



**Northumbria
University**
NEWCASTLE

Student Placements
Student & Library Services

Version 3 – October 2018

**PHYSIOTHERAPY
STUDENT USER GUIDE**

Contents Page

1. Introduction to ARC-WEB	Page 3
2. How to login to ARC-WEB	Page 5
3. Navigating Your Way Around ARC-WEB	Page 8
4. The Home Screen	Page 9
5. Finding out where you are going on Placement	Page 10
6. Viewing your Attendance Records	Page 13
7. How to Evaluate your Placement	Page 14
8. Logging Out of ARC-WEB	Page 18

1. Introduction to ARC-WEB

1.1 What is ARC-WEB?

ARC-WEB is a web-based system that enables students to obtain details about their placement allocations and evaluate their placements online.

Data collected and displayed in ARC WEB is stored on an externally-hosted web server (within the EU) which is maintained by ARC Technology Ltd.

1.2 Can all students access ARC-WEB?

Currently, Pre-Registration Health Nursing, Midwifery and Operating Department Practitioner, Occupational Therapy, Physiotherapy, Social Work, Primary Education and Joint Honours students can access ARC-WEB.

1.3 How do I log-in to ARC-WEB?

Full instructions are provided on page 5. **ARC-WEB is accessible only via Northumbria University's Student Portal.** ARC-WEB allows students to access placement information (allocation, placement area contact address and telephone number, etc) from any internet-connected computer and provides students with their own personal placement record.

If you happen to experience any difficulties logging-in to ARC-WEB, you will be guided through what actions to take via helpful screen prompts.

1.4 How does it work?

You will receive an initial email advising you to log-in to the system for the first time to obtain details of your forthcoming placement allocation. In order to access details of the next placement allocation, you will need to complete an online evaluation of your current/last placement. Once you have evaluated your current/last placement, ARC-WEB will automatically allow you to view details of your forthcoming placement allocation.

For further information about the evaluation process, please see section 7.

Important Notice: *Whilst we make every effort not to make any changes once placements have been allocated, sometimes changes are unavoidable. We strongly encourage all our students to keep a regular check of their placement allocation in the weeks and days running up to their placement commencement date to ensure they are aware of any changes that may occur. Notification e-mails will be sent to the University e-mail addresses of all students whose allocation is changed in the run-up to a placement.*

1.5 How do I evaluate my Placement online?

Please follow the instructions in section 7 of this User Guide.

1.6 What happens with my evaluation data?

In order for us to monitor and improve the quality of placements, the information you provide in your on-line placement evaluation questionnaire is used to produce anonymised reports for academic colleagues, partner placement providers and external organisations. You should note therefore that the information you provide may be shared and we would respectfully remind you to take this into consideration when making comment about individual members of staff or identifying specific placement areas.

All information entered on the system will be collected and managed in accordance with Northumbria University Data Protection Notification and under the terms outlined within the Handbook of Student Regulations.

1.7 What if I have a query about my placement?

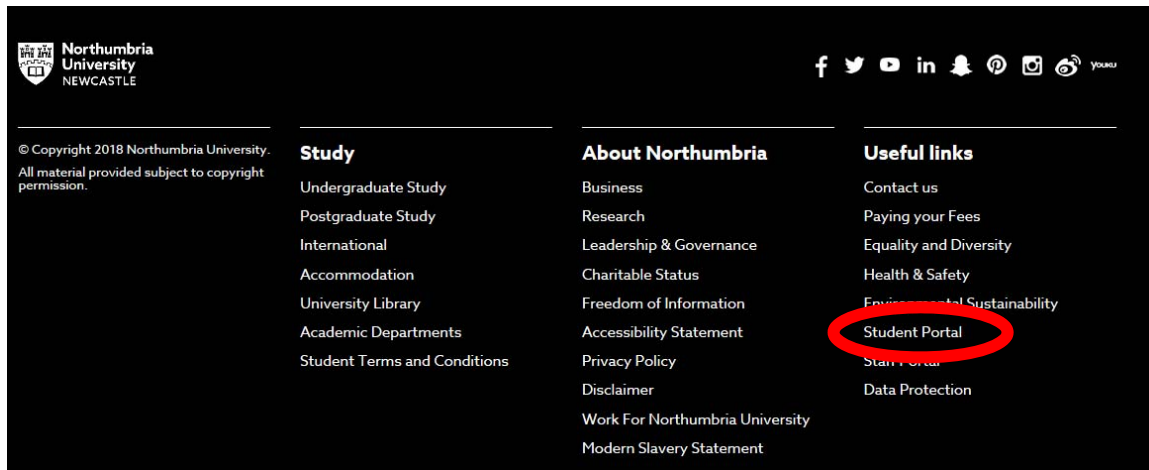
As always, we advise you to contact your Guidance Tutor or Programme Leader for advice. Further general information on placements for students can be found within the Placements Handbook.

