UNIVERSITY OF NORTH CAROLINA
GREENSBORO
SCHOOL OF HEALTH AND HUMAN SCIENCES
DEPARTMENT OF NUTRITION
POST-BACCALAUREATE CERTIFICATE/
DIETETIC INTERNSHIP PROGRAM

POLICIES AND PROCEDURES HANDBOOK

(EFFECTIVE August 2018)
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Accreditation</td>
<td>4</td>
</tr>
<tr>
<td>Introduction</td>
<td>4</td>
</tr>
<tr>
<td>Post-Baccalaureate Certificate Requirements</td>
<td>5</td>
</tr>
<tr>
<td>Program Mission, Goals &amp; Objectives</td>
<td>6</td>
</tr>
<tr>
<td>Admission/Entrance Requirements</td>
<td>7</td>
</tr>
<tr>
<td>Prior Learning</td>
<td>8</td>
</tr>
<tr>
<td>Program Costs &amp; Financial Aid</td>
<td>9</td>
</tr>
<tr>
<td>UNCG DI Program Requirements</td>
<td>10</td>
</tr>
<tr>
<td>Admission Requirements</td>
<td>10</td>
</tr>
<tr>
<td>Insurance Requirements</td>
<td>11</td>
</tr>
<tr>
<td>Other Requirements</td>
<td>11</td>
</tr>
<tr>
<td>UNCG DI Program Completion Requirements</td>
<td>11</td>
</tr>
<tr>
<td>UNCG DI Verification Statement Policy</td>
<td>13</td>
</tr>
<tr>
<td>Requirements for Site Placement</td>
<td>14</td>
</tr>
<tr>
<td>Policies and Procedures</td>
<td>14</td>
</tr>
<tr>
<td>Procedure/Requirements for Site Placement</td>
<td>14</td>
</tr>
<tr>
<td>Dietetic Intern Position Description</td>
<td>21</td>
</tr>
<tr>
<td>Implementation Procedures and Records during Professional Experience</td>
<td>27</td>
</tr>
<tr>
<td>Course Requirements/Program Schedule/Vacation/Holidays</td>
<td>27</td>
</tr>
<tr>
<td>Leave of Absence</td>
<td>28</td>
</tr>
<tr>
<td>Work Setting Attendance &amp; Schedule/Illness or Injury</td>
<td>29</td>
</tr>
<tr>
<td>Communications Policy</td>
<td>30</td>
</tr>
</tbody>
</table>

Revised 09/2018
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Written Assignments &amp; Grading</td>
<td>30</td>
</tr>
<tr>
<td>Site Visits by UNCG DI Program Director</td>
<td>32</td>
</tr>
<tr>
<td>Intern Performance Monitoring/Evaluations</td>
<td>32</td>
</tr>
<tr>
<td>Spring Semester Meetings for Interns</td>
<td>33</td>
</tr>
<tr>
<td>Exit Meeting</td>
<td>33</td>
</tr>
<tr>
<td>Protection of Privacy of Intern Information</td>
<td>34</td>
</tr>
<tr>
<td>DI Grievance Policy</td>
<td>34</td>
</tr>
<tr>
<td>Grade Appeal Procedure</td>
<td>35</td>
</tr>
<tr>
<td>Policy on Withdrawal from Program</td>
<td>35</td>
</tr>
<tr>
<td>Professional Behaviors</td>
<td>36</td>
</tr>
<tr>
<td>Retention and Remediation</td>
<td>37</td>
</tr>
<tr>
<td>Access to Support Services</td>
<td>38</td>
</tr>
<tr>
<td>Professional Impairment</td>
<td>38</td>
</tr>
<tr>
<td>Policy on Monetary Compensation</td>
<td>42</td>
</tr>
<tr>
<td>Policy on Dietetic Intern Not Being Used to Replace Employees</td>
<td>43</td>
</tr>
<tr>
<td><strong>Appendix</strong></td>
<td>44</td>
</tr>
<tr>
<td>• A: 2017 ACEND Core Competencies for the RDN (CRDNs)</td>
<td>45</td>
</tr>
<tr>
<td>• B: Tips for Success During Supervised Practice</td>
<td>48</td>
</tr>
<tr>
<td>• C: UNCG Clinical Instruction Agreement (example)</td>
<td>52</td>
</tr>
</tbody>
</table>
Program Accreditation

The UNCG Post Baccalaureate Certificate /Dietetic Internship Program is currently granted accreditation by the Accreditation Council for Education in Nutrition and Dietetics (ACEND) of the Academy of Nutrition and Dietetics, 120 South Riverside Plaza, Suite 2190, Chicago, IL 60606, 312/899-0040 ext. 5400, www.eatrightpro.org/acend. This accreditation status continues through July 27, 2019. The program is housed within the Department of Nutrition of the School of Health and Human Sciences of the University of North Carolina Greensboro (UNCG). UNCG is accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) with reaffirmation scheduled for 2024.

Introduction to Post-BS Certificate – Dietetic Internship Program

The Post-BS Certificate–Dietetic Internship Program (PBC-DI) is designed to provide alternate supervised experiences (supervised preparation) and supervised practice experiences established in compliance with the 2017 ACEND Accreditation Standards for Nutrition and Dietetics Internship Programs. Successful completion of the program leads to application to the Commission on Dietetic Registration (CDR) for registration eligibility to sit for the RDN credentialing exam and the option for active membership in The Academy of Nutrition and Dietetics. UNCG DI program requirements include completion of a minimum of 1200 hours of supervised practice and supervised preparation experiences including a minimum of 900 hours in professional work settings and a maximum of 300 hours in alternate supervised experiences such as simulation, case studies and role playing. The program offers 2 Tracks/Concentration Areas: Track 1-Professional Engagement; and, Track 2-Teaching in Nutrition and Dietetics. Track 1 is available to both pre-select and DICAS applicants. Track 2 is available only to pre-select applicants currently enrolled in our doctoral program. For more information on program admission requirements, please refer to page 5 of this handbook. Both tracks require completion of 10 weeks of supervised preparation (alternate supervised experiences) and 27 weeks of supervised practice (completed in the work setting). The planned program

Revised 09/2018
length for Track 1 is 12 months and Track 2 is 16 months. The supervised practice component may be completed at one site for 27 weeks or at a combination of two or more sites, depending on site participation and site programs and opportunities for interns to demonstrate Core Competencies for the Registered Dietitian Nutritionist (CRDNs). The supervised preparation component of the program is part-time. Interns will be completing alternate supervised experiences for a minimum of 12 hours per week for 10 weeks. The remainder of the time during the 10 weeks may be spent completing professional engagement work or interviewing with UNCG preceptors for site placements in the work setting. The supervised practice component of the program for Track 1 is a full-time obligation. Interns will be scheduled to work a minimum of 40 hours per week, following the same schedule as other professional staff at the facility to which they are assigned. The supervised practice component of the program for Track 2 may be full-time or part-time. In addition, for both Tracks 1 and 2, successful completion of numerous learning activities including written assignments, projects and presentations is required to demonstrate the Core Competencies for RDNs (CRDNs) as specified by the 2017 ACEND Accreditation Standards for Nutrition and Dietetics Internship Programs (see Appendix).

**Post-Baccalaureate Certificate Requirements**

Our accredited Dietetic Internship is a *Post-Baccalaureate Certificate (PBC-DI) program* administered through the Graduate School and the Department of Nutrition at UNCG. Dietetic interns must submit a PBC-DI Plan of Study to the Graduate School and must apply for graduation as a requirement of this designation. All those who complete this 15-student credit hour graduate certificate program will receive an official certificate from UNCG and their official transcript will indicate completion of the program. **Please note that this program is not a degree program but, rather, a post-baccalaureate certificate program. Interns do not earn and are not required to earn a degree upon completion of the**
UNCG PBC-DI program in order to be awarded a DI Verification Statement. DI Verification Statements are awarded to dietetic interns upon completion of DI program requirements.

Program Mission

The mission of the Dietetic Internship program is to prepare competent entry-level registered dietitian nutritionists for positions in clinical, foodservice, and community nutrition to improve health and enhance quality of life of individuals, families and communities. Through a supervised practice curriculum, the program is structured to provide diverse learning opportunities that enable program graduates to further develop and apply their knowledge and skills in order to provide quality nutrition care in diverse practice settings. The learning environment emphasizes the importance of self-reflection, oral and written communication, problem solving, teamwork, life-long learning, service and professional engagement.

Program Goals

Goal #1: The program will prepare competent entry-level Registered Dietitian Nutritionists who obtain employment in nutrition and dietetics or related fields.

Goal #2: The program will prepare graduates who demonstrate a commitment to service and professional engagement.

Program Objectives

*Program outcomes data are available upon request.

Goal #1 Objectives:

*1a) At least 80% of program interns complete program requirements within 18 months for Track 1 (150% of the program length which is 12 months for Track 1) and 24 months for Track 2 (150% of the program length which is 16 months for Track 2).

*1b) Of graduates who seek employment, 80% are employed in nutrition and dietetics or related fields within 12 months of graduation.

*1c) 90% of program graduates take the CDR credentialing exam for dietitian nutritionists within 12 months of program completion.
*1d) The program’s one-year pass rate (graduates who pass the registration exam within one year of first attempt) on the CDR credentialing exam for dietitian nutritionists is at least 80%.

*1e) The program’s first-time pass rate (graduates who pass the registration exam on their first attempt) on the CDR credentialing exam for dietitian nutritionists is at least 75%.

*1f) At least 75% of responding employers (identified by program graduates) will report program graduates’ preparation for entry-level practice as meeting or exceeding the rating of “competent”.

Goal #2 Objectives:

*2a) At least 30% of responding program graduates will report participating in one or more service and/or professional engagement activities by 3 years post-graduation.

*2b) At least 50% of responding graduates will report that they serve as a preceptor for an ACEND-accredited supervised practice program by 3 years post-graduation.

**UNCG Dietetic Internship Program Admission Requirements**

The DI program at UNCG participates in the April DICAS computer matching process and also offers a pre-selection process. All applicants who are non-UNCG graduate students will apply via the spring DICAS matching process. **The application deadline for the April 2019 DICAS computer match is February 15, 2019.** (UNCG participates in the DICAS application system and applicants should consult the DICAS website to confirm dates and deadlines for the computer matching process.)

The Preselection option is available for **current** UNCG graduate students only. Up to 10 highly qualified graduate students per year may be selected for the DI program via the pre-select process. **Application does not guarantee acceptance.** The remaining number of positions will be filled through the computer matching process. For those who plan to participate in the upcoming preselection process, December 12, 2018 at 5:00 PM is the deadline for receipt of completed applications. Pre-select applicants will be notified on or before January 25, 2019 confirming acceptance or rejection into the program. If preselected, the applicant will be required to complete a form accepting the offer of admission into the

Revised 09/2018
UNCG DI program, including original signature. This form must be submitted by February 1, 2019 to Prof. Babbi Hawkins. Prof. Hawkins will then notify ACEND and D&D Digital Systems, Inc., that preselected applicants who accepted admission will not participate in the computer matching process.

**Entrance Requirements** (minimum selection criteria)

Submission of application to program as specified on website.

Completion of a minimum of a Bachelor’s Degree from an accredited college or university with completion of the Didactic Program in Dietetics is **required for DICAS applicants**.

Current enrollment in a UNCG nutrition graduate program is **required for pre-select applicants**.

Minimum cumulative grade point average of 3.0 on a 4.0 scale and minimum grade point average of 3.0 on a 4.0 scale in DPD science and professional courses are required of all applicants.

