6. Be a resource for interns.** The interns often share that what they appreciate most is hearing from the preceptor how they grew in their field and the journey from student to professional. You are a wonderful resource to an intern entering the profession of nutrition and dietetics.

The supervised practice is the bridge from a student being a somewhat passive learner in a classroom to an active learner and participant in the professional workplace. This learning curve is different for each intern and the goal is to see growth and change so that the intern moves from a novice to competent in nutrition knowledge.

Patience, guidance and communication is essential for the intern to move from acquiring knowledge (undergraduate degree) to application of the knowledge

(supervised practice). You, the preceptor, play a key role in assisting the intern on this growth curve. Thank you!



Gilmore CJ, O'Sullivan Maillet J, Mitchell BE (1997) Determining educational preparation based on job competencies of entry-level dietetics practitioners. *JADA* 97(3): 306-316

### **A word on constructive feedback....**

“True intuitive expertise is learned from prolonged experience with good feedback on mistakes.” –*Daniel Kahneman*

*Providing feedback is essential to student growth.*

It is helpful for the student to 1) know what good performance is (what is the standard or goal); 2. how their current performance relates to good/goal performance and 3. what they can do to close the gap between their current performance and good/goal performance.

### **Dealing with a difficult or problematic intern**

It is our hope that our application process, the interview and the selection of the interns provides strong interns to the program, we know that there may be times you may have to deal with problematic behavior. Please know the director is always available to facilitate discussions and to meet with the preceptor and the intern. Acceptable behavior for an intern should be no different than if the intern were an employee of the facility and oral and/or written warnings should be provided, and the director should be contacted. The interns are aware that their placement at a facility is a privilege and professional behavior must be followed at all times.

THANK YOU!

We are grateful for you being part of our team!

## **INTERN POLICIES AND PROCEDURES**

### **Prior Learning Credit toward Program Requirements**

The Pepperdine University NSCP-ISPP does not grant credit towards supervised practice rotations/assignments for any prior education courses, and/or experiences. All students must complete the 1248 hours within the NSCP-ISPP program.

### **Medical Exam and Medical Insurance Policies**

#### **Policy**

Students must provide proof of a physical exam completed within six weeks prior to enrollment and proof of medical insurance while enrolled in the ISPP.

#### **Procedure**

1. Proof of physical examination, immunizations, vaccines, COVID 19 vaccine, TB test, and Hepatitis B immunity (must be completed within two months prior to start) must be provided two weeks prior to start of program. Expenses are paid by the student.
2. Proof of medical insurance must be provided two weeks prior to start of program. If a student becomes ill or injured while enrolled in the program, the student's health coverage would take effect to cover all health costs.

## **Professional Liability and Auto Insurance**

### **Policy**

It is required that each student carry Professional Liability Insurance throughout the entire program. In addition, current auto insurance must be carried by the student. These costs are the responsibility of the student.

### **Procedure**

1. Proof of liability insurance must be submitted two weeks prior to start of program. Professional liability insurance is available on the Academy of Nutrition and Dietetic website ([www.eatright.org](http://www.eatright.org)).
2. Proof of auto insurance must be provided two weeks prior to start of program. A car is necessary to complete the ISPP rotations.

## **Safety in Travel to and from Assigned Areas**

### **Policy**

Students must supply his/her transportation to and from assigned supervised practice facilities. Auto insurance must be current during the length of the program.

## **Injury or Illness While in a Facility for Supervised Practice**

### **Policy**

Students who are injured or become ill while at a supervised practice rotation should seek immediate medical care at either a personal physician's office or an emergency room depending on need. The student is responsible for financial/medical insurance to cover this care.

## **Drug Testing and Criminal Background Check**

### **Policy**

A criminal background check is completed on each intern by the ISPP program prior to beginning rotations. Students are required to undergo a drug test and criminal background check if required by the supervised practice facility. The student is responsible for this expense. In the case of a student not passing the drug test or criminal background check, they will be unable to continue in the program.