2. How to Log-in to ARC-WEB

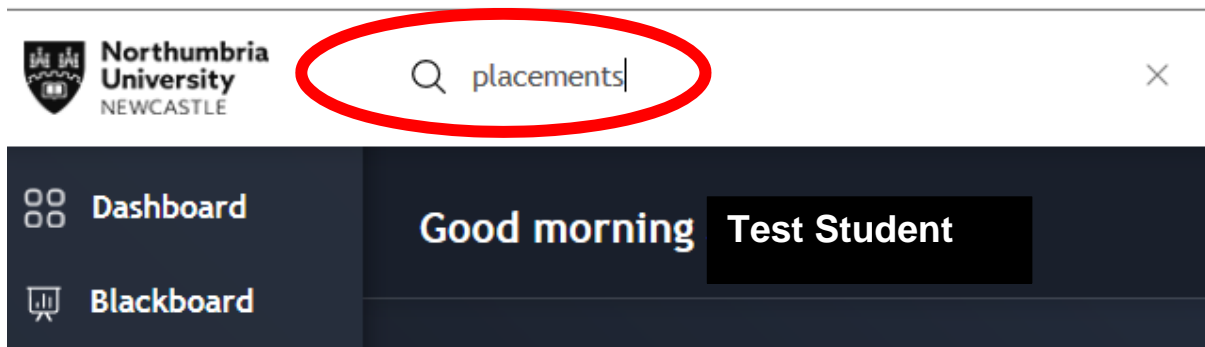
2.1 Open up **Internet Explorer** (or any other alternative browser) as normal.



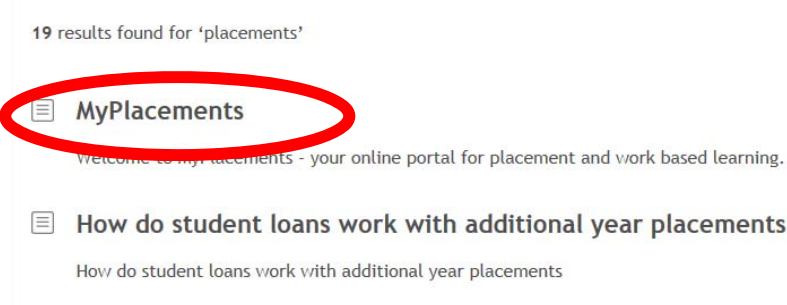
2.2 Go to the main Northumbria University website – www.northumbria.ac.uk . Navigate to the ‘student portal’ link at the bottom of the main page within the ‘useful links’ section:



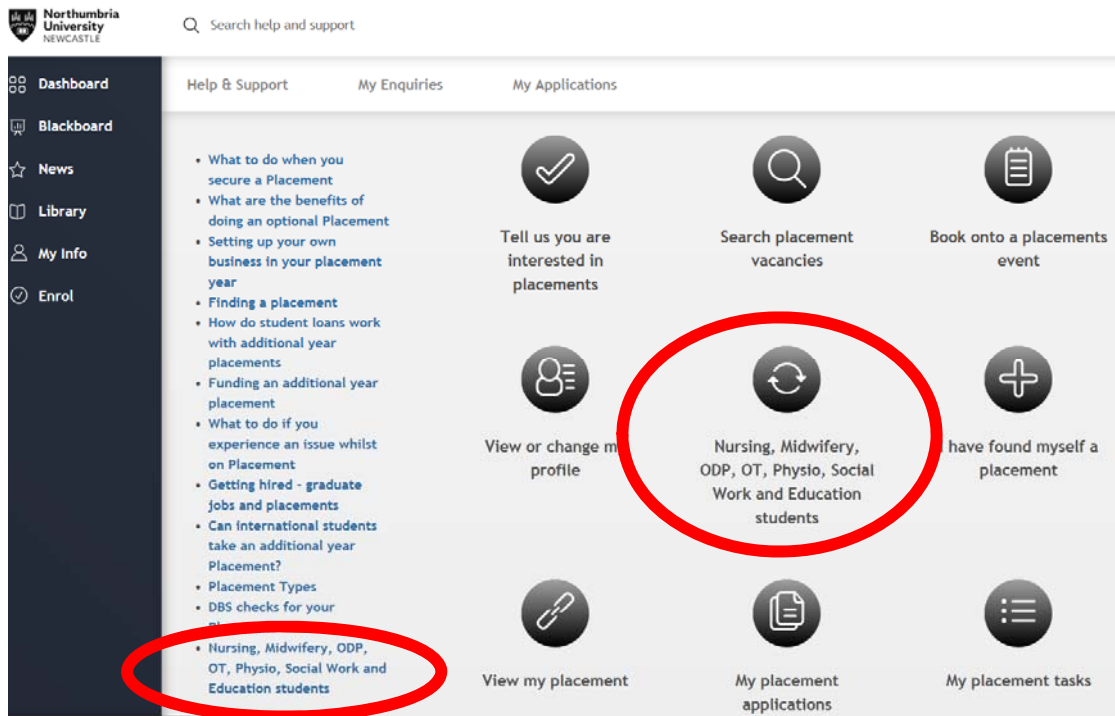
2.3 You may need to log-in here – if you do, use your standard university log-in details. Type ‘placements’ in the search-bar at the top of the page and hit enter:



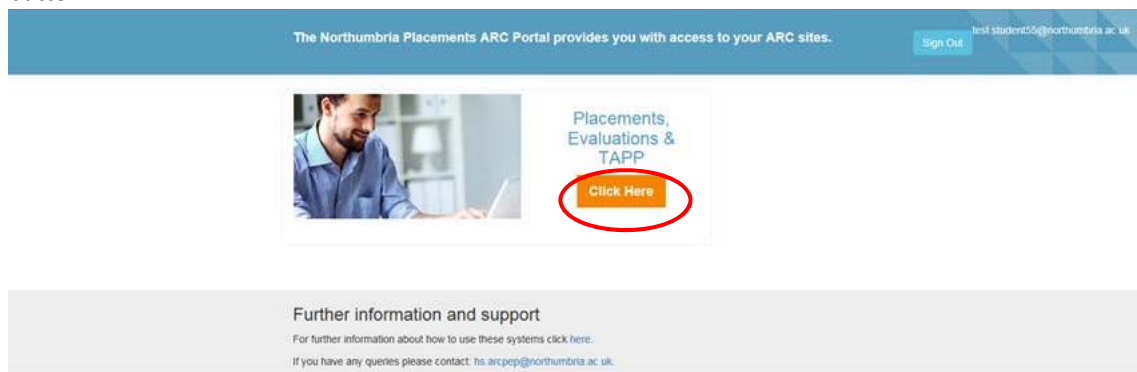
2.4 A list of results will be displayed – click on the first one – ‘MyPlacements’:



2.5 You will be taken to a new page displaying a number of icons – ignore these icons (which only relate to students completing year-long sandwich placements on programmes other than health, education and social-work) and instead select the final option on the menu situated on the left-hand side of the page:



2.6 A new page will open – you should see one option ‘placements, evaluations & TAPP’ – click the orange button:



2.7 Once you have successfully logged in, you should see a screen similar to the one below. This is your own personal placement record, with all your details. **We will come back to this screen later on** (see section 4, 'The Home Screen').

The screenshot shows the Northumbria University ARC-WEB Student User Guide interface. At the top right is the Northumbria University logo with the tagline "great learning great experience great future". Below the logo is a navigation bar with links: Home, Allocations, Attendance, Web Links, Logout, and Contact us. The main content area starts with a greeting "Hi Helen". A welcome message follows, advising the user to check their details and click the "Change Details" button if needed. Below this, it shows the last login time: "You last logged in on: 17/04/2008 10:22:08". The page is divided into four sections: "Main Student Details", "Registration Details", "Private Contact Details", and "Training Contact Details". Each section lists personal information such as Surname, Forename, Title, Gender, Date of Birth, Intake, Branch, Group, and Address.