Must meet requirements of The UNCG Graduate School for unconditional admission to the Post-BS Certificate Program.

GRE scores at or near the 50th percentile (%ile) preferred. Applicants must take the GRE and include an unofficial (student) copy of both raw and percentile scores in the supplemental application packet.

Varied nutrition and dietetics-related work experiences and exposures strongly preferred, especially in a hospital or long-term care setting. Preference will be given to applicants who demonstrate experiences and exposures in multiple areas of nutrition and dietetics including, but not limited to, clinical, foodservice and community areas.

Applicants will be evaluated based upon their academic performance, nutrition and dietetics-related work/volunteer experiences, consistency of letters of recommendation, and personal statement. The most highly qualified applicants will be invited to interview with the DI Selection Committee either in-person or via Google Hangout. Applicants who are not invited to interview will not receive further consideration for admission to the program. The selection process is highly competitive. Due to a limitation on the number of placements that can be made for a given year, not all applicants who meet the minimum requirements and who are invited to interview may be selected. In keeping with policies of the UNCG Graduate School, all applicants for admission to the PBC-DI graduate certificate program are considered without regard to race color, sex, sexual orientation, national origin, disability, age or religion. The PBC-DI program admits applicants whose prior academic record and supporting credentials demonstrate a likelihood of success in an ACEND-accredited supervised nutrition and dietetics practice program.

**Prior Learning:** No credit given for prior learning and there is no reduction in alternate supervised experience or supervised practice hours/requirements available for previous work or volunteer experiences.
**Program Costs** *(estimated and subject to change)*

Interns are responsible for costs associated with the following:

Application fee (required for DICAS applicants; waived for pre-select applicants) $65.00

DI User Fee (payable upon admission to program) $200.00

*Estimated graduate tuition and fees for Post-BS Certificate-DI Program (15 student credit hours)*

  NC in-state tuition/fees (Fall 2018) $6572.00

  Out-of-state tuition/fees (Fall 2018) $18,575.00

  *Students should verify UNCG tuition and fees costs with the appropriate UNCG office.

**INSURANCE REQUIREMENTS:**

  Professional Liability Insurance (www.proliability.com) ~ $50.00

  Personal Health Insurance (proof of coverage required) ~ $2400.00

  Auto Liability Insurance (proof of coverage required) ~ $600.00

*If an intern is injured or becomes ill at any time during the DI program while in a facility for supervised practice, they should first seek medical attention immediately and then promptly notify their facility site director and/or preceptor as well as the DI Director.*

Interns are responsible for safety in travel to and/or from assigned areas. Supervised practice facilities are located throughout North Carolina and public transportation is lacking or limited in most areas. (Intern responsible for all transportation and liability costs.)

UNCG, the Nutrition Department and/or the Dietetic Internship Program and its agents are not liable for interns’ safety in travel to or from assigned areas.

**Housing** (estimated monthly cost) ~ $750.00

**Transportation** ~ $30 - $50/week

**Uniforms/lab coats/non-skid shoes** (according to worksite policy) ~ $150.00

**Textbooks** (estimated) ~ $450.00

*Student AND Membership (cost per membership year) $58.00

Immunizations, Vaccinations and Titers (per worksite onboarding requirements) ~ $75.00

**Specified state meeting or national conference** (to be announced) Up to $1500.00

**Criminal Background Check** (per worksite onboarding requirements) ~ $50.00

**Urinary drug screening** (per worksite onboarding requirements) ~ $43.00

Revised 09/2018
RDN Credentialing Exam Review Course/Materials (recommended) ~ $400.00

RDN Credentialing Exam Fee $200.00

* Must become a member/maintain AND membership for program completion

**Financial Aid:**

Our program is a post-BS certificate program and interns are eligible for limited subsidized loan amounts. Additional unsubsidized loan funds are available for students defined as independent from their parents or those over 24 years of age. Our program’s *Gainful Employment* information may be found at [https://hhs.uncg.edu/wordpress/ntr/dietetic-internship/gainful-employment-information-2/](https://hhs.uncg.edu/wordpress/ntr/dietetic-internship/gainful-employment-information-2/).

**UNCG Dietetic Internship Program Requirements**

**ADMISSION REQUIREMENTS**

After being matched/accepted into the UNCG DI program, all interns must:

- Apply for admission to the UNCG Graduate School for the Nutrition Post-BS Certificate – Dietetic Internship Program at UNCG. Instructions will be provided by the DI Director in early May.

- Provide final official transcript(s) from the Registrar of an accredited University or College documenting that a minimum of a baccalaureate degree has been conferred BEFORE the beginning date of the DI program at UNCG. (overall GPA of 3.0/4.0 required)

- Provide a signed original Verification Statement documenting completion of an ACEND accredited Didactic Program in Dietetics (DPD) dated after 1987 to verify completion of all undergraduate dietetics education knowledge requirements before the first day of the DI program. Date of completion on the signed DPD Verification Statement must be BEFORE the beginning date of the DI program at UNCG. In addition, the UNCG DI program requires that signed DPD Verification Statements must be no more than five (5) years old (see Recency of Education policy).

- Provide proof that immunizations are up to date. Some health care facilities may require additional immunizations and/or titers in order to procure placement at their site. (Intern responsible for all costs associated with meeting placement facilities' clinical student onboarding requirements.)

Revised 09/2018
• Obtain housing. (Intern responsible for living arrangements and costs)

**INSURANCE REQUIREMENTS**

• **Health insurance:** Provide proof of personal health insurance coverage. ** Interns must carry their own health insurance. UNCG, the Nutrition Department and/or the Dietetic Internship Program are not liable for interns’ illness or injury while in a facility for supervised practice.

• **Automobile liability insurance:** Provide proof of automobile liability insurance and interns are responsible for safety in travel to and/or from assigned areas. Supervised practice facilities are located throughout North Carolina and public transportation is lacking or limited in most areas. (Intern responsible for all transportation and liability costs.) UNCG, the Nutrition Department and/or the Dietetic Internship Program and its agents are not liable for interns’ safety in travel to or from assigned areas.

• **Professional liability insurance:** Obtain Student Professional Liability Insurance. Must apply for this prior to beginning supervised practice placement. (Intern responsible for costs)

**OTHER REQUIREMENTS**

• Plan to meet all supervised practice site clinical student onboarding requirements including obtaining a criminal background check (CBC) and urine drug screen. (Intern responsible for costs)

**Note:** Placement facilities reserve the right to refuse placement to an intern who has a positive CBC report incident or who fails the urine drug screen. If the intern is unable to be placed for one or more required rotations, the intern will not be able to complete the DI program.

• Have access to the internet and access to a computer with Canvas learning management system supported browser and plug-ins as needed to complete assignments and projects.

**Program Completion Requirements**

• **Fall semester:** Register for and complete NTR 602 (Supervised Preparation for Professional and Community Engagement) and NTR 693 (Supervised Preparation for Practicum in Clinical Dietetics); 3 student credit hours each. (Intern pays tuition and fees and purchases all textbooks and handbooks). Achieve grade of B or better in each in order to be eligible for placement in the work setting.
- Work with DI program director to obtain interviews and subsequent placement in facilities with which the program holds clinical instructional agreements.

- Submit a Plan of Study listing the coursework that comprises the Post-BS Certificate-Dietetic Internship program at UNCG to the Graduate School for approval. This form must be signed by the intern and the DI program director. A signed copy is kept in the intern’s file and a copy is also provided to the intern by the DI Director. The plan of study template is available to interns via "Box @ UNCG" online file storage system available to all UNCG users.

- **Spring semester:** Register for and complete NTR 606A (Practicum in Clinical Dietetics: Management), NTR 606B (Practicum in Clinical Dietetics: Clinical), and NTR 606C (Practicum in Clinical Dietetics: Community); 3 student credit hours each. (Intern pays tuition and fees). Achieve overall GPA of 3.0/4.0 for graduation. Apply for graduation through the Graduate School according to plan of study (May deadline for August graduation). MS/PhD students must also apply for graduation separately for MS/PhD program graduation, if/when applicable.

- Completion of NTR 602 (Supervised Preparation for Professional and Community Engagement) and NTR 693 (Supervised Preparation for Practicum in Clinical Dietetics) with a grade of B or better in order to progress to the supervised placement work setting experience component of the program. Successful completion of all alternate supervised experience learning activities as specified on the Learning Activities Checklist (available to interns via "Box @ UNCG" online file storage system).

- Completion of all supervised practice rotation learning activities associated with CRDNs management (NTR 606A), clinical (NTR 606B), and community nutrition (NTR 606C).

- Completion of all learning activities and assignments associated with the specified CRDNs to be completed during supervised preparation and supervised practice rotations. Each assignment must be reviewed, evaluated and approved by the intern’s preceptor and/or DI Director.

- Submission to the DI Director of all required performance evaluation forms and completed rubrics which are to be completed throughout the DI. Each rubric form must be signed by the intern’s preceptor and/or DI Director and the intern. These evaluations are kept as part of the DI program records for at least 5 years.
• Completion of a minimum of 1200 DI hours as required by the program and submission of completed DI Supervised Practice Hours Log, signed by all parties. Maximum time allowed for completing requirements is 18 months for Track 1 24 months for Track 2.

• Completion of an Exit Meeting (including participation in a focus group) with UNCG DI Director.

• Completion of Commission on Dietetics Registration (CDR) documents required for submission to CDR for application for intern’s registration eligibility to sit for the RDN credentialing exam.

Upon successful completion of all requirements of the Dietetic Internship program, each intern will be issued an official, original Verification Statement by the DI Director. (see UNCG Dietetic Internship Verification Statement Policy)

**UNCG Dietetic Internship Verification Statement Policy**

Upon completion of all requirements of the DI program as delineated in the UNCG Dietetic Internship Policies and Procedures Handbook, the DI Program Director will issue a Verification Statement during the required Exit Meeting containing the intern’s name, date of completion of all program requirements, program name and program identification number, program director name, address, date of form preparation, and original signature in an ink color other than black. This Verification Statement is an official document of the Accreditation Council for Education in Dietetics and Nutrition (ACEND) and is required to verify that all requirements of accredited Dietetic Internship programs have been completed. Verification Statements are issued to dietetic interns individually upon completion of the DI program requirements.

Each intern will receive six (6) copies of this DI Verification Statement for personal files and use. The Verification Statement can be used as proof of completion of all DI program requirements when the program graduate is applying for employment, licensure, or other professional use that may require verification of completion of a DI program.

Two (2) copies of each program graduate’s DI Verification Statement will be kept in the permanent files of the program in compliance with ACEND accreditation standards.
UNCG Policies and Procedures

The University of North Carolina Greensboro has established Student Policies and Procedures that guide day-to-day operations. The Department of Nutrition follows these procedures which can be found at the following web link:

https://catalog.uncg.edu/academic-regulations-policies/

University Catalog – Posted Policies and Procedures for all graduate students

Procedure for Determination of Start and End Dates for Site Placement

The planned program length for Track 1 is 12 months and includes a minimum of 1200 supervised practice hours, completed via part-time campus-based alternate supervised experiences (80 hours) and full-time supervised practice hours completed in the work setting (1120 hours). The campus-based experience lasts for 10 weeks from approximately mid-August to mid-October. Dietetic interns will be placed in their first rotation in the work setting after completion of these 10 weeks of part-time alternate supervised experiences which include simulation, role-playing and case studies. The typical time frame for an intern’s placement in her/his first work setting rotation is between November and January. All work setting rotation start and end dates are determined by the supervised practice sites. While intern preferences may be noted and/or considered during the site placement process, the UNCG DI program is unable to guarantee site placement start and end dates. Interns placed in the work setting starting in November generally complete program requirements in May while interns who begin in January generally complete the program in July.

