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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/](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](http://www.northumbria.ac.uk). Navigate to the ‘student portal’ link at the bottom of the main page within the ‘useful links’ section:

![Northumbria University Website](image)

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:

![Search Bar](image)

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

![MyPlacements](image)
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).

![Placement record screenshot]

**Main Student Details**
- **Surname**: Swinburn
- **Forename**: Helen
- **Title**: 
- **Gender**: F
- **Date of Birth**: 

**Registration Details**
- **Intake**: RNA4 507
- **Branch**: Adult
- **Group**: 

**Private Contact Details**
- **Address**: 

**Training Contact Details**
- **Address**: 

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*Visit the Practice Placements Website at [www.northumbria.ac.uk/hcesplacements](http://www.northumbria.ac.uk/hcesplacements)*
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:-

**Home**
This is the first screen you come to when you log in.

**Attendance**
This is where you can see what, if any absence you have had.

**Logout**
This will log you out of your ARC-WEB record.

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**Allocations**
This is where you will see where you are going on placement.

**Web Links**
This link will take you to a list of useful Website links, located within the Practice Placements Website.

**Contact Us**
This will direct you to the ‘Contact Us’ page on the Practice Placements Website.
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.

<table>
<thead>
<tr>
<th>Main Student Details</th>
<th>Registration Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surname</td>
<td>Swinburn</td>
</tr>
<tr>
<td>Forename</td>
<td>Helen</td>
</tr>
<tr>
<td>Title</td>
<td></td>
</tr>
<tr>
<td>Gender</td>
<td>F</td>
</tr>
<tr>
<td>Date of Birth</td>
<td></td>
</tr>
<tr>
<td>Intake</td>
<td>RNA4 S07</td>
</tr>
<tr>
<td>Branch</td>
<td>Adult</td>
</tr>
<tr>
<td>Group</td>
<td></td>
</tr>
</tbody>
</table>

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.

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

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.

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.

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:

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

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 Form]

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.

![Submit Button]

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:-

![Thank You Message]

Thank you for participating in this evaluation. The information supplied by you will be used to enhance the experience provided to future students at this host.
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):-

<table>
<thead>
<tr>
<th>Student Name</th>
<th>Swinburn, Helen</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intake</td>
<td>WOR1 S10</td>
</tr>
<tr>
<td>Records updated</td>
<td>15/10/2010 13:30:00</td>
</tr>
<tr>
<td>Last login date and time</td>
<td>09/08/2010 09:44:49</td>
</tr>
</tbody>
</table>

Click here to view running total of all allocation hours
Why can't I see my next placement??

<table>
<thead>
<tr>
<th>Date From</th>
<th>Date To</th>
<th>Description</th>
<th>Category</th>
<th>Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>14/01/2014</td>
<td>19/01/2014</td>
<td>SW CAB (Newcastle)</td>
<td>ADULT SERVICES</td>
<td>1</td>
</tr>
<tr>
<td>16/05/2014</td>
<td>18/05/2014</td>
<td>SW Hearing Support Services (North Tyneside)</td>
<td>DOMESTIC VIOLENCE</td>
<td>1</td>
</tr>
<tr>
<td>23/05/2014</td>
<td>25/05/2014</td>
<td>SW YHN Housing Support &amp; Homelessness Prevention</td>
<td>HOMELESSNESS</td>
<td>1</td>
</tr>
<tr>
<td>05/06/2014</td>
<td>08/06/2014</td>
<td>SW Families in Care</td>
<td>CHILDREN &amp; FAMILIES</td>
<td>1</td>
</tr>
<tr>
<td>24/11/2014</td>
<td>22/03/2015</td>
<td>SW Percy Hedley (Able 2)</td>
<td>PHYSICAL DISABILITIES - SW</td>
<td>70</td>
</tr>
<tr>
<td>22/12/2014</td>
<td>04/01/2015</td>
<td>Annual Leave</td>
<td></td>
<td>10</td>
</tr>
<tr>
<td>16/02/2015</td>
<td>22/02/2015</td>
<td>Annual Leave</td>
<td></td>
<td>5</td>
</tr>
</tbody>
</table>
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**):-

![Evaluation Data Display](image_url)
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:-

To log back in to ARC-WEB, please visit the eLearning Portal here http://northumbria.ac.uk/sd/elearning and enter your usual University username and password.

ARC-WEB can be accessed by clicking on the “HCES Placements” tab within the eLearning Portal.

To visit the Practice Placements website, please click on http://www.northumbria.ac.uk/hcesplacements
8.3. You can log back into ARC-WEB by returning to the browser window below and clicking on the “Log-in” link:-