<u>Main Student Details</u>		<u>Registration Details</u>	
Surname	Swinburn	Intake	RNA4 S07
Forename	Helen	Branch	Adult
Title		Group	
Gender	F		
Date of Birth			

<u>Private Contact Details</u>		<u>Training Contact Details</u>	
Address		Address	

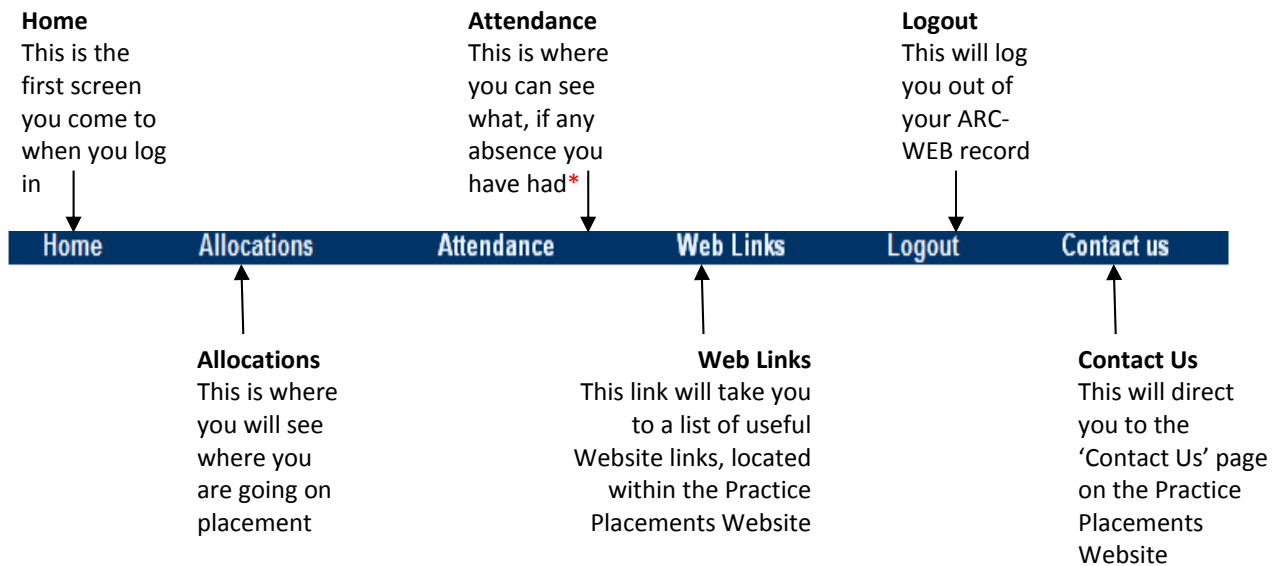
3. Navigating Your Way Around ARC-WEB

3.1 The first thing to note when logged into ARC-WEB, is that the normal forward and back buttons you use when browsing the internet, **will not** work.



This is for security purposes, eg, if another person went into the system after you, they could not go back to look at your personal details.

3.2 To move around the system, you need to use the menu bar (located at the top of the page) as shown below, with descriptions:-



*Attendance – this does not apply to your programme as it is not being recorded on ARC.

4. The Home Screen

4.1 This is where all your main details are held. At the top left of the screen are your basic details (name, etc) and on the right of this page, you will find your registration details.

Main Student Details

Surname Swinburn
Forename Helen
Title
Gender F
Date of Birth

Registration Details

Intake RNA4 S07
Branch Adult
Group

Private Contact Details

Address

Post Code

Tel. No.
Email laura6.taylor@unn.ac.uk

Training Contact Details

Address

Post Code

Tel. No.
Mobile No

Personal Tutor

Name
Tel. No.
Email

Absence Details

Total No. of Days Sick 0
Total No. of Occasions Sick 0

4.2 In the middle of the screen, you will see your **Private Contact Details** and **Training Contact Details**; the two addresses may be the same, but your Training Contact Details should always show the address at which you're based during term-time.