Requirements for Site Placement

The supervised practice field experience (in the work setting) requires the intern to be on-site for a minimum of 40 hours per week under the direction and supervision of the site director or designated preceptor. The intern is responsible for demonstrating the core competencies for RDs as specified in the ACEND 2017 program standards. Supervised Practice Core Competencies for the RDN (CRDNs) are

Revised 09/2018
included in Appendix B. A Learning Activities Checklist will be provided to interns via "Box @ UNCG" online file storage available to all UNCG users. Learning experiences may not necessarily be met in the order presented in the Learning Activities Checklist. The intern and site director may develop a schedule for completion of all written and experiential assignments. Responsibilities of both the site and the intern are outlined below.

I. DI Director Responsibilities

a. With the Intern

1. Orient the intern to the purpose and general objectives of the field experience through orientation and NTR 602 (required course). Interns must achieve a 3.0 GPA in order to begin the supervised practice experience in the work setting. Interns will be given the opportunity to strengthen their performance during these courses to support attainment of this requirement. If additional work is required after completion of the courses, a change in the supervised practice placement plan may be needed. Such changes may not be possible for a given practice site. In that case, additional interviewing may be needed to assure that the intern has arrangements for all required rotations. Should the intern not be able to achieve a GPA of 3.0, the intern will not be permitted to continue the program.

2. Make available and advise intern of information from the various agencies offering field experiences. Provide a listing of active sites that have indicated that they will host a UNCG intern in the coming year. In the event that a site discloses that any form of compensation will be offered to dietetic interns including, but not limited to, room and board, meal allowance, and/or stipend, all interns will be notified of the compensation practice prior to site placement and all interns will be given the opportunity to be considered by all sites.

3. Inform intern of procedures for competitive interviewing drafting cover letters and finalizing resumes.

4. Assist the intern with preparing for site placement interviews.
5. Negotiate and secure placement at one or more sites for each intern. Interns may begin their supervised practice experience in November or January and/or according to site preferences for intern start and end dates.

6. Explain the Learning Activities Checklist, Performance Evaluation forms and Rubrics and post in "Box @ UNCG" online file storage system available to all UNCG users.

II. Site placement procedures and policies:

The site placement (work setting) procedure begins two-four months prior to beginning the Supervised Practice portion of the Dietetic Internship program. These activities are concurrent with enrollment in the supervised preparation activities completed during the fall semester (NTR 602 & 693).

a) The intern reviews available sites and submits three or more choices for site placement for each type of rotation (Management, Clinical, Community) to DI Director by a specified date.

b) The intern prepares a cover letter of introduction for consideration for placement to be submitted electronically by DI Director, along with resume, to sites for consideration for placement.

c) The intern requests feedback from DI Director on letters and resume PRIOR to these materials being emailed to sites. Interns are not to send their materials to sites.

d) The intern will email cover letter/resume file to DI Director by specified date.

e) The DI Director will then email interns' files (cover letter and resume) to sites along with the names of intern candidates requesting consideration for placement as well as the requested time frame for completing review of interns' resumes and holding interviews.

f) The facility Site Director has the option to invite the interns that they wish to consider for placement for interviews (in-person or via phone). Or, the facility site director may choose to select interns by reviewing cover letters and resumes only. The site director will communicate with the DI director for this purpose.

g) The DI Director will notify the interns of their interview selections, if applicable.
h) At that time, the intern will contact the site director by email or phone to set up the interview. Some sites choose to give DI faculty a list of times that they are available for interviews. Interns will be notified of this on a site by site basis. The intern will follow up with an email confirmation to the Site Director. Interns must cc the DI Director on all email communications with placement sites during the site placement process.

i) Interns will provide their own transportation to and from interviews. Interns are responsible for all transportation costs and are liable for safety in travel to and/or from assigned areas.

j) The facility Site Director will select candidate(s) for placement following one or more interviews and will notify the DI Director of rank order choices of interns.

k) The intern will rank order choices of sites for placement and notify DI Director via email by the specified date.

l) The DI Director will facilitate the matching of site preferences/rankings with those of interns. Site preferences will take precedence over intern preferences. The DI Director will notify interns in writing of their placement. Official notification in the form of a site placement offer letter will be provided to all interns on the same day.

m) Each intern will select one of the following 4 options as delineated in the offer letter:

1) accept the placement
2) refuse placement
3) in the event that neither first, second nor third choice is available for the intern, the intern may request to submit materials for consideration to unfilled sites.
4) redirect career goals (withdraw from program)

n) The interns will accept site placement by emailing the site(s) to confirm their commitment. It is appropriate for interns to write a note or email to all sites where they interviewed thanking the interviewers.

o) Once the intern has secured site placement, the intern will:

1) secure housing, transportation and parking arrangements.
2) secure and provide proof of personal health insurance, professional liability insurance and automobile liability insurance, as specified by facilities' clinical student onboarding requirements.

3) successfully comply with all assigned placement sites' clinical student onboarding requirements in order to be cleared to work in that site's facilities.

p) The DI Director will conduct an orientation meeting to discuss site placement and requirements of the professional experience. This will be scheduled approximately one month prior to beginning site work experience and may occur as part of orientation during NTR 602. This will facilitate the entry into the professional work setting.

q) Interns will enroll for a total of nine student credit hours of 606 A,B,C as designated by the DI Program Director. (Register prior to beginning of spring semester)

III. DI Director Responsibilities With the Supervised Practice Site Facilities

1. Communicate with the Site Director regarding the agency’s capability to accept a specific intern(s) at a specific time for the experience.

2. Prior to the experience, the DI Director will confirm that the clinical instructional agreement is current. The agreement is renewed according to the policies and procedures of the institution and/or university.

3. Provide procedure by which the interns may apply for the site placement through a competitive interviewing process.

4. Provide educational training for site preceptors as needed and upon request. Offer new site directors and preceptors orientation to the program requirements and provide information on training resources for preceptors.

5. Negotiate and finalize the plans/rotation dates for the intern’s field experience.

6. Prior to the placement of an intern at new sites, the DI Director may visit the site to become familiar with programs and services of the agency and to develop good working relationships with the field agency personnel. In addition, the DI Director schedules visits with interns at their sites for ongoing monitoring of intern performance throughout the DI year.
7. Annually, provides access to updated UNCG DI Student Policies and Procedures Handbook (electronically via website or e-mail and/or hard copy upon request) and learning activities for clinical, management, and community supervised practice experiences.

8. Discuss with facility Site Directors the content of evaluations of the intern during the practicum experience, e.g., attitude, behavior, participation, performance, etc.

IV. The Supervised Practice Site Preceptors:

1. Accept the responsibility for coordinating with the DI Director in planning and providing field experience for a specific intern at a specific time.

2. Furnish background material/website information for DI Director to use in acquainting the intern with the overall program and services of the field agency; a brief description of the nutrition program and services; roster of nutrition and dietetics personnel of the agency; and any other materials that are pertinent.

3. Review intern applicants' materials for consideration for placement.
   1. Notify DI Program Faculty of site’s choices for interviews, if applicable.
   2. Schedule and conduct interview interns.
   3. Notify DI Director of site’s choice of interns by rank order.
   4. Develop a written plan/schedule for the intern during their time at your facility that will aid the intern demonstrating entry-level competence by practicing under supervision and successfully completing specified learning activities associated with that rotation.

5. The site preceptors will, in conjunction with the facility site director, complete at least a mid-point and final evaluation of each intern's performance as well as all rubrics associated with learning activities completed at that site. All assignments will be reviewed by the facility site director/designee and interns will be advised that either the assignment is approved or that assignment must be revised or repeated. All assignments will be provided to DI Director by the intern as specified. Completed rubrics and intern performance evaluations will be provided to the UNCG DI Director by the intern as agreed upon (i.e., during site visits, provided during exit meeting).

III. Dietetic Intern “Position Description”
The dietetic intern will be expected to work full-time (minimum of 40 hours per week) during the supervised practice experience. In addition, numerous projects, assignments and presentations must be completed as part of the mastery of the program’s required performance competencies. To assist the dietetic intern in understanding the role of the intern in the work setting, the following “position description” was developed. Each intern should carefully read this “position description” before and during the site placement experience in the work setting.
DIETETIC INTERN POSITION DESCRIPTION

POSITION TITLE: Dietetic Intern

DEPARTMENT: Nutrition/Nutrition Services

REPORTS TO: Dietetic Internship Director; Facility Supervisor/Preceptor

POSITION PURPOSE:

To gain extensive, practical experiences in generalist dietetics (nutrition, clinical care, foodservice operations, food science applications, management and community functions) in order to attain registration eligibility, develop entry-level competence and qualify for active membership in the Academy of Nutrition and Dietetics.

The experience will enable the intern to develop professional ethics, knowledge, interpersonal and communication skills, as well as to identify career goals through various rotations and affiliations. Through these various experiences, the intern will be eligible for an entry-level position in nutrition and dietetics or related area upon graduation. Entry-level is defined as the first three years of nutrition and dietetics practice after the qualifying experience of a supervised practice program.

DIMENSIONS:

Training and Experience: B.S. degree from an accredited university is required. Background must meet AND DPD course requirements. Paid or volunteer experience in health care and other nutrition and dietetics settings strongly preferred.

Operating Budget: Interns share in responsibility for cost containment during all clinical and management rotations.

Supervisory Requirement: Interns assist Facility Supervisors in area supervision of diet aides, technicians and clerks, and other employees during assigned rotations.

Staff Responsibilities: Interns will interact extensively with other nutrition staff, medical staff, and nursing regarding all aspects of food service and patient care via interprofessional practice (IPP).
Patient Responsibilities: Interns are responsible for screening, consultation, instructing and billing (if applicable) of assigned patients in clinical rotations and for carrying out services under the guidelines established by the facility Policy and Procedures.

**NATURE AND SCOPE OF RESPONSIBILITIES:** The following responsibilities and duties are expected of the dietetic intern:

- Completion of learning activities as specified in the Learning Activities Checklist with an average rating of \( \geq 3 \) on a 4-point scale on all performance evaluation rubrics indicating at least a rating of "competent".
- Supervision of employees in patient service, foodservice, community and clinical areas as assigned.
- Assistance with the completion of daily tasks assigned to foodservice personnel, technicians, clerks, supervisors, dietitians and management staff as assigned for the rotation. Daily tasks are completed by enforcement of facility policies and procedures.
- Bearing the costs of daily assignments in rotations and during all affiliations and field trips (including but not limited to meals, transportation, parking, meeting registration fees, etc.)
- Instruction of patients/clients in the facility setting, using approved, current and accepted educational materials and techniques in accordance with departmental standards. Instructions shall include adequate nutritional screening and needs assessment techniques, use of established protocols for disease states, use of good interpersonal skills, and appropriate documentation.
- Performance of activities of a clinical dietitian or supervisor/manager during Staff Relief. See appropriate job description for position relieved.
- Participation in all scheduled meetings, classes, seminars and patient rounds as permitted by other duties of the rotation.
- Action in assigned position as well as student-intern to learn tasks of each position, limitations of the position, challenges and opportunities of the position, and to offer suggestions for improvement in all positions as performed personally.
- Reporting any exceptional or problematic experiences to the DI Director immediately, with suggestions for future changes where deemed appropriate.
• Sharing prior experiences with staff of the facility in order to enrich present experiences and to assist personnel of the facility. In addition, knowledge about a particular subject may also be shared.