## **Immunizations**

### **Policy**

Students are expected to be up to date with the following required vaccinations before beginning the ISPP program: MMR, Varicella (or proof of disease/titer), TDAP, Hep B, Flu shot (when available) and COVID-19 vaccine. In addition, a negative TB test is required.

## **Dress Code for Supervised Practice Rotations**

### **Policy**

The dress, grooming, and professionalism of our students reflect upon the image of the University. Students are expected to be professional at all times in both his/her dress and in speech. Standards for grooming, dress, and personal conduct are held to a professional level and students should always do his/her best to convey this message. The following recommendations for dress and grooming must be followed while completing supervised practice rotations.

### **Procedure**

#### **Personal Hygiene**

1. Students should follow high standards for cleanliness and good grooming. All clothing (including lab coat) must be clean and neat. Makeup, jewelry, and perfumes should be worn in moderation. Many facilities may not allow perfume at all due to sensitivities and allergies.
2. Name badges shall be worn at all times, during working hours, at organizational events, work related meetings and for in-service, education and off site programs.
3. Dress codes for each facility should be followed and discussed with the preceptor prior to beginning a new rotation.

#### **Rotation Attire**

1. White lab coats (provided by Pepperdine) are required for clinical rotations and should be worn over professional clothing. Lab coats should be clean and wrinkle-free at all times.
2. An identification badge (provided by Pepperdine) is to be worn at all times.
3. Dress codes for the facility should always be followed in addition to these guidelines:

#### **Business Professional Attire**

##### **Blouses/Shirts**

Appropriate attire includes shirts with collars, button front, pullover clothing with finished neckline, blouses, turtlenecks, sweaters, jackets, blazers, and lab-coats.

**Unacceptable:** T-shirts, sweatshirts, sport jerseys, halter/tank/midriff tops, low-cut, or sleeveless tops, sundresses, spaghetti strap tops/dresses.

##### **Pants/Skirts**

Pants and skirts must be appropriate in length and may not hang below the waist. Skin and under garments shall not be visible in the waist area. Pant length must not hang below tip of shoe heel and will not drag on the floor surface.

**Unacceptable:** shorts, jeans (blue and black), sweatpants, leggings, short dress/skirt lengths and slits, military style pants, and athletic wear.

**Hair** - Hair should be kept clean, well groomed and in many cases pulled away from the face. In the foodservice rotations hair that is not above the collar must be tied back. Hair restraints will be worn at all times.

**Shoes** - For the safety of the student closed-toed, non-slip shoes should be worn at all facilities. Heels should be limited to ½ inch and in some rotations, must be flat for safety purposes.

**Tattoos** - Tattoos should not be visible and should be appropriately concealed by clothing. Further questions can be directed to preceptor regarding the facility's policy.

**Facial Hair** - Facial hair including beards, side burns, and mustaches shall be clean and neatly trimmed. Beards should be kept at an appropriate length to promote safety for self and patients.

**Body Piercing** - Rings, hoops, or facial studs are not acceptable for the professional work setting. This includes nose rings/studs, gauged ear lobes, or other body piercing such as eyebrow, lip, tongue, etc. Simple/modest rings in the ears are acceptable.

**Jewelry** - Students may wear no more than two rings per hand, and no dangling bracelets or long necklaces that can be dangerous are allowed. Earrings should be conservative with no more than two pairs.

**Fingernails** - Nails must be clean and well groomed. In patient-care areas, nails must be no longer than ¼ inch beyond the fingertip. Artificial nails are prohibited for infection control reasons and nail polish is prohibited.

**Undergarments** - Undergarments must not be visible and concealed by clothing.

### **On Campus**

For on campus class meetings students may dress casually and tastefully. For on campus meetings that are not class time, students should wear business casual attire with his/her name badge.

## **Academy of Nutrition and Dietetics – Membership and the Annual Food and Nutrition Conference and Exhibits (FNCE)**

### **Policy**

Membership with Academy of Nutrition and Dietetics is highly encouraged to build professionalism.

