



**Northumbria
University**
NEWCASTLE

ARC-WEB

**SOCIAL WORK
STUDENT USER GUIDE**

Student Placements
Student & Library Services

Version 1.8 – September 2018

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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.

ARC-WEB or even 'ARC' is not an abbreviation for anything. It is simply the name of the system/software.

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, Operating Department Practitioner, Occupational Therapy, Physiotherapy, Education, Joint Honours and Social Work 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 anywhere. It provides the student 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 (no evaluation is required for Shadowing day placements). Once you have evaluated your current/last placement, ARC-WEB will automatically allow you to view details of your forthcoming placement allocation.

Because of the way placements are organised for the Social Work Programme, details of your next placement will not usually be available to view following completion of your evaluation. You will receive an email advising

you of when the placements have been arranged and are on the system for you to login and view, this is usually 3 weeks prior to commencement date.

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 take note of any changes that may occur. Any changes that will occur will also be alerted to students via their Northumbria University email account.*

1.5 How do I evaluate my Placement online?

Please follow the instructions in section 7, page 15 of this User Guide.

1.6 What happens with my evaluation data?

Please note in order for us to monitor and improve the quality of practice placements, the information you provide in your on-line placement evaluation questionnaire is used to produce anonymised reports for partner placement providers. However, to support the quality enhancement of the practice placement Academic colleagues will be provided with reports that include the name of the person who has submitted the evaluation. 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 the Northumbria University Data protection notification and under the terms outlined within Data Protection section of the Handbook of Regulations.

1.6 What if I have a query about my placement?

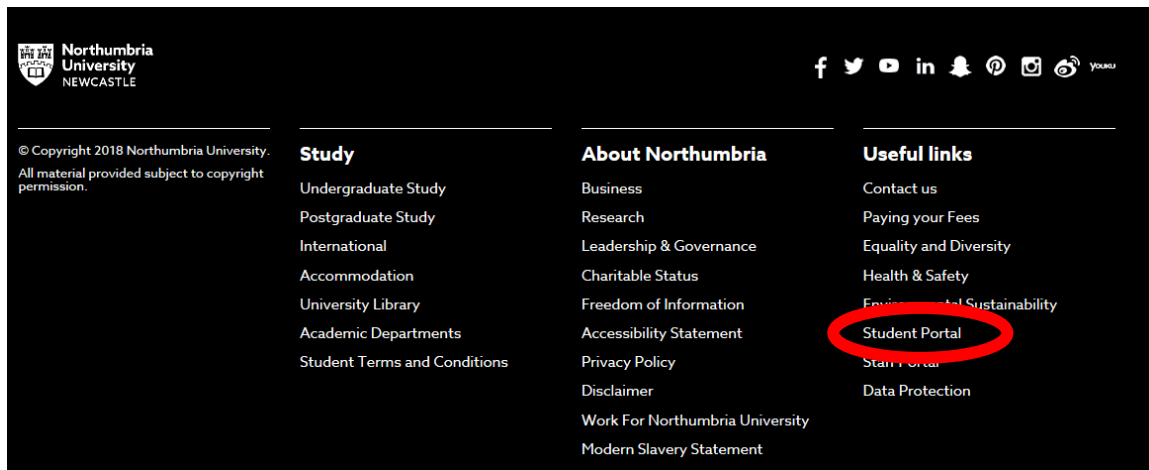
As always, we advise you to contact your Personal Tutor or Practice Learning Lead for advice. Further general information on placements for Social Work students, can be found within the Practice Placements Handbook for Social Work Students at <https://www.northumbria.ac.uk/study-at-northumbria/planning-your-career/careers-and-employment/placements/practice-placements/social-work/placement-handbooks/>

2. How to Log-in to ARC-WEB

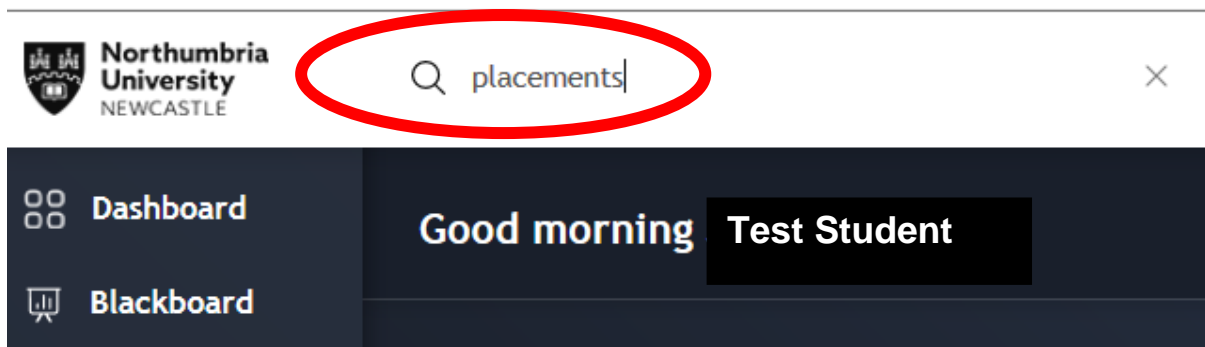
2.1 Open up **Internet Explorer** (or any other alternative browser) as normal.