• Coordination of meetings as assigned, or planning and teaching of group education sessions during a rotation when assigned.

• Provision of in-service training to employees of a unit, where assigned, to ensure high quality standards for food preparation, delivery and service, or for nutritional care.

• Action as a role model for personnel regarding sanitation, safety, health practices, nutrition knowledge.

• Applying current research trends in nutrition to form a knowledgeable opinion about issues of concern to the public, to staff members or to employees.

• Demonstration of high personal and professional standards of ethics and practice.

• Maintaining an active and visible role in the community and health care setting as a nutrition educator, and as an advocate of scientific nutrition and health promotion.

• Independent assessment and judgment regarding patient care based on broad knowledge base, readings, and training.

**MAJOR ACCOUNTABILITIES:** The dietetic intern will demonstrate competence for the following areas of accountability:

**30% Patient Care/Nutritional Care:**

• Reads medical record, extracts useful information to assess patient’s nutritional status, and implements nutritional care accordingly using the Nutrition Care Process as appropriate.

• Conducts Nutrition Focused Physical Examination (NFPE) as appropriate and according to clinical standards of care.

• Writes and evaluates nutritional care plans, recommending or implementing appropriate actions.

• Demonstrates competency to other members of the health-care team by effective verbal and written communication.
• Demonstrates knowledge of medical nutrition therapy through appropriate recommendations, dietary consultation, diet instructions and counseling, monitoring of foodservice operations and trayline functions.

• Applies knowledge base to help foodservice personnel serve appropriate therapeutic diets to all patients.

• Uses appropriate active-listening and motivational interviewing techniques with patients when conducting meal rounds or diet counseling sessions.

• Practices interprofessionally by consulting with other members of the health-care team (physicians, nurses, pharmacists, other therapists) to effectively apply services of all disciplines to provide and evaluate care of each patient.

30% Educational techniques:

• Demonstrates competency and ability to conduct effective educational programs for individuals and groups of up to 50-100 persons.

• Presents accurate technical information to peer interns, staff and colleagues through lectures, demonstrations, and presentations.

• Evaluates technical information and applies appropriate lay terminology for public interactions (e.g., develops teaching tools)

• Teaches staff and peer interns.

• Counsels hospitalized or ambulatory patients/clients on a 1:1 basis.

30% Supervisory and Management Skills:

• Demonstrates the ability to manage responsibilities of a foodservice supervisor in various settings.

• Maintains a positive working relationship with all staff members and employers by utilizing good management principles.

• Demonstrates effective management of daily operations in such areas as scheduling, ordering food and supplies, cost containment efforts, quality control, quality improvement measures, and time management.

• Maintains responsibility for personal growth and enrichment by attending lectures, actively participating with questions and discussions.
• Functions calmly while under pressure and in emergency situations.

10%  **Customer Relations:**

• Promotes a positive image of dietetics at all times, through personal and professional interactions.

• Maintains appropriate, positive customer relations at all times with physicians, nurses, other members of health-care team; with visitors; with family members; with all patients/clients…through direct personal contact and while supervising other employees.

**Environmental Factors:**

• Exposure to chemical compounds, slippery floor conditions, possible hazardous conditions en route to affiliations and class days.

• Exposure to possible hazards of microwaves, various pieces of kitchen equipment (steam kettles, ovens, mixers, slicers) while in foodservice operations.

• Exposure to loud noises of trayline or kitchen equipment.

• Working in varied work sites of the placement facilities.

• Exposure to excessive humidity and dampness in various kitchen or office areas.

• Exposure to excessively dry or cold areas (kitchen, offices, dock areas.)

• Limited work space for work and for personal property in some work areas.

• Working independently of others as well as in teams.

• Many variations in expected work hours, depending on assignment.

• Exposure to sick and dying patients and infectious illnesses during clinical and community rotations.

• Exposure to potentially violent patients or employees in some rotations.

• Possibility of working in early morning or late evening and weekend/holiday hours depending on rotations.

**Functional/Physical Factors:**

• Light to heavy lifting -- up to 50 lbs. with resistance, in some rotations and assignments (office, kitchen)
• Reaching above shoulders and stretching to reach storage shelves to retrieve materials and supplies.
• Bending to check trays and to complete sanitation inspections.
• Simple grasping.
• Fine manipulation (computers, typewriters, calculators.)
• Use of both hands required or compensated by acceptable prosthesis (especially lifting, working in kitchen areas.)
• Keen visual acuity to distinguish numbers, practitioners' orders in electronic health records and charts, nourishment orders, recipes, spreadsheets, and for focusing on computer screens
• Ability to distinguish colors and shades of color (for teaching, for use of various menus and tools)
• Normal or corrected hearing
• Good sense of direction for fast and efficient movement through facilities; use of stairs often required
IMPLEMENTATION PROCEDURES AND RECORDS DURING PROFESSIONAL EXPERIENCE

Course Requirements

All interns earn 15 student credit hours of graduate course credit toward completion of a post-baccalaureate certificate for the DI experience. Interns may begin the DI supervised practice experience during Fall or Spring semester, depending upon intern availability and/or site placement facility schedules.

Interns must register for three (3) student credit hours of NTR 602 and three (3) student credit hours of NTR 693 during Fall Semester (6 student credit hours total for Fall), and three (3) student credit hours each of NTR 606A, NTR 606B, and NTR 606C in Spring Semester (9 student credit hours total Spring). Depending upon placement sites availability and preferences, interns may begin their supervised practice experiences in November or January. All interns will complete a total of 10 weeks of supervised preparation and 27 weeks of full-time supervised practice (in the work setting) at one or more facilities. In addition, each intern will complete the core competency (CRDN) requirements of one of the program’s two concentration areas, Professional Engagement or Teaching in Nutrition and Dietetics.

Program Schedule, Vacations, Holidays and Leaves of Absence

Fall Semester Supervised Preparation - NTR 602 & NTR 693 - The program begins on the first Tuesday of the Fall semester as stated on the official UNCG academic calendar. Interns will report to campus for 10 weeks, on Tuesdays and Thursdays from 11:00 AM - 5:00 PM, in order to complete the supervised preparation component of the program. During this time, the program schedule follows the university schedule for holidays (Labor Day) and Fall Break (1 Tuesday in October). Per program policy, the DI Director is unable to excuse interns from any portion of the required 10 weeks of supervised preparation except in the event of an emergency. In the event of an emergency, if the intern misses any portion of the supervised preparation component of the program, then the intern must negotiate how that time will be made up in order to complete requirements of the program. In the event of an unexcused non-emergency, when the intern misses any portion of the supervised preparation time, then the intern may not be able/allowed to make up the time and, thus, will be unable to complete the program. Please note that interns may be scheduled for required events and alternate supervised experiences on days other than Tuesdays and

Revised 09/2018
Thursdays and outside the 10 weeks' time frame in order to complete program requirements. An example of this is attendance at professional meetings such as an evening district meeting and FNCE.

**Supervised Practice in the Work Setting - NTR 606A, NTR 606B & NTR 606C** - During the supervised practice component of the program, interns will be scheduled by site directors to work a minimum of **40 hours per week and the university calendar of holidays and breaks is no longer applicable. Interns do not earn vacation time or compensatory leave. Sites have the option to schedule interns to work after standard business hours, on holidays and/or on weekends.** In the event that an intern wishes to request time off, then the intern must alert the DI Director as soon as possible for consultation on the consequences of taking time off and to request permission to ask the site director for time off. Time-off requests may or may not be approved during the scheduled supervised practice component of the program. In the event that an intern is approved to take unscheduled time off, then the time must be made up in order for the intern to complete the minimum required hours as stated by the program and the make-up plan must be negotiated with and approved by both the DI Director and the Site Director. Should the intern know well in advance that time off is needed/desirable, then the intern may submit a request to the DI Director, including the dates requested. Time off may be scheduled between a rotation end date and the next rotation start date, at the discretion of the DI Director. **This option is available only with permission of the DI Director and only with site approval and only when the DI Director is in the process of negotiating site placement dates with site directors. The DI Director reserves the right to determine that interns' requests for time-off are not approved when the partnership between the program and a site placement facility may be jeopardized.**

**Leave of Absence** - A leave of absence may be requested by the intern. The intern must submit a formal written request to the DI Director and must also meet with the DI Director in-person to discuss the situation. Requests for leave of absence from the program will be addressed on a case-by-case basis by the DI Director in consultation with the Department of Nutrition Graduate Committee. The decision on whether the request will be approved will be made according to program and university policy. Please note that, in the event that the intern is unable to complete the rotation schedule negotiated by the DI Director with the intern's Site Director, then the intern may not be able to complete the program. Interns are not employed by sites and, as such, are not entitled to leave of absence and other rights and benefits available to employees.

Revised 09/2018
Work Setting - Attendance and Schedule

During the first week of the rotation, interns will work out a tentative schedule with the Site Director to meet the objectives of the rotation. Interns should confirm this with the DI Director. It is recommended that deadlines be set for completion of assignments and dates for performance evaluations. Interns will be scheduled to work a minimum of 40 hours per week following the same schedule as other professional staff. Interns are expected to work some weekends and holidays, if scheduled, to experience the different work patterns of professional staff. Interns are expected to complete all written portions of learning activity assignments on their own time.

Interns are expected to arrive on time every day. If an emergency/illness arises, the intern must contact the Site Director as well as the UNCG DI Director before the work day begins. Interns should clarify with the Site Director/Preceptor how to communicate a situation involving illness/emergency. All rescheduling/make-up time must be handled and arranged through and at the discretion of the Site Director and DI Director. All absences and reasons for absences must be documented as specified on the supervised practice hours log. All deadlines must be met; otherwise objectives will not be met in the time allowed for their accomplishment. The meeting of deadlines is a significant factor in all performance evaluations.

If an intern is ill for an extended period of time or for personal reasons is unable to complete the scheduled experience, arrangements must be made through the DI Program Director to either extend the experience or secure an alternate site, if available. As a professional starting out, the intern should keep in mind that during the internship, professional responsibilities outweigh personal preferences.

Work Setting – Illness or Injury while in a Facility for Supervised Practice

If an intern becomes ill or injured while in a facility for supervised practice, the intern should seek medical attention immediately.

- Responsibilities of the intern: 1) Seek medical attention (if needed); 2) Report the illness or injury to your designated preceptor; 3) Notify the DI program director.
- Responsibilities of the preceptor: 1) Assist the intern with seeking medical attention (if needed); 2) Notify the intern’s emergency contact(s) (if needed); 3) Notify the DI program director.
• Responsibilities of the DI program director: 1) Assist the preceptor with notifying the intern’s emergency contact(s); 2) Assist the intern with seeking medical attention (if needed).

Communications Policy

Telephone Communications: Identify yourself, your position, and your facility when placing and receiving calls. [Example: Susan Jones, Dietetic Intern, Moses Cone Hospital] Do not use abbreviations. [Example: Novant Forsyth Medical Center, not NFMC] Be brief and businesslike in conveying and receiving information. Obtain and note all necessary information when accepting messages, such as date, time, and name of caller, message (clearly written) and your own signature.

Outgoing and incoming calls, including those made with or received on personal cell phones should be limited to official business only. Telephone calls and texts of a personal nature should not be made nor received while on duty. If it is absolutely necessary to accept a personal incoming call/text, be brief.