### **Procedure**

Students are encouraged to join the Academy of Nutrition and Dietetics as an affiliate member. The fees associated with membership are the responsibility of the student. Students will attend the Food and Nutrition Conference and Exhibitions (FNCE) and the expenses related to the conference is covered by tuition.

## **Fair Labor Standards**

### **Policy**

The training given to the student is for the benefit of the student and his/her training. He/she does not displace regular employees. He/she works under the close supervision of the preceptor. The student is aware that he/she is not entitled to wages for the time spent in training nor to a job at the conclusion of the program.

## **Code of Academic Integrity**

### **Policy**

Students are expected to comply with all components of Pepperdine University's Code of Academic Integrity ([www.seaver.pepperdine.edu/academicintegrity](http://www.seaver.pepperdine.edu/academicintegrity)). Failure to comply with this code can result in student various sanctions/disciplinary action.

## **Rotation Schedule and Assignments**

### **Policy**

Students will be provided with his/her rotation schedules, program materials, and vacation/holiday schedule during the orientation week.

### **Procedure**

#### **Rotation Schedule**

1. Internship rotations are completed from September through the end of June for 40 weeks total.
2. The Program Director is responsible for scheduling each student's 1248 hours. The schedules will be distributed to all rotation preceptors, students, and staff.



3. Changes due to unforeseen circumstances may create changes during the rotation. These will be brought to the student by the Program Director in a timely manner.
4. Program Materials
 

Students will attend a week of orientation the last week of August prior to beginning the supervised hours. During this week the following will be reviewed:

  - a. Rotation schedule including preceptor contact information for each learning experience.
  - b. Program learning outcomes for each rotation.
  - c. Class schedules including weekly assignments, projects, and due dates.
  - d. Evaluation forms and assessments for each experience.
  - e. Training by preceptors for each of the following areas: clinical, community and foodservice management.

**Rotation Hours – Total 1248**

The ISPP is comprised of the following hours in each rotation discipline:

- Clinical Hours LTC – 64 hours (2 weeks)
- Clinical Hours Acute – 384 hours (12 weeks)
- Clinical Outpatient – 64 hours (2 weeks)
- Foodservice Management-Retail/School/Hospital – 320 hours (10 weeks)
- Community Rotations – 320 hours (10 weeks)
- Service and Leadership – 32 hours
- Self-Select/Specific Concentration– 64 (2 weeks)

The intern rotations may be completed in any order of Clinical, Community and Foodservice and each intern will follow an individual rotation schedule, however the following is an EXAMPLE of a rotation schedule.

SEPT/OCT	OCT/NOV	NOV	DEC/JAN	JAN/FEB
Food Service - Institutional Food Management	Food Service- School Management	Child/Adolescent Nutr. Education	Community WIC	Community Public Health
224 hours University Food Services	96 hours School - central kitchen	64 hours SOS Mentor	160 hours WIC	96 hours Food Bank LA Project Angel Food Wellness Programs Senior Nutrition
Hospital Food Services Catering Food Services LTC Facility Senior Nutr Program Budget Project	School - satellite sites Budget Project	Food Bank LA		
FEB	FEB/MARCH/APRIL	MAY	MAY	June
Clinical MNT 1	Clinical MNT 2	Staff Relief	Outpatient	Self Select/ Concentration
64 hours LTC Hospital	320 hours Acute care Hospital	64 hours Acute care Hospital	64 hours Renal clinic Hospital Private practice	96 hours EX: sports nutr Eating disorders Education Teaching/research

## **Selection of Rotation Sites**

### **Policy**

Facilities where rotation hours are completed are selected using specific criteria established by the ISPP program and evaluated on a yearly basis.