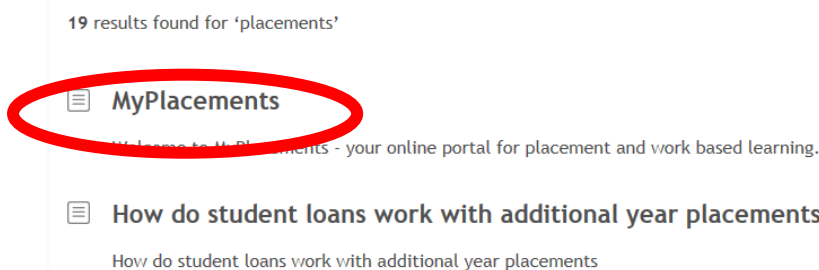
2.2 Go to the main Northumbria University website – www.northumbria.ac.uk. Navigate to the ‘student portal’ link at the bottom of the main page within the ‘useful links’ section:



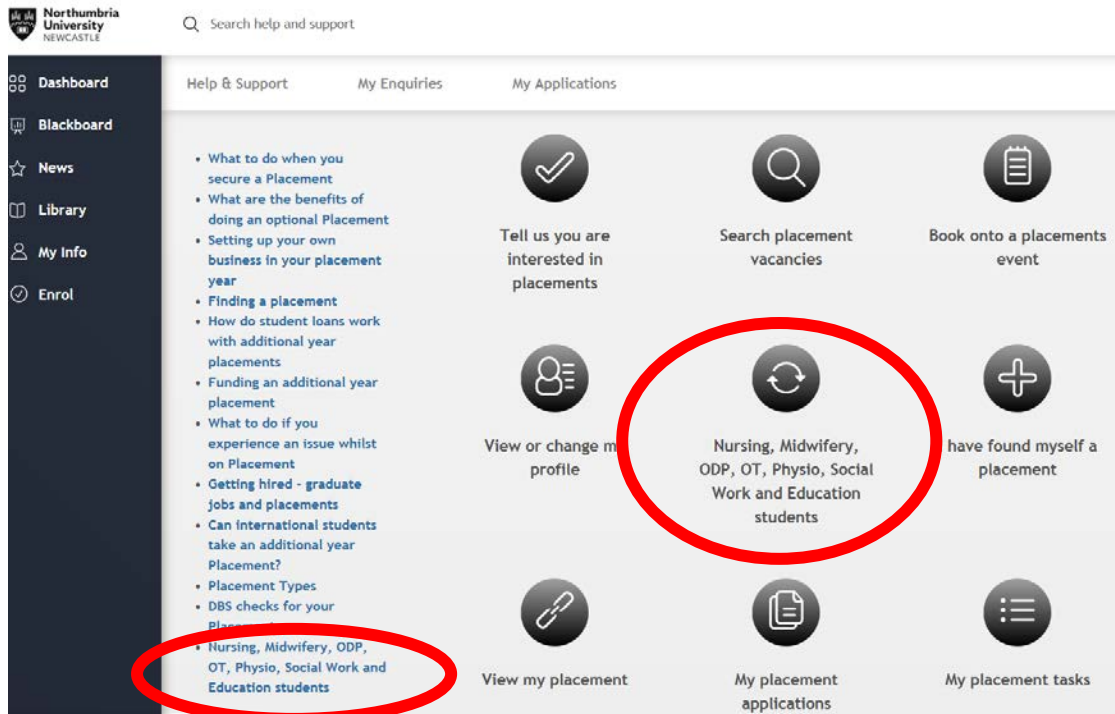
2.3 You may need to log-in here – if you do, use your standard university log-in details. Type ‘placements’ in the search-bar at the top of the page and hit enter:



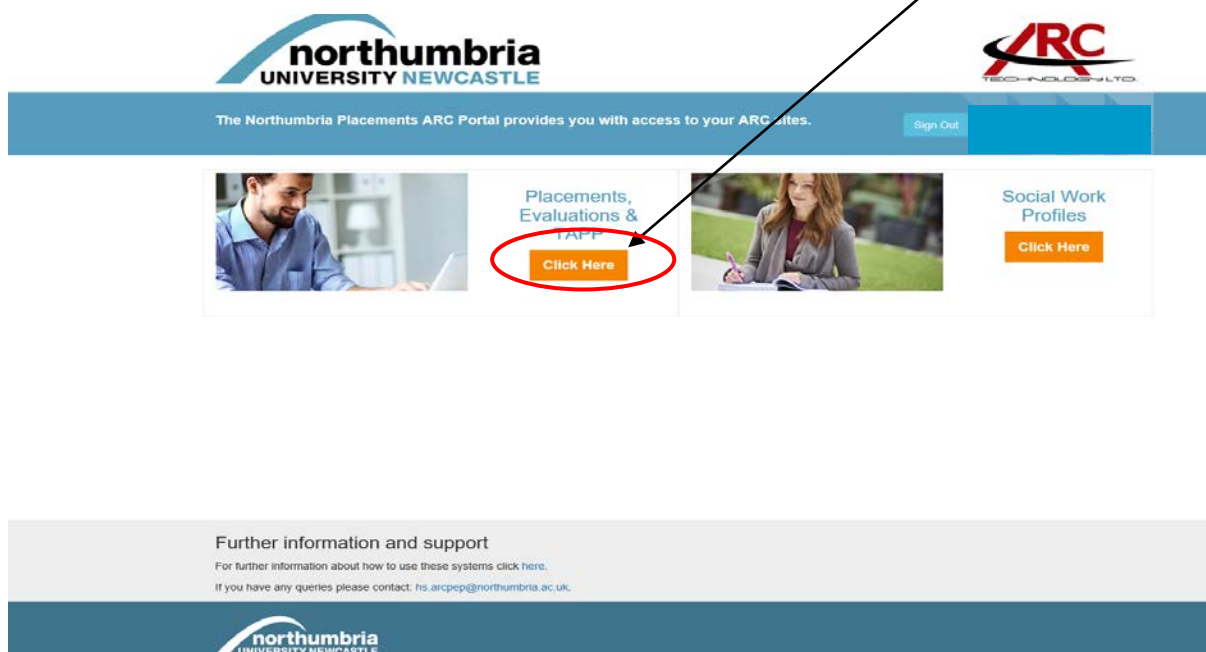
2.4 A list of results will be displayed – click on the first one – ‘MyPlacements’:



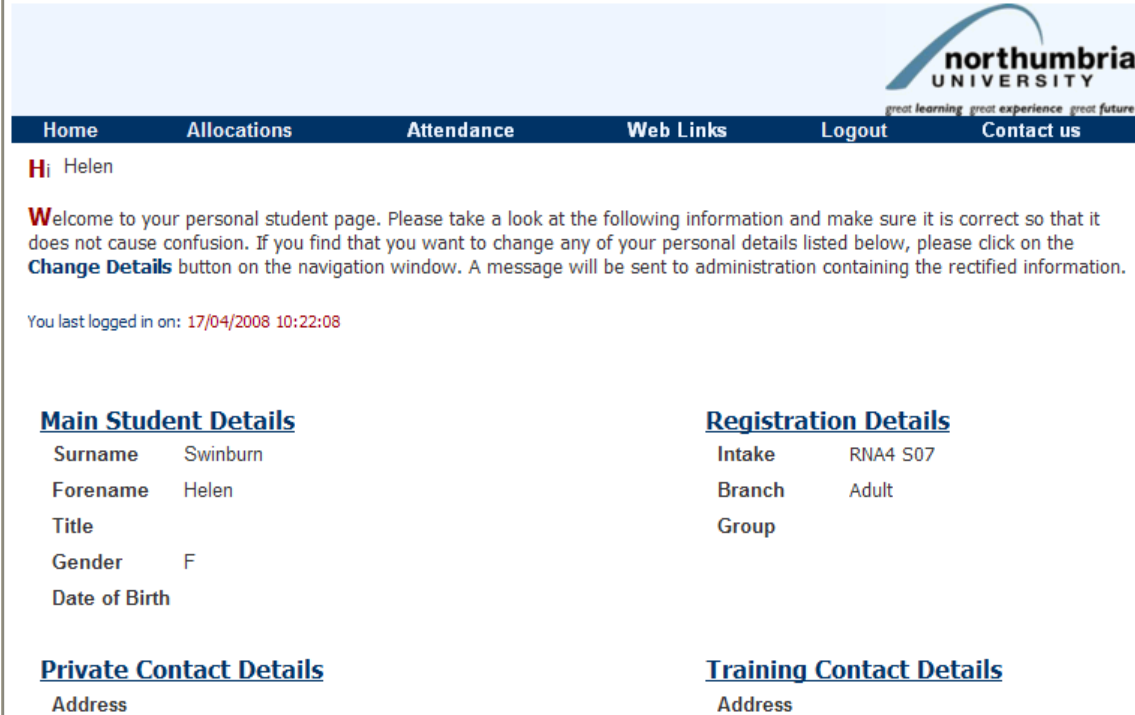
2.5 You will be taken to a new page displaying a number of icons – many of these icons relate to students completing year-long sandwich placements on programmes other than health, education and social-work. You will need to select either the final option on the menu situated on the left-hand side of the page or the Icon in the middle of the page “Nursing, Midwifery, ODP, OT, Physio, Social Work and Education Students”.