NOTE: Please check with each placement facility's policy regarding use of cell phones and receiving personal communications while on duty in the facility. Most facilities do not permit taking personal communications while on duty. Many hospitals also have specific policies against using cell phones in various areas within the hospital. Such policies supersede these general policies.

Oral and Written Communications: In oral communications, while on duty, use surnames only in addressing others. [Example: Ms. Jones.] Address and sign all written communications including medical record documentation with full name and title and/or according to facility policy. [Example: To: Susan Jones    From: Jane Smith, Dietetic Intern]

Personal Conversations: Lengthy personal conversations should be avoided during on-duty time. Use discretion in discussing matters of a non-business nature in the work setting. Avoid discussions of a private, personal, or confidential nature. Never hold such discussions in the presence of patients, employees, visitors, and personnel from other departments.

Written Assignments and Grading

Interns are to complete all written portions of assignments on their own time and turn them in to the site director/designated preceptor. Facility Site Directors will review the work and may require revisions as they see fit. All written work is then provided by the intern to DI Director for review, at the agreed upon time which may be during the DI Director's visit to the site. Written assignments should be submitted for

Revised 09/2018
review on a regular basis and/or during site visits. It is not acceptable to hold assignments and submit them in bulk for review unless negotiated with DI Program Director. Some documents such as patient education materials may be viewed best in print and can be turned in during site visits or submitted at the end of a rotation.

The DI Program Director will submit comments and suggestions to assignments as appropriate. Additional work may be required on some assignments. The DI Program Director will indicate a day and time when she will be available to discuss any concerns of the intern.

Formal assessment of intern learning and regular reports of performance and progress occur at regular intervals throughout the program. During the supervised practice experience, interns are evaluated a minimum of once every 4-5 weeks using specified rubrics and/or performance evaluation forms as well as via conference (via phone or in-person) with preceptor and/or DI Director. There should be a minimum of six (6) preceptor evaluations for the entire supervised practice experience. Facility Site Directors will review the evaluation with the intern and both will sign the form. Interns should also complete the same evaluation form every 4-5 weeks as part of their on-going self-evaluation process. The intern and preceptor can then compare their evaluations and discuss any differences that may exist. It is recommended that more frequent evaluations on either a formal or informal basis be implemented and mailed to the DI Director for review. These evaluations will be placed in the student’s DI file at UNCG. In addition, interns will be evaluated on specified learning activities for the purpose of demonstrating the CRDNs as specified by the 2017 ACEND Accreditation Standards for Nutrition and Dietetics Internship Programs (see Appendix A).

**Reflective Journal:** Interns will also keep a reflective journal during the supervised practice component of the DI program. One aspect of learning is reflecting upon what you are experiencing and discussing this with others. Therefore, this type of “open-ended” journal can be thought of as a type of record of the student’s “intellectual journey” through the supervised practice experience. Interns must post/submit journals in Canvas via Discussion Board at least once per week. Weekly journals are due by noon on Sunday. The entries should include the interns’ thoughts, feelings, questions, opinions, and revelations about the supervised practice experience. This activity should help clarify interns' thinking as they search for connections between theory and practice. Discussion Board entries are posted such that they can only be viewed by the intern, peer interns and DI Program Director. A journal must be kept in order for a student to have completed the requirements of the DI program. Since journals contain private information regarding the intern's experiences with the site, we recommend journaling in a private location. Please avoid
journaling in an office in the work setting while RDNs or other staff are present as well as in public areas at the facility.

Cheating, plagiarism, and fabrication are not permitted. All interns are responsible for reviewing and following the Academic Integrity Policy at UNCG. Each student can find these policies in the UNCG Student Calendar/Handbook issued annually by UNCG and at https://plx-wpmsdpt02.uncg.edu/osrr/wp-content/uploads/sites/6/2018/02/UNCG-Student-Code-of-Conduct.pdf Final grades for NTR 606A, B or C are based on: 1) written and verbal evaluations by Site Directors; 2) quality of student assignment completion; 3) professional behavior; 4) organization and timely communication with UNCG DI Director; and 5) DI Director’s evaluations.

Site Visits by UNCG DI Director

The DI Director will visit each intern several times during the supervised practice experience and will have numerous contacts by phone and/or email with the intern and/or the Site Director for ongoing monitoring of intern progress. The DI Director is available to arrange a time to visit the facility in-person upon intern or site director/ preceptor request.

Intern Performance Monitoring/Evaluations

Site Directors will complete a written assessment of each student’s performance at the mid-point and end of each rotation using specified rubrics and performance evaluation forms. More frequent written and oral evaluations are recommended. All evaluations are signed by the evaluator(s) and the intern. Original copies of completed evaluations are turned in to the DI Director. A Verification Statement for completion of the Supervised Program will not be issued by the DI Program Director unless all required evaluations have been completed for the intern and turned in to the DI Director. Interns must have multiple evaluations from each rotation that is longer than four (4) weeks. In addition, evaluations via rubric are required for specified learning activities. These evaluations will be collected and retained by the DI Director for gathering of formative and summative data on achievement of Student Learning Outcomes (SLOs) as required by ACEND accreditation standards and the UNCG Office of Accreditation.

Policy on Rubrics and Performance Evaluation Forms

Formal assessment of intern learning will be completed via completion of rubrics and performance evaluation forms. The rubrics and performance evaluation forms will be explained and provided to
preceptors via email and to interns prior to placement in assigned supervised practice rotation sites. A forms packet will be posted in "Box @ UNCG" online file storage available to all UNCG users. Interns are responsible to provide site directors/preceptors with required forms for performance evaluation of specified learning activities as they are completed. Questions about completion of required performance evaluation forms and rubrics should be directed to the DI Director.

**Spring Semester Meetings for Interns**

During Spring semester of the supervised practice experience, the DI Director will conduct monthly intern meetings to discuss completion of ACEND competencies, career opportunities and to orient interns to the dietetics profession and DI program completion requirements. These are business/social meetings **required** for all interns and time spent in meetings will count toward the required DI program hours. The DI Program Director will make arrangements for these meetings prior to spring semester. Interns who are unable to attend these meetings are required to communicate with the DI Director and these situations, should they arise, will be dealt with on a case-by-case basis. Interns have the option to join the meetings in-person or remotely via google handout.

**Exit Meeting**

Upon completion of all DI program requirements, a 3-hour Exit Meeting between the intern(s) and DI Director will be scheduled. Interns will bring all assignments, completed rubrics and performance evaluations, completed supervised practice hours log and other materials as specified by DI Director to the meeting to be reviewed and collected by the DI Director. At this meeting, each intern will sign forms required by the Commission on Dietetic Registration (CDR). The DI Director will then submit the intern's application for registration eligibility including required documentation to CDR in a timely manner. After CDR has accepted and approved the application, notification will be sent by CDR to the intern and to the testing vendor (Pearson Vue) which will send the application forms for the RDN credentialing exam directly to the program graduate (former intern). Interns generally receive the RDN exam application information within 1 week after the Exit Meeting with the DI Director. During the Exit Meeting, the DI Program Director will ask the intern a series of questions designed to allow the intern to evaluate the supervised preparation and supervised practice experiences. The DI Director will conduct a focus group with graduating interns during the Exit Meeting in order to gather program stakeholder input for ongoing program improvement.

Revised 09/2018
**Protection of Privacy of Intern Information**

The UNCG DI program complies with the [Family Educational Rights and Privacy Act (FERPA)](https://www.ed.gov/policy/gen/guid/ferpa/index.html). Interns are granted continuous access to their DI file which is housed in the Nutrition Department.

**DI Grievance Policy**

Dietetic interns in the PBC-DI program and preceptors of dietetic interns who have complaints regarding specific issues related to the PBC-DI program should first send the complaint in writing to the DI Director. If the intern or preceptor and DI Director are unable to resolve the complaint, then the complaint may be forwarded by the intern or preceptor and/or DI Director to the Nutrition Department Director of Graduate Studies and/or Nutrition Department Chair for appropriate resolution, without risk of retaliation. Submission of written complaints by interns or preceptors to ACEND related to program noncompliance with ACEND accreditation standards is recommended only after all other options with the program and university have been exhausted. 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 Accreditation staff at the Academy of Nutrition and Dietetics at 120 S. Riverside Plaza, Suite 2000, Chicago, Illinois 60606 or by calling 1-800-877-1600 extension 5400. Written complaints should be mailed to the Chair, Accreditation Council for Education in Nutrition and Dietetics at the above address.

The program maintains a record of complaints filed about the program for a period of seven years, including resolution of complaints.

If a dietetic intern has concerns about the fairness and/or validity of the content or process of an experience, the following steps should be taken to voice the concern.

1. The first step is always to consult with the Site Director of the supervised practice experience. The consultation should include intern presentation of the problem(s) and constructive, feasible suggestions for a solution of the problem.
2. If consultation with the facility Site Director proves unsatisfactory, the intern should consult with
the DI Director. The DI Director will then negotiate with the Site Director and intern(s) to find a
reasonable solution.

3. If continued placement at a particular site is determined to not be in the best interest of the intern or
the site, the DI Program Director, Facility Site Director, and intern will determine an alternative
course of action.

4. If an individual intern wishes to appeal an evaluation, the steps 1 and 2 above are followed. If the
solution negotiated is not considered appropriate by the intern, the intern is to submit a statement to
that effect in writing to the DI Program Director. The DI Program Director then makes an
appointment with the DPD/DI Advisory Committee to review the situation and make
recommendations for a final decision. These procedures are in accordance with the Grievance
Procedures for Students outlined in the UNCG Policies for Students, which is updated annually.

Grade Appeal Policy

Interns wishing to appeal their internship courses must follow the Grade Appeal Policy for the
University. "An appeal of a grade must be made within one year of the date the grade was posted. The
process of appeal must adhere to the following prescribed chain of command. The complaint is initiated
with the instructor assigning the grade, then with the head of the department/program, and finally with the
academic dean. If, at any level, the appeal is endorsed, endorsement at the next level is not required, but
the endorsement is sent to The Graduate School for final decision. If the appeal is not endorsed at previous
levels, a final appeal may be made in writing to the Graduate Studies Committee through the Dean of The
Graduate School. Authority to change any grade, other than I, rests with the Dean of The Graduate School,
subject only to the authority of the Chancellor."  (University Catalog)

Withdrawal from the Program

Interns may withdraw from the UNCG DI program at any time by providing written documentation
of this decision to the DI Director and by taking appropriate steps to notify the The Graduate School, 241
Mossman Building. Information concerning the student withdrawal policy is provided below:
PART I: POLICY FOR STUDENTS WHO COMPLETELY WITHDRAW FROM UNCG

Official Notice of Intent to Completely Withdraw from The University of North Carolina at Greensboro

Students who find that they must withdraw from the University can do so by dropping all courses online via UNCGenie. Students who drop all courses within the term are considered to be withdrawn from the University and must seek reactivation or readmission through either Undergraduate Admissions or The Graduate School to return to the University in subsequent terms.

In case of a major disaster, including a pandemic flu occurrence, the University will follow UNC General Administration refunding guidelines or, in the absence of such guidelines, UNCG Executive Staff decisions.

Students who wish to discuss the academic consequence of a change in enrollment status at the University may contact:

- Undergraduate Students: Students First Office, 101 Forney Building
- Graduate Students: The Graduate School, 241 Mossman Building.