### **Procedure**

The site/preceptor must meet the following criteria:

- A desire to be a preceptor to an intern and be committed to the time frame of the rotation.
- Nutrition staff maintains current credentials for the profession (RDN status) or food service professional credentials.
- Provides experiences that meet the goals and learning objectives of the ISPP program.
- Should have adequate staffing to provide a positive learning experience for the intern, including proper supervision and instruction by the preceptor(s).
- Make available opportunities for intern to learn specific disease nutrition therapy practices and patient care (if MNT rotation).
- Provide adequate time, supervision and instruction for projects to be completed.
- Fully executed affiliation agreement with the facility.
- Located within 60 miles of the University or 60 miles within the intern's home.

## **Attendance**

### **Policy**

Students are expected to complete all assigned hours including rotations, classes, and scheduled meetings. Supervised hours are scheduled four days per week (Tuesday-Friday) with one day a week (Monday) in the classroom. Students are expected to attend all hours. Students must seek approval for a change in schedule due to circumstances such as illness, bereavement purposes, personal reasons, emergencies, or job interviews.

### **Procedure**

Attendance

1. **Unplanned Leave/Absence** - The student must contact the Program Director via phone and email and rotation preceptor as soon as possible to request leave. The Program Director will document the information on the student's attendance record kept in the student's file.
2. **Planned Leave** - The student must submit a written request as far in advance as possible. The Program Director will either deny or approve the request. The original request will be kept in the student's file. Approved leave will be documented on the student's attendance record kept in his/her file along with the original written request. The Program Director will consult with rotation preceptors/supervisors prior to granting approval. Unapproved absences are

not acceptable and will be subject to disciplinary action up to and including termination from the program.

3. **Tardiness** - If the student expects to be late, he/she will call both the Program Director and the current supervising preceptor to provide a reason for the tardiness and an approximate time of arrival. It is the responsibility of the student to communicate any changes to both the director and preceptor at all times.
4. **Excessive tardiness** will be subject to action up to and including termination from the program.
5. **Classroom Attendance** - Students are expected to attend weekly meetings on campus. If the student is unable to attend, the Program Director must be notified by phone as soon as possible. All work must be made up from the missed class. Two classes may be missed without penalty. Beyond two, the student will need to meet with the Program Director to discuss disciplinary action.
6. **Weekly Log of Hours** - Students are required to maintain daily records of his/her supervised hours and turn in a weekly log to the Program Director on Mondays.

### **Vacation**

Students will receive vacation days, two weeks at Christmas and one week for Spring Break. These dates will be provided to the student during orientation and will follow the academic calendar of Pepperdine Seaver College which may be viewed at: <http://seaver.pepperdine.edu/academics/calendar>.

### **Observed Holidays**

1. Labor Day
2. Thanksgiving Holiday (Thursday and Friday)
3. Christmas Day – Two weeks vacation
4. New Year's Day
5. Martin Luther King, Jr. Day
6. Spring Break – One week vacation
7. Memorial Day

If the student is scheduled to work on an “observed” holiday, another day will be given off.

### **Student Services**

Students enrolled at Pepperdine University have access to student services on campus including health services, counseling, and academic testing. Additional information on these services can be found at [www.seaver.pepperdine.edu/studentlife](http://www.seaver.pepperdine.edu/studentlife).

## **Performance Evaluations**

### **Policy**

All students will be evaluated on his/her performance at specified times throughout the program to assess readiness for entry-level competency.

### **Procedure**

1. The student will complete the rotation student learning packet prior to each rotation and develop personal goals before beginning each rotation.
2. The preceptor and student will meet as needed to discuss the student's performance and progress.
3. The Program Director and student will meet once a month to discuss the student's performance and progress.
4. At the end of each rotation, students will complete a self-assessment form, evaluation of preceptor form and site evaluation form. These will be turned into the Program Director.
5. Written evaluations will be completed by the primary preceptor for each rotation including Clinical, Critical Care, Specialty, Hospital Foodservice Systems, School Foodservice Systems, Long-term Care, Women, Infants and Children (WIC), and Staff Relief. Once reviewed with the student, evaluations will be kept in the student's file in the Program Director's office.
6. The following assessment tools will be used:
  - a. Clinical Rotation Supervised Practice Evaluation Form (Clinical, Staff Relief),
  - b. Long-term Care Rotation Supervised Practice Evaluation Form,
  - c. Women, Infants, and Children (WIC) Rotation Supervised Practice Evaluation Form,
  - d. Specialty Rotation Supervised Practice Evaluation Form (Specialty, Critical Care), and
  - e. Food Service Rotation Supervised Practice Evaluation Form (School and Hospital)
7. The student is required to meet all required supervised hours, learning experiences and performance standards to receive a certificate of completion.