2.6 As a social Work student, you will be directed to the Northumbria Placements ARC Portal which provides you with 2 options: Placements, Evaluations & TAPP or Social Work Profiles. Click on the button under Placements, Evaluations & TAPP.



2.8 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', page 10).



The screenshot shows a web interface for a student. At the top right is the Northumbria University logo with the tagline "great learning great experience great future". Below the logo is a dark blue navigation bar with white text for "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 "Change Details" if needed. A timestamp indicates the user last logged in on 17/04/2008 at 10:22:08. There are four sections of 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), and "Training Contact Details" (Address).

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	

Training Contact Details	
Address	

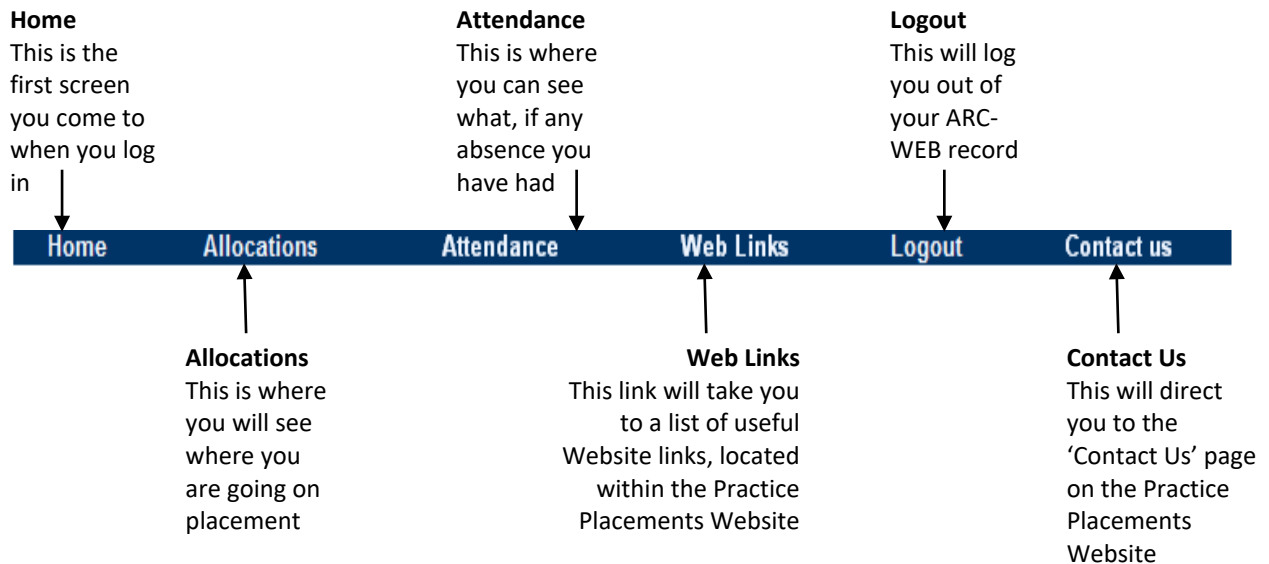
3. Navigating Your Way Around ARC-WEB

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:-



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. **Private contact details** are your permanent address. These two addresses could be the same, or your permanent address may for example, be your parent's address. **Training contact details** are applicable during University periods.

4.3 The other details held at the bottom of the page are the personal tutor with the **personal tutor's** email and telephone number, and, your **Absence Details**.

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/webapps/portal/frameset.jsp?tab_id=48_1) 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.

Date Span

The Service User focus will be listed under the 'Category' column

Last time system was updated

Date From	Date To	Description	Category	Days
14/01/2014	19/01/2014	SW CAB (Newcastle)	ADULT SERVICES	1
16/05/2014	18/05/2014	SW Harbour Support Services (North Tyneside)	DOMESTIC VIOLENCE	1
23/05/2014	25/05/2014	SW YHN Floating Support & Homeless Prevention	HOMELESSNESS	1
05/06/2014	08/06/2014	SW Families in Care	CHILDREN & FAMILIES	1
24/11/2014	22/03/2015	SW Percy Hedley (Able 2)	PHYSICAL DISABILITIES - SW	70
22/12/2014	04/01/2015	Annual Leave		10
16/02/2015	22/02/2015	Annual Leave		5

Name of Placement. If the words "Access Denied" appear within the Description column, this is because the evaluation for the previous placement has not yet been completed. ARC-WEB will only reveal details of future placement allocations when it is in receipt of an evaluation for the previous placement. For instructions on **how to evaluate** your placement online see page 14

The total days shown in this column may include Holidays and Self Directed Study/Recall days that will take place during the placement allocation period.