There will be a $50.00 non-refundable processing fee charged to all students who completely withdraw from the University. Tuition and fees will be adjusted per the University’s Total Withdrawal Refund Calendar.

UNCG DIETETIC INTERNSHIP - PROFESSIONAL BEHAVIORS

Each intern must consistently demonstrate the following behaviors in all aspects of the professional program:

1. Identify policies of each of the following entities which pertain to interns and comply with them:
   a. the Dietetic Internship supervised practice program
   b. The University of North Carolina at Greensboro Policies for Students
   c. The Department of Nutrition Policy for Professional Impairment
   d. acute care, long-term care, and other community facilities in which the student has supervised practice

2. Demonstrate ethical behavior exemplified by such characteristics as:
   a. honesty
   b. punctuality
c. accountability, including acknowledgment of personal errors, omissions and limitations

d. follow-through with promised information and/or service

e. maintenance of confidentiality of privileged information

3. Demonstrate cooperativeness and consideration in interaction with others, including willing participation in teamwork and exhibition of flexibility when change is necessary.

4. Follow instructions.

5. Demonstrate promptness in meeting all commitments.

6. Demonstrate thoroughness and completeness of work.

7. Pursue continuing professional growth through:

   a. self-evaluation

   b. acceptance of constructive criticism

   c. setting goals for personal achievement

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**Program Retention and Remediation Procedures**

Interns are expected to maintain high standards of the profession and strive to achieve an acceptable level of competence throughout the DI program. Nutrition faculty are responsible to teach and supervise their students as well as protect the public from incompetent professionals. Interns who are struggling in their supervised practice rotations will have access to remedial instruction including, but not limited to, remedial instruction via campus resources such as The University Speaking Center and The University Writing Center as well as campus resources and support services:

**The University Speaking Center** provides consultation support and instructional workshop services for UNCG students. Support is designed to help speakers further develop their own oral communication confidence and competence including peer-to-peer feedback, guidance and other support in the areas of public speaking, preparation and delivery, interpersonal communication and group or team communication.

**The University Writing Center** offers face-to-face consultation, online consultation and "ask a quick
question" chat box consultation support for obtaining feedback on writing, brainstorming, organization, grammar, paragraph structure, introductions, conclusions and transitions.

**Access to Support Services and Campus Resources**

Interns have access to numerous support services available on campus including the following:

Career Services Center: [http://csc.uncg.edu/](http://csc.uncg.edu/)

Financial Aid Office: [https://fia.uncg.edu/](https://fia.uncg.edu/)

Leonard J Kaplan Center for Wellness [https://recwell.uncg.edu/kaplan-center/](https://recwell.uncg.edu/kaplan-center/)

Office of Accessibility Resources and Services: [https://ods.uncg.edu/](https://ods.uncg.edu/)

Student Health Services: [https://shs.uncg.edu/](https://shs.uncg.edu/)


The Counseling Center: [https://shs.uncg.edu/cc](https://shs.uncg.edu/cc)

**Professional Impairment**

All Dietetic Interns are accepted through the Graduate School and therefore subject to Graduate School policies. The following is excerpted from the University of North Carolina at Greensboro’s University Catalog, Department of Nutrition section.

**Policy on Professional Impairment**

Nutrition faculty are responsible not only for the development of their students, but also to the profession and to the public. The faculty have a responsibility to teach and supervise their students, which is typically done in the context of an amicable relationship. However, they also have a responsibility to protect the public from incompetent professionals and to maintain the standards of the profession. Unfortunately, it is possible that not all students are capable of becoming competent professionals who will maintain standards of the profession. In these cases, faculty are obliged to take action when they have determined the student is professionally impaired. Students who experience continued serious difficulties and do not function effectively in academic and/or interpersonal situations will be counseled early, made aware of career alternatives, and if necessary, dropped from the program.

I. Definition of Professional Impairment
Professional impairment has been “defined broadly as an interference in professional functioning that is reflected in one or more of the following ways: (a) an inability and/or unwillingness to acquire and integrate professional standards into one’s repertoire of professional behavior, (b) an inability to acquire professional standards skills in order to reach an acceptable level of competency, and (c) an inability to control personal stress, psychological dysfunction, and/or excessive emotional reactions that interfere with professional functioning.” (Lamb et al. 1987. Professional Psychology: Research and Practice 18:597-603).

Examples of behaviors which may be evidence of professional impairment include the following. The list contains examples, and is not intended to be definitive; (1) violation of professional standards or ethical codes, (2) inability or unwillingness to acquire and manifest professional skills at an acceptable level of competency, (3) behaviors that can reasonably be predictive of poor future professional functioning, such as extensive tardiness or poor compliance with supervisory requirements, (4) personal unsuitability to the profession, e.g., substance abuse, chronic and disabling physical problems, (5) interpersonal behaviors and intrapersonal functioning that impair one’s professional functioning such as psychopathology, inability to exercise good judgment, poor interpersonal skills, and pervasive interpersonal problems.

II. Possible Actions to Follow Manifestations of Professional Impairment

This list contains examples, and is not intended to be definitive. These actions are not hierarchical and need not be applied in each case; (1) a formal reprimand, (2) an unsatisfactory grade (U) in a practicum course with the requirement that the course be repeated, whether it was an elective or required practicum (3) personal therapy, (4) leave of absence, (5) required additional practicum or course work, (6) increased supervision (e.g., more frequent supervision, more than one supervisor), (7) formal probation, (8) recommendation of withdraw from the program or changing to another program, (9) recommendation of formal dismissal from the program by the Dean of The Graduate School.

III. Due Process: Evaluation of Professional Impairment for ALL Graduate Students

1. There is a written policy on professional impairment that is systematically distributed to all NTR graduate students, with signatures evidencing student review of the policy. Copies of this will be included in each student’s folder.

2. All students will receive written notification of problems, including written descriptions of specific incidences that may evidence professional impairment, from the Director of the Graduate Program in Nutrition. Such written notification will be placed in the student’s departmental file.
3. The student evidencing professional impairment will usually be given an opportunity for remediation (although individual circumstances may not allow this, and this is not legally required), with specific descriptions of problems, suggestions for remediation, time limit, and notice of consequences if remediation is not successful, all noted in writing. Such written evaluation will also be placed in the student’s department file.

4. When the judgment is made that serious professional impairment exists and that the consequences to the student are major, the student may request a hearing in which the student may present his or her view of the situation. The hearing will be convened by the Director of the Graduate Program in Nutrition and will include members of the Graduate Committee in Nutrition, the member(s) of the faculty who are making judgments of serious professional impairment, the student’s adviser, and the departmental chairperson.

5. Following a hearing, the student will receive written notification within one week that includes: the nature of the problem, opportunities for revision if any, the basis for the decision, and the opportunity for appeal. Such written evaluation will also be placed in the student’s department file.

6. After receiving written notification, the student may request an appeal within 14 days to the Chairperson of the Department of Nutrition. The appeal panel will include some persons who are different from those making the original decision, such as a faculty member within the department or school, a faculty representative of The Graduate School, and a member of the faculty selected by the student.

7. The results of the hearing and appeal will be forwarded to the Chairperson of the Department of Nutrition, who may accept, reject, or modify the recommendations. If the Department Chairperson accepts the recommendation to change to student’s program of study, or dismiss the student from the program, this recommendation will be forwarded to the Dean of the Graduate School who, upon further consideration, will notify the student in writing.

IV. Nutrition Department Retention and Remediation Procedure for Dietetic Interns with Identified Performance Problems

1. When the Dietetic Internship (DI) Director is notified by the DI Site Director that a dietetic intern's performance problems exist, the DI Director and DI Site Director will schedule a meeting with the dietetic intern to discuss her/his performance.
2. If the supervised practice rotation site will allow the dietetic intern an opportunity for remediation, an action plan for improvement, including timelines for follow-up and re-evaluation of performance at the site for determination of achievement of action plan items, will be developed by the DI Director in consultation with the DI Site Director and Director of Graduate Studies. The action plan will be shared with and explained to the intern for formal agreement.

3. If the dietetic intern’s supervised practice rotation site is no longer willing to host the dietetic intern for the planned supervised practice experience, then the dietetic intern has two options: a) withdraw from the program; or b) request consideration to be placed at another supervised practice site, if available. If the intern is granted her/his request to be considered for placement at another available supervised practice site, an action plan for improvement, including timelines for follow-up and evaluation of performance at the new site for determination of achievement of action plan items, will be developed by the DI Director in consultation with the DI Site Director and Director of Graduate Studies. The action plan will be shared with and explained to the intern for formal agreement. The UNCG DI Program is not obligated to secure additional sites for a dietetic intern who is terminated from a supervised practice rotation due to performance problems and professional impairment. Failure to complete the DI program's core competencies and scheduled supervised practice hours will result in the dietetic intern’s being unable to complete the DI program.

4. The DI Director will follow-up on the action plan at regular intervals. In consultation with the DI Site Director and dietetic intern, a determination will be made as to whether the intern is making progress on achievement of the action plan items.

5. If it is determined that the dietetic intern failed to achieve the action plan items according to the timeline stated in the action plan OR the intern is not granted her/his request to be considered for placement at another available supervised practice site, then the DI Director will request a meeting with the Graduate Committee and the dietetic intern.
6. Following the meeting, the Graduate Committee will determine whether to extend the timeline for improvement or recommend formal dismissal from the Dietetic Internship Program.

7. The intern will receive written notification of the Graduate Committee’s decision within one week that includes: the nature of the problem, opportunities for revision if any, the basis for the decision, and the opportunity for appeal. Such written evaluation will also be placed in the intern’s department file.

8. After receiving written notification, the intern may request an appeal within 14 days to the Chairperson of the Department of Nutrition. The appeal panel may include some persons who are different from those making the original decision, such as a faculty member within the department or school, a supervised practice preceptor selected by the DI Program Director, a faculty representative of The Graduate School, a member of the faculty and/or a supervised practice preceptor selected by the intern.

9. The results of the hearing and appeal will be forwarded to the Chairperson of the Department of Nutrition, who may accept, reject, or modify the recommendations. If the Department Chairperson accepts the recommendation to change to intern’s program of study, or dismiss the intern from the program, this recommendation will be forwarded to the Dean of the Graduate School who, upon further consideration, will notify the student in writing.

V. Each Dietetic Intern will review this policy and sign a form verifying that she/he has read and understands the policy. The signed form will be kept in the student’s permanent DI file at UNCG.

POLICY ON MONETARY COMPENSATION OF DIETETIC INTERNS

While not required, monetary compensation may be provided to dietetic interns placed in site placement facilities under the clinical education agreement. Accounting for such compensation and for any applicable taxes and benefits will be the responsibility of the party providing such compensation to the intern. According to the UNCG Clinical Education agreement (see Appendix C), "Monetary compensation to students may or may not be provided under the terms set out in the University’s Experiential Learning
Agreements. If monetary compensation is provided, the Agreement should specify which party is responsible for making those payments, and which party will be responsible for any applicable payroll, accounting, tax withholding, worker's compensation insurance and unemployment benefits.” Typically, there is no compensation provided to Dietetic Interns. In the event that a rotation site provides compensation such as a stipend, room/board and/or a meal allowance, interns will be notified prior to site placement of site specific compensation practices that have been disclosed by the site to the DI program director.