## **Completion of Program**

### **Procedure**

1. The program of learning experiences has been developed to meet the Standards of Education of the Commission on Dietetics Education.
2. Students will be evaluated on his/her performance and must meet competency standards provided to them in each rotation. Students will be given an exit interview at the completion of the program.
3. Verification of completion of the ISPP will be provided as a certificate of completion by the program director.

- a. The Program Director will submit verification statements to the Commission on Dietetic Registration for eligibility to sit for the Registered Dietitian examination.
- b. The Program Director will keep verification statements on file.

## **Protection of Privacy**

### **Policy**

Student's file will be kept in a locked file cabinet in the Program Director's office. All information in the student's file is private. The Program Director and Academic/Assessment Director are the only two to have access to these files. Students have the right to review his/her personal file upon request.

## **Program Evaluation**

### **Policy**

The program standards will be evaluated by the Program Director and Academic Assessment Faculty utilizing established methods to gather information on the quality of the program. Facilities and preceptors will also be evaluated yearly and discussed at an annual review meeting at the termination of each program year.

### **Procedure**

#### Program Evaluation

1. The Program Director, Academic Assessment Faculty, staff, preceptors, nutrition students, and program graduates will be part of the program review.
2. The Program Director will:
  - a. Review, collect, and keep on file intern rotation evaluations.
  - b. Review, collect, and keep on file preceptor and program evaluations.
  - c. Conduct a survey of immediate past graduates and his/her employers to determine entry-level competency of graduates one year following his/her completion of the program.
  - d. Review registration examination scores of program graduates.
  - e. Maintain records on file of all evaluations for a five year period in the Program Director's office.
  - f. Use information gathered to discuss recommendations for change at the annual review meeting at the end of the program year with the Academic Assessment Faculty.
  - g. Make modifications to materials and the program based on the evaluations.

Program outcome data is available upon request from Office of Institutional Effectiveness (OIE).

## **Grievance Policy**

### **Policy**

The student has the right to file a grievance if he/she feels he/she has not been treated fairly. It is important that all students feel that they have been fairly treated and given every opportunity to discuss his/her problems in the program.

### **Procedure**

If a student wishes to file a complaint or grievance against a Site Director, Preceptor, staff member, or the content or process of an experience, the following steps should be taken:

1. The student must first speak with the Preceptor to discuss the reasons for the complaint or grievance. The Preceptor must review the matter with the student and discuss the next step to be taken.
2. If the grievance is not resolved in step 1, the student may appeal to the Site Director. The Site Director may confer with the Preceptor to discuss and resolve the problem.
3. If these discussions are not adequate to resolve the matter then the student should meet with the Program Director. This should be done in a timely manner.
4. The Program Director will then discuss the situation with the student, the Site Director and Preceptor.
5. If a resolution cannot be made, the student will either be asked to change site and preceptor locations if the grievance against the preceptor or site is not conducive to learning OR they will be asked to leave the program if the student is at fault and cannot work within the guidelines of the program. A grievance form will be completed documenting the resolution, if any, and kept in the student's file.

The Accreditation Council for Education in Nutrition and Dietetics (ACEND) will review complaints that relate to a program's compliance with the accreditation standards. ACEND is interested in the sustained quality and continued improvement of dietetics education programs but does not intervene on behalf of individuals or act as a court of appeal for individuals in matters of admission, appointment, promotion, or dismissal of faculty, staff, or interns. A copy of the accreditation standards and/or ACEND's policy and procedure for submission of complaints may be obtained by contacting the Education and Accreditation staff at the Academy of Nutrition and Dietetics (formerly the American Dietetic Association) at 120 S. Riverside Plaza, Suite 2000, Chicago, Illinois 60606 or by calling 1-800-877-1600, extension 4872. Written complaints should be mailed to the Chair, Accreditation Council for Education in Nutrition and Dietetics at the above address.