If the words "SW To Be Confirmed" appears in this column, this is because 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.

Annual leave will be used within some placements to deduct extra days that are built into the placement period (e.g. extra days for Annual leave, study days). **Please note that we do not record the individual days off for each student on ARC**, the dates entered under this category will be the same for all students. Therefore please **ignore** the dates entered. Student placement attendance sheets will record this detail.

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

	Date From	Date To	Description	Category	Days
	14/01/2014	19/01/2014	SW CAB (Newcastle)	ADULT SERVICES	1
	16/05/2014	18/05/2014	SW Harbour Support Services (North Tyneside)	DOMESTIC VIOLENCE	1
	23/05/2014	25/05/2014	SW YHN Floating Support & Homeless Prevention	HOMELESSNESS	1
	05/06/2014	08/06/2014	SW Families in Care	CHILDREN & FAMILIES	1
	24/11/2014	22/03/2015	SW Percy Hedley (Able 2)	PHYSICAL DISABILITIES - SW	70
	22/12/2014	04/01/2015	Annual Leave		10
	16/02/2015	22/02/2015	Annual Leave		5

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

5.3 By clicking on the placement, you will get a screen similar to the one below:-

Click on the 'Placement Information' Tab, further information on the placement area can be found by clicking on each of the tabs. **The address of the placement** is located within the finding us tab.

Students should make initial contact with the Shadowing Day Contact or the Practice Educator & Practice Supervisor, their contact information can be found from the contacts tab

Trust Information Placement Information Learning Opportunities Pre-Placement Study **Contacts** Passport TAPP

Placement Telephone Number 0191 2818737

23/05/2014
Your 3rd Skills Day will take place on 23rd May 2014. Please make contact with your Shadowing Day Contact. Thank you.

Mentor/ Educator			
Name	Role	Email	Telephone
Joe Bloggs	Shadowing Day Contact		
Bridget Jones	Shadowing Day Contact		

If there are any notes specific to your allocation, these will appear at the top of the page

These pages will change over time and will provide you with more information in the future. For now, **we ask that all students make contact with the placement within 1 week of finding out your placement allocation, in order to arrange a Pre-placement Visit, organise start times etc**

*For travel advice, please visit the Placements website
<http://northumbria.ac.uk/sd/academic/sches/programmes/placements/students/travel>
This page provides useful links to local Travel companies, and the Nexus Travel Planner*

6. Viewing your Attendance Details

6.1 To view details of your 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:-

Number of hours absent

Absence Hrs: 93 Total Outstanding Hrs: 93

Type of absence

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

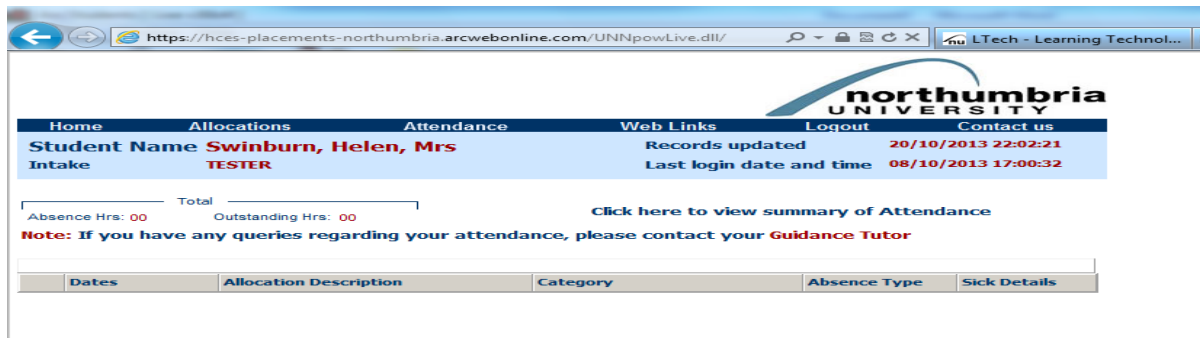
Dates	Allocation Description	Category	Absence Type	Work Details
25/09/2012 to 25/09/2012	TEACHING CENTRE	TEACHING CENTRE	Authorised Absence	Days: 1
18/10/2012 to 18/10/2012	TEACHING CENTRE	TEACHING CENTRE	Unauthorised Absence	Days: 0.5
22/10/2012 to 26/10/2012	TEACHING CENTRE	TEACHING CENTRE	Sick	Days: 5
01/11/2012 to 01/11/2012	TEACHING CENTRE	TEACHING CENTRE	Unauthorised Absence	Days: 0.5
11/03/2013 to 11/03/2013	TEACHING CENTRE	TEACHING CENTRE	Unauthorised Absence	Days: 0.5
21/03/2013 to 28/03/2013	TEACHING CENTRE	TEACHING CENTRE	Unauthorised Absence	Days: 5