4.3 Towards the bottom of the screen, in the **Personal Tutor** section, you will find your guidance tutor's contact details. The **Absence Details** section contains information about absence whilst on the course.

4.4 If you find that any of the contact details listed are incorrect, please log-in to eVision via the eLearning Portal (<https://elp.northumbria.ac.uk>) to amend them. Alternatively, you can contact your Programme Area Administrative office and they will ensure changes are affected as soon as possible.

5. Finding out where you are going on Placement

5.1 From the menu bar, select **Allocations**



This will take you to a screen similar to the one below. This page will list your theory and annual leave, as well as your placements. Further information about each section can be found below:

Student Name Swinburn, Helen **Records updated** 16/04/2008 18:02:18

Intake RNA4 S07 **Last login date and time** 17/04/2008 15:43:34

Total

Absence Hrs: 0.00 Outstanding Hrs: 0.00 [Click here to view running total of all allocation hours](#)
[Why can I not see my next placement ???](#)

Next Page>> Last Page> | 1 of 4

	Date From	Date To	Description	Day Description	Category	Days
	24/03/2014	06/07/2014	TEACHING CENTRE			75
+		07/07/2014	03/08/2014	FRE Ward 18		FUNDAMENTAL NURSING SKILLS - AD (ELDERLY) - 20
	04/08/2014	10/08/2014	TEACHING CENTRE			5
	11/08/2014	31/08/2014	Annual Leave			15
+		01/09/2014	28/09/2014	FRE Ward 18		FUNDAMENTAL NURSING SKILLS - AD (ELDERLY) - 20
+		29/09/2014	12/10/2014	NGH Castleside IP/OP	Spoke Placement	PLANNED CARE - MH (OLDER) 10
+		13/10/2014	26/10/2014	HC Portugal Place HV		FAMILY & PUBLIC HEALTH PATHWAY - AD 10
	27/10/2014	21/12/2014	TEACHING CENTRE			40
	22/12/2014	04/01/2015	Annual Leave			10
	05/01/2015	18/01/2015	TEACHING CENTRE			10

Column One: contains '+' symbols against each placement. Clicking on the '+' will allow you to see whether an evaluation has been submitted for that particular placement.

Column Two: contains a binocular symbol against each placement. Clicking on the binoculars will provide you with more information about the placement. (see section 5.2).

Date From/To: The date span of the placement.

Description: The name of the placement area. Please note that:

- The words '**Access Denied**' will appear within the 'Description' column if the evaluation for the previous placement has not yet been completed. ARC-WEB will only reveal details of future placement allocations when an evaluation for the previous placement has been completed. Instructions on how to evaluate your placement online will be forwarded to you shortly.
- The word '**Unknown**' will appear in this column when your placement has not yet been confirmed. In this case, you should continue to check both this page and your University email account – your allocation details will appear as soon as they have been confirmed by the placements office.
- **If you wish to change your placement based on extenuating circumstances, you must contact the Placements Team no later than 2 weeks after your placement is available on ARC-WEB.**

Day Description: The placement you are undertaking – for BSc students, this will be 1, 2, 3 or 4; for MSc students, placement A, B, C or D will be shown.

Category: contains the placement speciality

Days: The number of days you will be expected to achieve whilst on this placement are listed here.

5.2 To find out more information about the placement you have been allocated to, click on the **binocular icon** on the far left column. Alternatively, click on the placement name beneath the **'Description'** column.

You may need to click on the **'Prev'** (previous) or **'Next'** links in order to navigate to the placement you are looking for; all placements are listed in date order.