## **Program Withdrawal**

### **Policy**

If a student decides to withdrawal from the program he/she will need to schedule a meeting with the Program Director to discuss whether it will be a permanent withdrawal or a temporary leave of absence. Refunds of tuition and fees for the program are not available in accordance with the Seaver College Refund Policy.

### **Procedure**

1. A meeting should be scheduled with the Program Director to discuss reasons for withdrawal.
2. At the meeting the Program Director and student will decide a course of action.
3. If the student decides to withdrawal permanently from the program he/she will write a letter indicating his/her plan to withdrawal, including reasons, from the program. The student and Program Director will sign and date the letter to be placed in the student's file.
4. If the student decides to take a leave of absence he/she will write a letter indicating this plan, which the Program Director and student will sign and date. The student has one year from the time of withdrawal to re-enroll and complete the remaining supervised hours. After one year he/she will no longer be admitted to the program.

## **Program Retention and Termination**

### **A. Repeating a Rotation**

Students are required to successfully complete all hours within each rotation. If a student does not successfully complete a rotation, he/she may not be able to continue with additional hours until successful completion or alternate work is completed.

### **Procedure**

1. Interns must successfully complete each rotation as defined on the rotation evaluation form.
2. If a student does not successfully complete a rotation the Program Director will determine whether the intern must complete supplemental work or repeat the rotation.
3. The student must complete the supplemental work to the satisfaction of the preceptor and Program Director before proceeding to the next rotation.
4. If there is successful completion of the additional hours/supplemental work, the preceptor will re-evaluate the student on the skill categories that were identified for improvement. A re-evaluated final rating will be given at that time.

5. If the student does not successfully complete the additional hours/supplemental work, the Program Director will require the student to repeat the rotation.
6. If the student does not successfully complete the repeated rotation, the student may be subject to disciplinary action or termination. A rotation can only be repeated once. (See Policy on Discipline and Policy on Termination)

## **B. Discipline and Termination**

### **Policy**

The student is subject to disciplinary action by the Program Director and Academic Assessment Faculty. If a student does not abide by the policies, procedures or guidelines of the program disciplinary action will be taken. This may include warnings, counseling, suspension, or termination.

### **Procedure**

1. The Program Director will meet with the student to discuss the disciplinary action. If necessary the preceptor will attend the meeting as well. Based on the infraction, the Program Director (and preceptor if required) will determine what disciplinary action is warranted.
2. After two disciplinary actions, the Program Director and Academic Assessment Faculty will meet with the student to discuss the issue(s). The Program Director and Academic Assessment Faculty will determine what disciplinary action is warranted.
3. If subsequent disciplinary action is required, the Program Director and Academic Assessment Faculty will meet with the student to determine whether the student should be terminated from the program.
4. The Program Director will keep notes on each meeting, signed and dated by the student and the Program Director, and all documents will be kept in the student's file.
5. A student can be terminated from the NSCP-ISPP at any time due to problems with behavior, performance, or attendance. It is the Program Director's discretion along with the Academic Assessment Faculty to determine if the student should be terminated. Termination is based on written documentation of the intern's behavior and/or performance. When an intern is terminated, termination is immediate and no refunds for tuition will be provided. The Program Director and student will sign and date a termination agreement, which will be kept in the student's file.
6. If termination is decided the Program Director and Academic Assessment Faculty will meet with the student to discuss the decision.
7. The student has the right to file a grievance with the University if they do not agree with the decision.



## **Non-Discrimination Policy**

Pepperdine University does not unlawfully discriminate on the basis of any status or condition protected by applicable federal or state law in the administration of its educational policies, admission, financial assistance, employment, or other educational programs or activities.