**POLICY ON DIETETIC INTERNS NOT BEING USED TO REPLACE EMPLOYEES**

In keeping with fair labor standards and ACEND standards, it is the policy of the UNCG DI program that dietetic interns may not to be used to replace employees in positions that would otherwise be filled by paid employees such as prn staff, current employees working overtime or employees newly hired into an open position. Interns do not displace regular employees, but work under close supervision of existing staff. The site placement facility may receive no immediate advantage from the activities of the intern and, on occasion, its operations may actually be impeded. Interns are encouraged to report any situation involving their being scheduled to work a shift as though they are an employee of the facility to the DI Director immediately. These situations will be dealt with by the DI Director on a case-by-case basis. Appropriate course of action will be determined up to and including removal of the intern from the site as well as removal of the site placement facility from the program's list of active sites.
APPENDIX
APPENDIX A

2017 ACEND Accreditation Standards for Nutrition and Dietetics Internship Programs:

Core Competencies for the RDN (CRDNs)

AS required by ACEND, the UNCG DI program’s curriculum is designed to prepare interns with the following core competencies:

**Domain 1. Scientific and Evidence Base of Practice: Integration of scientific information and translation of research into practice.**

*Upon completion of the program, graduates are able to:*

CRDN 1.1 Select indicators of program quality and/or customer service and measure achievement of objectives.

CRDN 1.2 Apply evidence-based guidelines, systematic reviews and scientific literature.

CRDN 1.3 Justify programs, products, services and care using appropriate evidence or data.

CRDN 1.4 Evaluate emerging research for application in nutrition and dietetics practice.

CRDN 1.5 Conduct projects using appropriate research methods, ethical procedures and data analysis.

CRDN 1.6 Incorporate critical-thinking skills in overall practice.

**Domain 2. Professional Practice Expectations: Beliefs, values, attitudes and behaviors for the professional dietitian nutritionist level of practice.**

*Upon completion of the program, graduates are able to:*

CRDN 2.1 Practice in compliance with current federal regulations and state statutes and rules, as applicable, and in accordance with accreditation standards and the Scope of Nutrition and Dietetics Practice and Code of Ethics for the Profession of Nutrition and Dietetics.

CRDN 2.2 Demonstrate professional writing skills in preparing professional communications.

CRDN 2.3 Demonstrate active participation, teamwork and contributions in group settings.

CRDN 2.4 Function as a member of interprofessional teams.

CRDN 2.5 Assign duties to NDTRs and/or support personnel as appropriate.
CRDN 2.6 Refer clients and patients to other professionals and services when needs are beyond individual scope of practice.

CRDN 2.7 Apply leadership skills to achieve desired outcomes.

CRDN 2.8 Demonstrate negotiation skills.

CRDN 2.9 Participate in professional and community organizations.

CRDN 2.10 Demonstrate professional attributes in all areas of practice.

CRDN 2.11 Show cultural competence/sensitivity in interactions with clients, colleagues and staff.

CRDN 2.12 Perform self-assessment and develop goals for self-improvement throughout the program.

CRDN 2.13 Prepare a plan for professional development according to Commission on Dietetic Registration guidelines.

CRDN 2.14 Demonstrate advocacy on local, state or national legislative and regulatory issues or policies impacting the nutrition and dietetics profession.

CRDN 2.15 Practice and/or role play mentoring and precepting others.

**Domain 3. Clinical and Customer Services: Development and delivery of information, products and services to individuals, groups and populations.**

*Upon completion of the program, graduates are able to:*

CRDN 3.1 Perform the Nutrition Care Process and use standardized nutrition language for individuals, groups and populations of differing ages and health status, in a variety of settings.

CRDN 3.2 Conduct nutrition focused physical exams.

CRDN 3.3 Demonstrate effective communications skills for clinical and customer services in a variety of formats and settings.

CRDN 3.4 Design, implement and evaluate presentations to a target audience.

CRDN 3.5 Develop nutrition education materials that are culturally and age appropriate and designed for the literacy level of the audience.

CRDN 3.6 Use effective education and counseling skills to facilitate behavior change.
CRDN 3.7 Develop and deliver products, programs or services that promote consumer health, wellness and lifestyle management.

CRDN 3.8 Deliver respectful, science-based answers to client questions concerning emerging trends.

CRDN 3.9 Coordinate procurement, production, distribution and service of goods and services, demonstrating and promoting responsible use of resources.

CRDN 3.10 Develop and evaluate recipes, formulas and menus for acceptability and affordability that accommodate the cultural diversity and health needs of various populations, groups and individuals.

**Domain 4. Practice Management and Use of Resources: Strategic application of principles of management and systems in the provision of services to individuals and organizations.**

**Upon completion of the program, graduates are able to:**

CRDN 4.1 Participate in management of human resources.

CRDN 4.2 Perform management functions related to safety, security and sanitation that affect employees, customers, patients, facilities and food.

CRDN 4.3 Conduct clinical and customer service quality management activities.

CRDN 4.4 Apply current nutrition informatics to develop, store, retrieve and disseminate information and data.

CRDN 4.5 Analyze quality, financial and productivity data for use in planning.

CRDN 4.6 Propose and use procedures as appropriate to the practice setting to promote sustainability, reduce waste and protect the environment.

CRDN 4.7 Conduct feasibility studies for products, programs or services with consideration of costs and benefits.

CRDN 4.8 Develop a plan to provide or develop a product, program or service that includes a budget, staffing needs, equipment and supplies.

CRDN 4.9 Explain the process for coding and billing for nutrition and dietetics services to obtain reimbursement from public or private payers, fee-for-service and value-based payment systems.

CRDN 4.10 Analyze risk in nutrition and dietetics practice.
# APPENDIX B

## Tips for Success During Supervised Practice

### Progressive Steps Through Supervised Practice

<table>
<thead>
<tr>
<th>Self-Assessment: Acceptance of Placement</th>
<th><strong>Do</strong></th>
<th><strong>Don’t</strong></th>
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<tbody>
<tr>
<td>1. Analyze your interests, values &amp; goals &amp; be certain your faculty advisor is fully aware of them.</td>
<td>1. Do not act as if you know all the answers. Remember, as a student, you are placed in the agency for a learning experience.</td>
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<td>2. Despite temporary placement &amp; student status, regard yourself as a professional &amp; a member of the staff.</td>
<td>2. Do not let yourself become involved in internal conflicts</td>
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<td>3. Prepare yourself to expect &amp; accept that problems &amp; frustrations will occur.</td>
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<td>4. When problems occur, be patient &amp; pleasant; cope with problems with an attitude toward solution &amp; negotiation.</td>
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<tr>
<th>Routine Office Matters</th>
<th><strong>Do</strong></th>
<th><strong>Don’t</strong></th>
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<tbody>
<tr>
<td>1. Be sure to find out where you are to work—office, desk space, chair, telephone, etc. so you know your operational base.</td>
<td>1. Do not expect any special treatment.</td>
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<tr>
<td>2. Be aware of office practices regarding dress, protocol, office hours and flexibility, holidays. Follow rules set for regular staff.</td>
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<th>Orientation</th>
<th><strong>Do</strong></th>
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<tr>
<td>1. Request &amp; read information you need regarding the organizational structure, names of key people, office policies &amp; procedures to facilitate your orientation.</td>
<td>1. Do not take too long to familiarize yourself with the agency, staff, etc.</td>
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<td>2. Determine what information you may need which has already been compiled. Find out who is knowledgeable in your own office and others.</td>
<td>2. Do not let yourself “take sides” in office politics.</td>
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<td>3. Become familiar with the entire agency so you can see where you fit.</td>
<td>3. Do not be critical of the nutrition staff if documents &amp; plans do not follow the format learned in school. The format &amp; procedures for such documents as plans, budgets, etc. are usually dictated by the agency or a higher governmental entity.</td>
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<td>Review: Annual reports, program plans, program descriptions, etc.</td>
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<td>a. Budget documents</td>
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| **Integrating into the New Environment** | **1.** Initially, learn to fit in by being formal toward everyone. Then gradually, depending upon the climate, establish friendships or at least pleasant working relationships with other employees.  
2. Learn quickly, the people who facilitate the work-flow.  
3. Attempt to gain an appreciation for the clerical and secondary functions of the agency, for they are the building blocks of the primary mission. A finished project can be delayed, altered, or expedited depending upon the inclination of the clerical staff!  
4. Develop a list of persons to know in your working environment so when you need to contact them, you have their phone numbers. You may want to include other information, e.g., the context of your meeting, the date, the person’s position, etc.  
5. In order to become involved with the process of management, make an effort to attend meetings, be included on reading lists, and in other day-to-day management activities.  
6. Record events that occur to assist with preparation of your documentation for the competencies (keep a daily journal of what you are doing and learning). | **1.** Do not become so assertive as to threaten other employees; however, appear competent enough to establish a basis for receiving favorable recommendations.  
2. Do not exercise authority. However, do be ready to offer suggestions.  
3. Do not become “pigeon-holed”, but attempt to expand your knowledge by contacting program managers in other divisions to gain insight into the organization as a whole. Contacting managers in other agency units or other agencies should always be coordinated through your preceptor. |
1. Establish the expectations, limitations, and directions of the competencies with your preceptor at the beginning of your rotation.

2. Evaluate your assignments in terms of the amount of time available during your rotation.

3. If occasionally asked to perform routine work, remain pleasant and complete the tasks. However, if a majority of your assignments constitute busywork, speak with your preceptor. If necessary, inform the Dietetic Internship Program director and ask for assistance.

4. Plan carefully around the time available to you so time limitations will not be a problem. Draw a time line so you and your supervisor will be able to realize the time required for an assignment.

1. Do not hesitate to contact the internship director if the experiences are not in line with the competencies.

2. If you feel a task is irrelevant, do not accept the task without asking questions about its relevance. However, do not ask questions in such a way as to be offensive.

3. Do not allow yourself to be overloaded with tasks no other staff member will do.

4. Once you have learned a procedure or task, do not be tempted to repeat it. Your mission is to move on and gain as much varied experience as possible.

5. Do not pretend you performed a certain type of task when, in fact, you have not; do not refrain from asking questions until you understand the task at hand.

6. If you leave an unfinished product, do not leave it in such a condition that no one else would be able to continue working with it.
| Developing Student/Preceptor Rapport | 1. Establish a good working relationship so you will be able to talk freely about what you are receiving or lacking from the experience.  
2. Assure your field advisor you have a desire to learn and you are putting forth all efforts to make the experience worthwhile.  
3. If you suffer from “lack of guidance”, remedy the situation by either approaching your preceptor or dietetic internship director. However, it is necessary to respect the preceptor’s extensive responsibilities and to be as understanding of his/her work schedule as he/she is of yours.  
4. You should be innovative and not expect constant supervision. Be positive and demonstrate initiative.  
5. With respect to your preceptor, remember he/she is responsible for your relations with other sections & departments. Make contacts pleasant, productive, and quick—not wanting to be the cause of any negative feelings between you and others. |
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<td></td>
<td>1. Do not fail to have regularly-scheduled meetings with your field advisor so you can acquire feedback.</td>
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</table>
| Vital Elements of Successful Experience | 1. Do make the most of your situation. Gain as much experience and knowledge as possible, and at the same time make a meaningful contribution to the agency.  
2. Follow through on whatever job you undertake; deadlines are important and should be strictly adhered to.  
3. As a student, be aware that educational training is an important tool to be used in the working world. The classroom theories are helpful, but there are exceptions and situations that require flexibility and experience when putting book-learning to work in the “real world.”  
4. Develop and maintain careful, quality work habits.  
5. Since staff may be busy, schedule meetings with individuals several days in advance.  
6. Take advantage of training workshops offered inside and outside of the organization.  
7. Keep a positive attitude and remember that new ideas take a long time to implement. |
|  | 1. Do not become discouraged when your prepared reports go through a refining process when reviewed by staff. Remember, they are the experts and know what will get the job done. Your job is to gain experience and knowledge while keeping an open mind  
2. Do not refrain from contributing.  
3. Do not be defensive when you make mistakes. Mark it off as par for the course and continue on. Remember you are there to develop your talents and skills.  
4. Do not allow yourself to become involved in issues which came to friction before you came on board, nor become involved in office politics (be an impartial observer). |
| Future Direction | 1. Be aware of the possibility you may discover a change in your career objectives based upon your experiences. |
|  | 1. Do not expect to be an expert upon completion of your supervised experiences. But do realize you will be “practice-ready” as an entry level dietitian. |
INTRODUCTION

In an effort to provide UNCG students with hands-on experiences outside the classroom that are consistent with the goals and objectives of the curriculum, students are placed in learning experiences at external agencies such as health care facilities, social service agencies, and other businesses. Learning experiences typically are unpaid and are part of a student’s course requirement. The rights and responsibilities of the University and the site are implemented through an instructional agreement. The following items are intended to provide assistance to University departments as they go through the process.

CLINICAL INSTRUCTIONAL AGREEMENT

1. Under Section I. Parties - Please make sure that the Department or School is identified along with the University in the blank space provided. Collectively, the legal contracting entity is “UNCG.” However, the agreement needs to indicate which Department or School is accepting responsibility for administering the agreement within the University. Thus, the way this would look, for example, is “The University of North Carolina at Greensboro School of Nursing (hereafter UNCG).”

2. Under Section III. Term - Contracts will not take legal effect until all parties have signed the
document. This is of critical importance because if you are operating for some period of time before the contract is fully signed (“executed”) you (and the University) are operating without the protection of a legally binding contract. Therefore, instructional agreements should be fully executed (signed) before a student is placed in a site.

Page 1 of 2

1 Non-substantive revisions were made in August 2016 to align with the revised Equality of Opportunity in the University statement, per Section 103 of the UNC Policy Manual, and to reflect the new academic policies and procedures link.

3. “Monetary compensation to students may or may not be provided under the terms set out in the University’s Experiential Learning Agreements. If monetary compensation is provided, the Agreement should specify which party is responsible for making those payments, and which party will be responsible for any applicable payroll, accounting, tax withholding, worker’s compensation insurance and unemployment benefits.”

4. Students do not sign instructional agreements. The instructional agreement clarifies the responsibilities of the University and the site. Students do not have the authority to bind the University and are not parties to this agreement. (NOTE: Please do not place the responsibility for getting this agreement completed upon your student(s). This is something that should be handled by the faculty liaison).

5. The University’s instructional agreements are located at the Provost’s Policies, Procedures, and Forms website under Experiential Learning Opportunities. As long as you use the current instructional agreement or clinical instructional agreement with no additions or deletions, review of the agreement by the Office of the General Counsel is not necessary. However, if the site recommends changes to the University’s instructional agreement, those changes must be reviewed by the Office of the General Counsel.
6. If a site requires use of its own agreement instead of the University’s instructional agreement, review of the agreement is required by the Office of the General Counsel the first time that form is used. Thereafter, it need not be reviewed by Counsel unless it is altered or amended.

7. **Signature Process**

Typically, the Faculty Liaison forwards the agreement to the internship site representative for signature. (This should be handled directly by the faculty liaison.) When the agreement is returned, it is signed by the Dean. On the signature page, the left-hand column is for the Dean’s signature and the right-hand column is for the external agency site representative’s signature.

**Students do not sign the instructional agreement.**

Clinical Instructional Agreement Guidance

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**CLINICAL INSTRUCTIONAL AGREEMENT**

for UNCG Students to Work in Outside Agencies

**FORM B**

*Office of the Provost – May 2007, Amended October 2009*

*Non-substantive Revisions, August 2016*

**I. Parties**

This Clinical Instructional Agreement (Agreement) is entered into between The University of North Carolina at Greensboro, School or Department of ________________________________ (hereafter UNCG) and the firm/organization ________________________________ (Agency), collectively, the Parties).

**II. Purpose**

The parties specified in this Agreement have determined that they have a mutual interest in providing student learning experiences at Agency. UNCG has determined that student placements in Agency are
consistent with the goals and objectives of the curriculum and will enhance the program of study. This Agreement confirms the mutually agreed terms and conditions of supervised clinical experiences to be performed at Agency.

III. Term

A. The term of this Agreement shall commence on the date upon which the last signature is affixed hereto and will automatically renew annually unless either party provides at least ninety (90) days written notice of its intent to terminate prior to the expiration of the then current annual term.

B. This Agreement may be terminated by either party upon written notice of at least ninety (90) days. In the event of a termination, the parties should use their best efforts to ensure that the termination will not negatively affect students currently placed at Agency.

IV. Compliance with UNCG and Agency Policies

A. Students working in Agency will remain subject to the UNCG Academic Honor Policy and the Student Code of Conduct, copies of which will be provided to Agency by the UNCG Faculty Liaison. If alleged violations occur, Agency will notify Faculty Liaison. If such alleged violations reasonably seem to pose a continuous threat to others, the alleged violator may be suspended immediately by the Agency from participating in Agency activities.

B. Agency may require student participating in Agency activities to comply with all of its operational policies and procedures.

V. Responsibilities of the Parties

A. UNCG shall:

1. Notify students of appropriate placement opportunities for the experiential learning activity;

2. Approve placement site and learning objectives;
3. Select and register students for placement;

4. Based on its academic standards, and in its sole discretion, determine whether UNCG credit will be awarded to students;

5. Identify for the Agency the Faculty Liaison who will be the primary contact for specified learning activities;

6. Participate in planning and evaluation regarding learning activities;

7. Provide Agency with evaluation forms and deadlines;

8. Inform Agency of the UNCG calendar and initiate discussions of students’ obligations to report to Agency whenever classes are not in session; and

9. Implement procedures to notify students of obligations listed below:
   a. Attend orientation sessions regarding learning activity;
   b. Comply with all applicable policies and operational procedures of Agency;
   c. Negotiate a set of learning objectives with Agency and UNCG and provide to each a written statement of objectives;
   d. Give prior notice of necessary absence to appropriate UNCG and Agency personnel;
   e. Obtain and maintain health insurance and professional liability insurance with minimum limits of $1,000,000 Combined Single Limit Coverage. UNCG will provide to Agency copies of certificates of insurance which have been provided to the Faculty Liaison by the participating students;
   f. Maintain professional standards of confidentiality. Each participating student shall obtain the Agency’s written approval prior to publication of confidential or proprietary information related to the learning experience or Agency’s operations. Confidential or proprietary information is defined as all patient care and patient identifying information, as well as all business information covering unique hospital specific operations, strategic planning,
personnel, financial and information management systems information; and

Page 2 of 5

g. Participate in all individual or group meetings associated with learning activity.

10. Compliance with Bloodborne Pathogens Standard: UNCG shall provide training to students in universal precautions prior to assigning a student to participate in a learning experience at Agency. Agency will be responsible for providing appropriate personal protective equipment required to comply with OSHA Standards as such compliance relates to the performance of this Agreement. UNCG shall provide documentation to the Agency that each participating student has received the hepatitis B vaccine or has declined such vaccine in writing.

B. Agency shall:

1. Provide opportunities for student observation and/or participation on Agency premises;

2. Provide a safe environment in compliance with all federal and state laws and inform UNCG and students of hazardous conditions and unusual circumstances that may create unsafe conditions;

3. Provide to Faculty Liaison and students written policies and operational procedures to which students are expected to adhere while they are at Agency setting;

4. Provide to Faculty Liaison a list of duties or job description for student placements with notation of any specific requisite skills or abilities, as well as identify any essential functions of the position;

5. Participate in planning and evaluation sessions with students and, where appropriate, with UNCG faculty;

6. Identify for Faculty Liaison the Agency personnel primarily responsible for supervising learning activity at Agency;

7. Provide on-site supervision and guidance to learning activity;

Revised 09/2018
8. Provide timely final evaluation of student performance in the manner specified by UNCG;
9. Conduct exit interviews with students that will include discussion of Agency’s final evaluation; and
10. Notify Faculty Liaison of unsatisfactory performance or misconduct of a student and provide related documentation to Faculty Liaison. If a student fails to comply with Agency’s policies and procedures, Agency may immediately suspend or terminate that student from further participation in the program on its premises.

VI. Special Additional Conditions where Agency is a Private, “For-Profit” Entity

(See U.S. D.O.L. Fact Sheet #71 Internship Programs Under the Fair Labor Standards Act April 2010)

Where the Agency is a private, “for-profit” entity, and it is contemplated that the student will not be compensated in compliance with the wage and hour provisions of the Fair Labor Standards Act (e.g., at least minimum hourly wage, time and a half for overtime, etc.), then Agency agrees that the placement will have the following characteristics:

1. The placement, even though it may include actual operation of the facilities of the Agency, is similar to training which would be given in an educational environment;
2. The placement experience benefits the student;
3. The student does not displace regular employees, but works under close supervision of existing staff;
4. The Agency derives no immediate advantage from the activities of the student; and on occasion its operations may actually be impeded;
5. The student is not necessarily entitled to a job at the conclusion of the placement; and
6. The Agency and the student understand that the student is not entitled to wages for the time spent in the placement.

Revised 09/2018
VII. Number of Placements

Agency and UNCG will mutually determine the number of students to be placed at Agency for a given term. Agency and UNCG may decide to have no active placements for a period of time without affecting the continuation of this Agreement.

VIII. Nondiscrimination

Both parties agree to perform their duties under this Agreement without discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, genetic information, or veteran status. The Agency agrees to accept qualified students with disabilities from UNCG in accordance with the Section 504 of the Rehabilitation Act of 1973 and The Americans with Disabilities Act of 1990, and as amended. If the student has self-reported his/her disability to UNCG, the UNCG Office of Accessibility Resources and Services will consult with Agency’s fieldwork supervisor on a case-by-case basis to determine whether UNCG or the Agency will provide reasonable accommodation(s). In the event the Agency furnishes the reasonable accommodation(s) for the student, UNCG agrees to reimburse the Agency for costs incurred by the Agency for providing the reasonable accommodation(s), except for accommodations involving permanent structural alterations to the Agency’s property.

XI. Monetary Compensation to Student

While not required, monetary compensation may be provided to students placed in learning activities under this Agreement by either Agency or by the University. Accounting for such compensation and for any applicable taxes and benefits will be the responsibility of the party providing such compensation to the student.

Page 4 of 5

XI. Employment

Students are not considered employees or agents of either UNCG or the Agency. Rather, students are
considered to be independent contractors for purpose of this Agreement.

XII. Entire Agreement

This Agreement represents the entire agreement between the parties and may not be modified without the written consent of both parties. This Agreement shall be construed and governed by North Carolina law and any disputes shall be filed in a North Carolina court of competent jurisdiction. In witness whereof, the parties hereto have caused this Agreement to be signed by their respective authorized representatives.

The University of North Carolina at Greensboro

By: ______________________________

Signature of the Dean

Print Name: ______________________________

Title: Dean, ______________________________

Please include name of academic unit

Date: ______________________________

AGENCY

By: ______________________________

Signature

Print Name: ______________________________

Title: ______________________________

Date: ______________________________

Page 5 of 5