Student Name **Swinburn, Helen** **Records updated** 16/04/2008 18:02:18

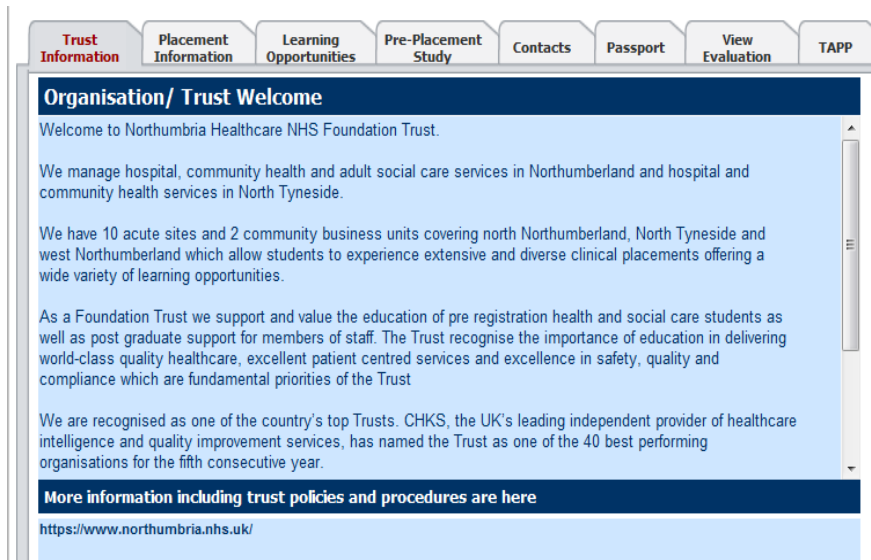
Intake **RNA4 S07** **Last login date and time** 17/04/2008 15:43:34

Total

Absence Hrs: 0.00 Outstanding Hrs: 0.00 [Click here to view running total of all allocation hours](#)
Why can I not see my next placement ???

Next Page>> Last Page> 1 of 4						
	Date From	Date To	Description	Day Description	Category	Days
	24/03/2014	06/07/2014	TEACHING CENTRE			75
	07/07/2014	03/08/2014	FRE Ward 18		FUNDAMENTAL NURSING SKILLS - AD (ELDERLY)	20
	04/08/2014	10/08/2014	TEACHING CENTRE			5
	11/08/2014	31/08/2014	Annual Leave			15
	01/09/2014	28/09/2014	FRE Ward 18		FUNDAMENTAL NURSING SKILLS - AD (ELDERLY)	20
	29/09/2014	12/10/2014	NGH Castleside IP/OP	Spoke Placement	PLANNED CARE - MH (OLDER)	10
	13/10/2014	26/10/2014	HC Portugal Place HV		FAMILY & PUBLIC HEALTH PATHWAY - AD	10
	27/10/2014	21/12/2014	TEACHING CENTRE			40
	22/12/2014	04/01/2015	Annual Leave			10
	05/01/2015	18/01/2015	TEACHING CENTRE			10

5.3 Having clicked on the binoculars or placement name, you will be taken to a page displaying more information about the placement area; a brief description of the information which can be found in each section can be found below:



Trust Information: Generic information about the Trust in which the placement is based

Placement Information: Information entered into the system directly by staff at the placement area, this section is split into subsections and includes details about the placement area itself, including the placement address, which can be found in the '**Finding Us**' subsection.

Learning Opportunities: Information about the learning opportunities available on placement

Pre-Placement Study: Any suggested pre-placement study or reading

Contacts: Contains the placement area's main contact number, together with contact details for staff working at the placement area; your mentor/educator's contact details will be displayed here once one has been allocated to you by managers within the placement area. If no mentor/educator is listed, please use the general number listed or contact the Placement Manager/Educational Lead/Coordinator, whose details should be available. **We ask that all students make contact with the placement area at least 4 weeks before their placement commences (unless otherwise advised).**

Passport: Information about you, intended for the placement area.

View Evaluation: If you have completed an evaluation for the area you are looking at, details will appear here.

TAPP: Permits you to send TAPP requests/view TAPP reports once a minimum of five responses have been received. Further information about the TAPP process can be found online by following this link: <https://www.northumbria.ac.uk/study-at-northumbria/planning-your-career/careers-and-employment/placements/practice-placements/nursing-midwifery-and-odp/tapp-information/>

6. Viewing your Attendance Details*

6.1 To see whether This Attendance Click on the Attendance link on the menu bar



This will present a screen similar to that shown below. This page will list all and any absence you have incurred whilst on placement:

Number of hours absent →

→ Type of absence

Absence Hrs: 97.30 Outstanding Hrs: 97.30

[Click here to view summary of Attendance](#)

Note: If you have any queries regarding your attendance, please contact your Guidance Tutor