Dates of absence

Where the absence took place

Should you have any sickness during placement you will be expected to make this time up either during the allotted placement period or at the end of the placement. ARC will continue to show the numbers of hours absent within this screen when the time has been made up. The social work programme works on the number of days completed and **not hours**. The total days undertaken on placement will be shown on the main allocations screen.

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

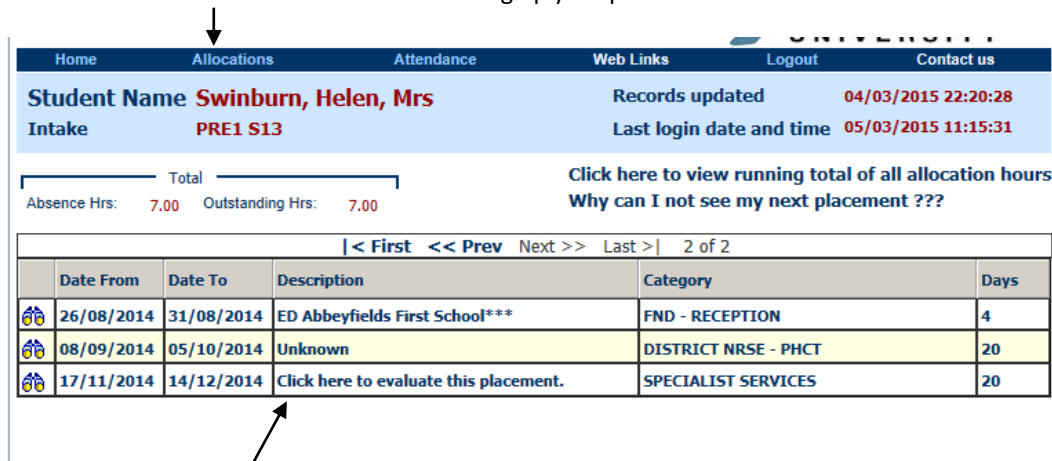


7. How to Evaluate your Placement

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. Social Work students should note that it is a requirement of the programme that an evaluation is completed after every practice placement (excludes Shadowing Days). Year 3 students must complete their placement evaluation in order for a pass mark to be forwarded to the HCPC.

To evaluate your placement, log-in to ARC-WEB as usual, following steps contained in section 2, page 5 of this User Guide.

Click on “Allocations” in the menu bar to bring up your placement allocations:-



7.2 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.

Students should check that the placement end date held is correct, if the **end date is incorrect please email the Placements Coordinator confirming the correct end date.**

7.3 Note that access to details of future placement allocations is “Denied”, until you have evaluated your last placement. Social Work students should note that they will not be able to view details of their next placement straight away due to the timescales involved in organising the placements. Students will instead be sent an email to inform them of when their placement details can be viewed. This is roughly 4 weeks before the placement is due to commence.

7.4 Your 'Placement Evaluation' form will look similar to the one below

Placement evaluation

Host Name SW NTC Southlands
Dates 13/09/2010 to 10/10/2010

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?

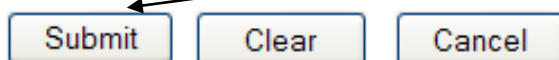
2 Were you allocated a named mentor/ clinical/ practice educator?
 In advance of commencing the placement On first commencing the placement Within first week of placement After your first week on placement

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

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

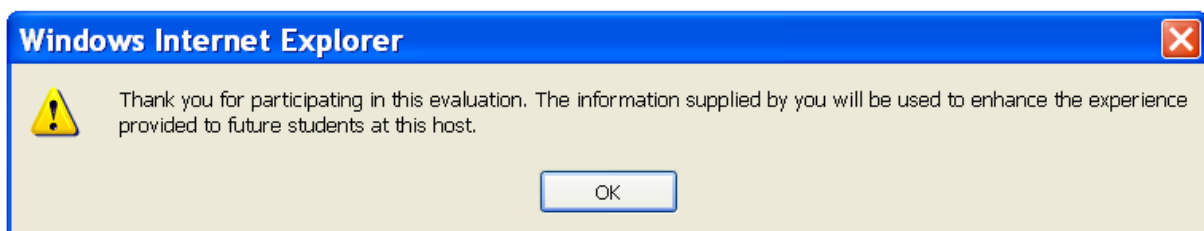
5 Were you informed about/ shown appropriate equipment to support health and safety in the workplace including:
Fire safety Yes No
Aids to assist with moving and handling Yes No
If not, could you explain why?