Dates	Allocation Description	Category	Absence Type	Sick Details
30/10/2013 to 31/10/2013	TEACHING CENTRE		Sick	Days: 2
18/03/2015 to 31/03/2015	OT FRE Newcastle Cancer Care Centre	PLACEMENT 3	Compassionate Leave	Days: 10
29/06/2015 to 29/06/2015	OT NTG Medicine	PLACEMENT 3	Sick	Days: 1

Dates of absence → Where the absence took place → Number of days absent →

6.2 If you have no absence, you will see the screen below:

Absence Hrs: 0.00 Outstanding Hrs: 0.00

[Click here to view summary of Attendance](#)

Note: If you have any queries regarding your attendance, please contact your Guidance Tutor

Dates	Allocation Description	Category	Absence Type	Sick Details
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***Please note that this section does not apply to your programme as your sickness / absence is not being recorded on ARC.**

7. How to Evaluate your Placement

7.1 All users of ARC-WEB are required to evaluate their placement before details of their next placement allocation can be revealed by the system. When you need to evaluate depends on whether your programme includes hub/spoke or split placements:

7.1.1 Students whose programme includes hub/spoke placements should **NOT** evaluate their hub placement until they have completed their last day in practice at their hub venue.

Although you should not evaluate your hub placement until you have completed your final day there, you may evaluate your spoke placement(s) upon completion/when prompted by the system.

7.1.2 Students whose programme includes a split placement should **NOT** evaluate their split placement until they have completed their last day in practice at that particular venue.

7.1.3 **Owing to the manner in which the system operates, students with hub/spoke or split placements may receive an automated e-mail prompting them to complete an evaluation for their hub or split placement after completing only the first portion of that placement – please ignore any such requests. You will receive a further e-mail prompt after you have completed your final placement experience at your hub/split placement; please evaluate at this point.**

7.2 To evaluate your placement, log-in to ARC-WEB as usual, following steps contained in section 2 of this User Guide.

Click on 'Allocations' in the menu bar to bring up your placement allocations:

The screenshot shows the Northumbria University ARC-WEB interface. At the top right is the Northumbria University logo. Below it is a navigation menu with items: Home, Allocations, Attendance, Web Links, Logout, and Contact us. The 'Allocations' menu item is highlighted. Below the menu, user information is displayed: Student Name Swinburn, Helen, Mrs; Intake TESTER; Records updated 24/09/2015 09:50:25; Last login date and time 24/09/2015 15:27:13. Below this, there are sections for 'Absence Hrs: 7,00' and 'Outstanding Hrs: 7,00', and a link: 'Click here to view running total of all allocation hours Why can I not see my next placement ???'. The main part of the screenshot is a table with the following data:

<First Page <<Prev Page Next Page>> Last Page> 2 of 3						
	Date From	Date To	Description	Day Description	Category	Days
	07/07/2014	03/08/2014	Click here to evaluate this placement.		FUNDAMENTAL NURSING SKILLS - AD (SURG)	20
	04/08/2014	10/08/2014	TEACHING CENTRE			5
	11/08/2014	31/08/2014	Annual leave			15

7.3 If you are due to evaluate a placement, you will see a message within the 'Description' column that reads 'Click here to evaluate this placement'. Click on the link, as instructed.

7.4 Please note that access to details of future placement allocations will not be available – and will be shown as 'Access Denied' until you have evaluated your last placement.

7.5 Having clicking on the link, you will be presented with a page displaying the Code of Practice for Placement Evaluation Data:

Student Name Swinburn, Helen, Mrs	Records updated 20/08/2015 22:08:55
Intake TESTER	Last login date and time 05/03/2014 10:36:46

Please read the following information before you complete your placement evaluation

Code of Practice for Placement Evaluation Data

The following describes the management and submission of placement evaluation data via the ARC-WEB system.

1. The ARC-WEB Database

The ARC-WEB Database contains details of all student placement allocations, which enables all pre-registration health students to log in to an online record and access their personal placements record. ARC-WEB also enables students to submit practice placement evaluations electronically.

All data entered onto ARC is managed in accordance with the University Data Protection Notification and under the terms outlined in Section 15 of the Student Handbook of Regulations

<http://www.northumbria.ac.uk/studentaz/survival/stregs/>

The Evaluation consists of 21 questions. Questions 1-20 are used to measure the placement experience. Question 21 is a free

You should read the code and then confirm that you agree to its terms by checking the box at the base of the page:

I confirm I have read and agree to the Code of Practice for Placement Evaluation Data

7.6 Once you have agreed to the terms of the Code of Practice, your evaluation form will appear as follows:

Placement evaluation

Host Name **FRE Ward 01**

Dates **07/07/2014 to 03/08/2014**

What happens to my evaluation data?