7.5 You need to answer all questions 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.

7.6 On clicking "submit", you will be presented with a notice similar to the one below, thanking you for completing your evaluation form:-



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



Then click on to the last placement you evaluated (identifiable as it will immediately precede the placement that you are due to evaluate):-

northumbria UNIVERSITY

Home Allocations Attendance Web Links Logout Contact us

Student Name **Swinburn, Helen** Records updated **15/10/2010 13:30:00**
 Intake **WOR1 S10** Last login date and time **09/08/2010 09:44:49**

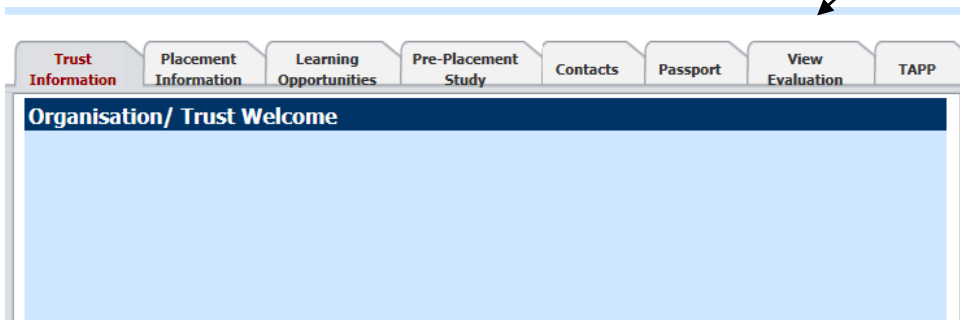
Total
 Absence Hrs: **0.00** Outstanding Hrs: **0.00**

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

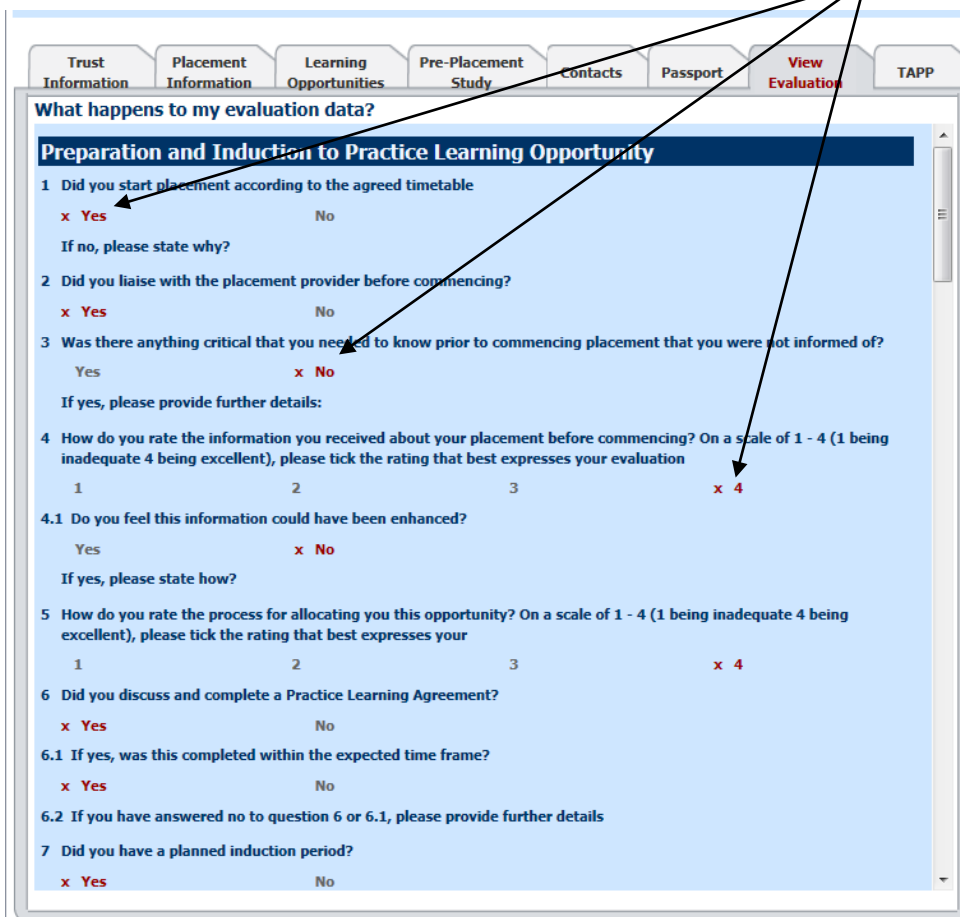
< First << Prev Next >> Last >| 1 of 2

	Date From	Date To	Description	Category	Days
	14/01/2014	19/01/2014	SW CAB (Newcastle)	ADULT SERVICES	1
	16/05/2014	18/05/2014	SW Harbour Support Services (North Tyneside)	DOMESTIC VIOLENCE	1
	23/05/2014	25/05/2014	SW YHN Floating Support & Homeless Prevention	HOMELESSNESS	1
	05/06/2014	08/06/2014	SW Families in Care	CHILDREN & FAMILIES	1
	24/11/2014	22/03/2015	SW Percy Hedley (Able 2)	PHYSICAL DISABILITIES - SW	70
	22/12/2014	04/01/2015	Annual Leave		10
	16/02/2015	22/02/2015	Annual Leave		5

This will take you to the following page, from which you can click on the “View Evaluation” tab:-



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

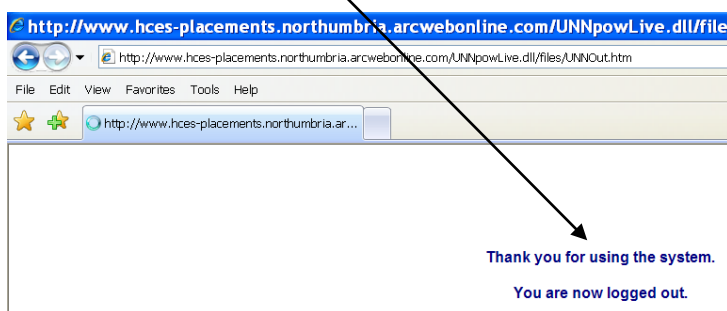


8. Logging out of ARC-WEB

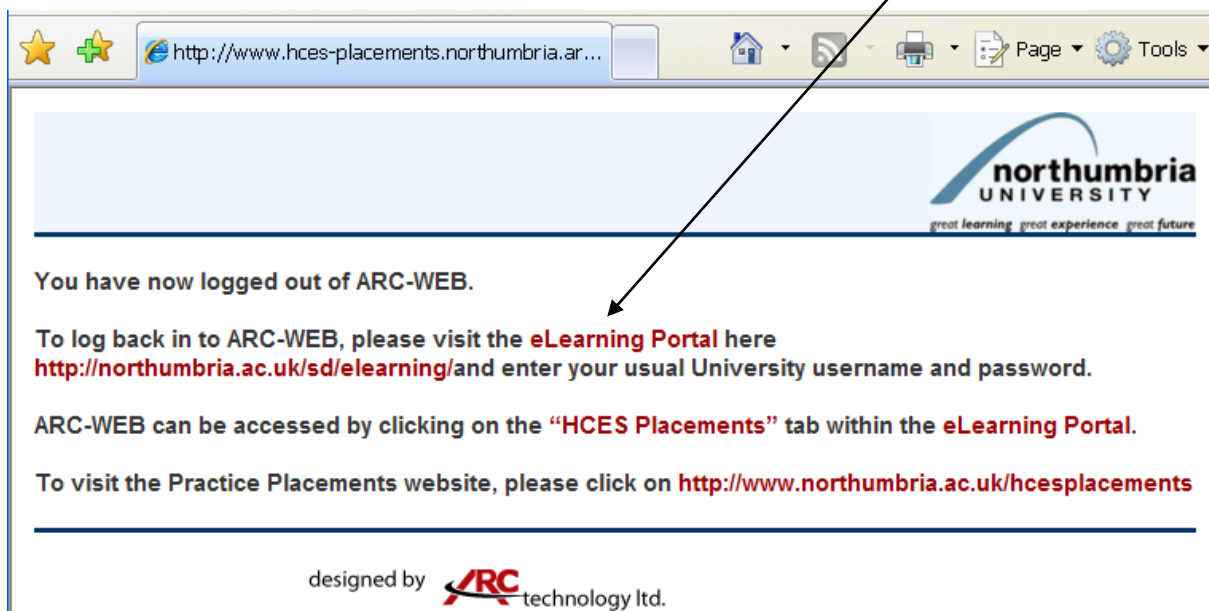
8.1 When you wish to end your session using ARC-WEB, you must always log-out correctly. To log-out of ARC-WEB, click the “Logout” link on the menu bar:-



You will see the following brief message on screen for a few seconds.



8.2 You will then be presented with the following screen. To log-back into ARC-WEB, refer to point 2.2 on page 15. Alternatively, click on the links provided in the page below, to return to the eLearning Portal:-



8.3. You can log back into ARC-WEB by returning to the browser window below and clicking on the “Log-in” link:-