Preparation and Orientation to Learning Environment

1 Did you access information about the placement before you commenced on the placement?
 Yes No
If yes, what information did you access and how?

2 Were you allocated a named mentor/ clinical/ practice educator?
 In advance of commencing the placement On first commencing the placement Within first week of placement After your first week on placement

3 Was there an orientation / induction to the placement?
 Yes No

4 Were you able to access placement provider policies and procedures?
 Yes No

There are 21 questions in all, categorised under 5 separate headings;

- Preparation and Orientation to the Learning Environment
- Placement Learning
- Communication
- Support & Guidance
- General Comments

7.7 You need to answer questions 1 to 20 (question 21 optional) before you can submit the evaluation form. To submit the evaluation form, click on the **submit** button at the end of the questionnaire.

Please note you are only able to complete the evaluation in one attempt, ie; you cannot complete part of it and save it to return to it later it must be completed and submitted at the same time.

7.8 To view your evaluation response for any individual placement, at any time, simply click on the ‘Allocations’ link in the menu bar.



Next, click on the name of placement you wish to view the evaluation for.

The screenshot shows the Northumbria University student portal for Chloe Abbott, Miss. It includes a navigation bar, student details, absence/attendance statistics, and a table of placements. A vertical arrow points from the 'Allocations' link in the previous screenshot to the 'FRE Ward 03' placement in the table.

Date From	Date To	Description	Day Description	Category	Days
15/09/2014	23/11/2014	TEACHING CENTRE			50
24/11/2014	21/12/2014	FRE Ward 03		FUNDAMENTAL NURSING SKILLS - AD (SURG)	20

This will take you to the following page, from which you can click on the ‘View Evaluation’ link:

The screenshot shows the student portal for Helen Swinburn, Helen. It includes a navigation bar, student details, and a 'View Evaluation' button. An arrow points from the text above to the 'View Evaluation' button.

View Evaluation

Welcome from Placement

Welcome to FRE Ward 03. We look forward to working with you and our aim is to provide you with experience that will contribute to you achieving your learning outcomes.

By clicking on 'View Evaluation', your completed evaluation data for this specific placement will be displayed to you on-screen, as follows (the answers you provided will be displayed in **bold red text**):

Home	Allocations	Attendance	Web Links	Logout	Contact us
Student Name	Swinburn, Helen		Records updated	11/05/2008 18:02:08	
Intake	RNA4 S07		Last login date and time	09/05/2008 12:16:08	

Host: FRE Ward 03 < SURGICAL > Dates : 27/08/2007 - 19/10/2007

What happens to my evaluation data?

Preparation and Orientation to Learning Environment

1 Were you able to access information about the placement before you commenced on the placement?
x Yes No

2 Were you allocated a named mentor/ clinical/ practice educator?
In advance of commencing the placement On first commencing the placement Within first weeks of placement After your first week on placement

3 Was there a planned programme of induction to the placement?
 Yes **x No**

4 Were you able to access placement provider policies and procedures?
x Yes No

5 Were you informed about/ shown appropriate equipment to support health and safety in the workplace including:

Fire equipment	x Yes	No
Aids to assist with moving and handling	x Yes	No

Placement Learning

6 Did your shift pattern/s (where relevant for your programme), facilitate you working with your mentor/clinical/practice educator for at least 50% of the time when on duty?"
x Yes No Not Applicable

7 Were there opportunities for Inter-professional Learning?
x Yes No

7.1 If you answered Yes to 7 please indicate what opportunities you participated in with others

Work alongside other professionals	x
Participated in inter-professional case reviews	x
Participated in inter-professional case studies	x
Participated in inter-professional seminars	x
Participated in inter-professional meetings	x

7.2 If other opportunities occurred please indicate

8. Logging out of ARC-WEB

8.1 When you wish to end your session using ARC-WEB, you must always log-out correctly. To log-out of ARC-WEB, click the '**Logout**' link on the menu bar:

