



**Northumbria  
University**  
NEWCASTLE

**ARC-WEB**

**SOCIAL WORK  
STUDENT USER GUIDE**

Placements & Internships, Graduate Futures,  
Student, Library & Academic Services

**Version 1.9 – February 2021**

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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 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.

## 2. How to Log-in to ARC-WEB

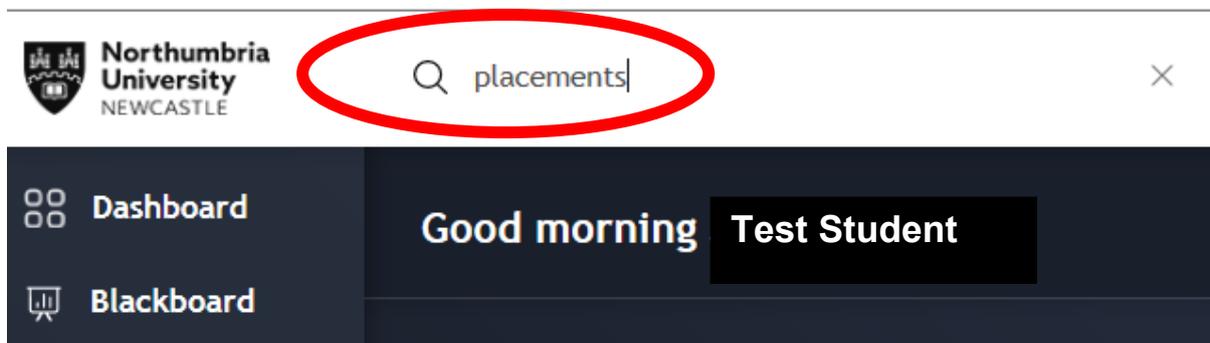
2.1 Open up **Internet Explorer** (or any other alternative browser) as normal.



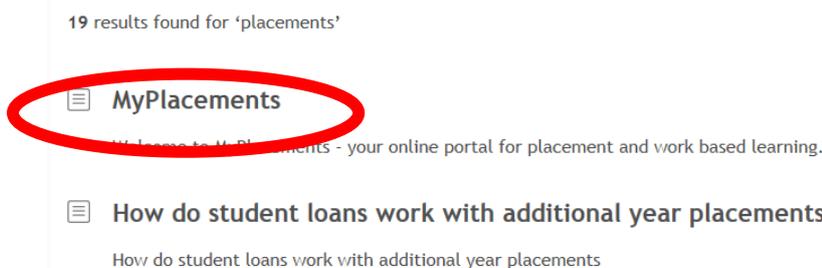
2.2 Go to the main Northumbria University website – [www.northumbria.ac.uk](http://www.northumbria.ac.uk) . Navigate to the ‘student portal’ link at the bottom of the main page within the ‘useful links’ section:



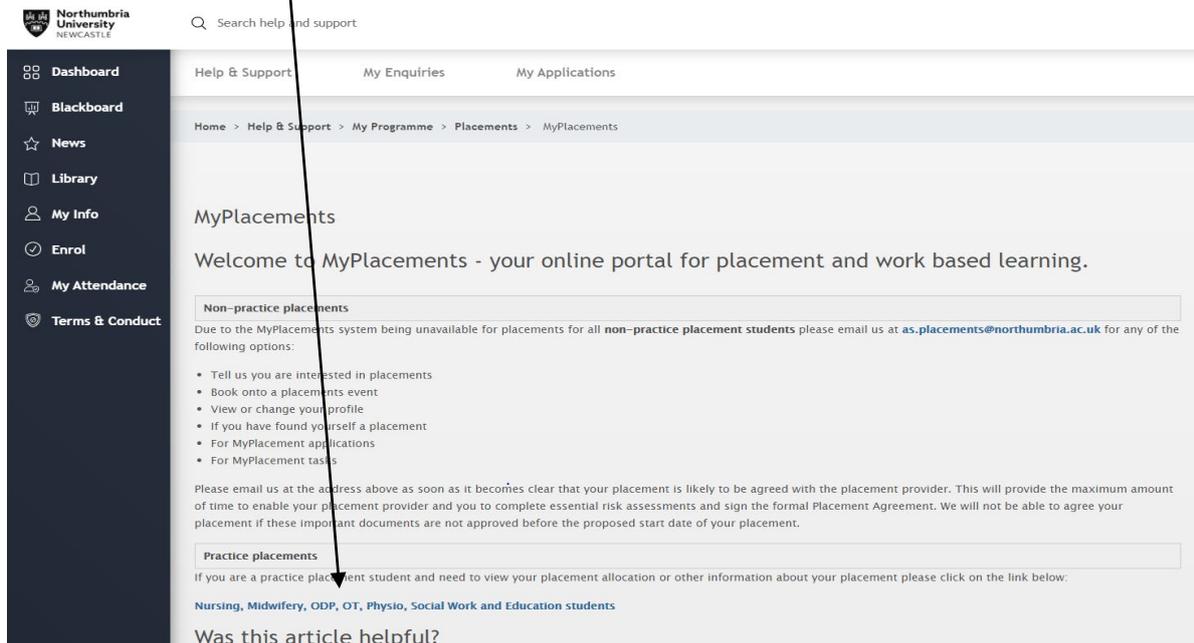
2.3 You may need to log-in here – if you do, use your standard university log-in details. Type ‘placements’ in the search-bar at the top of the page and hit enter:



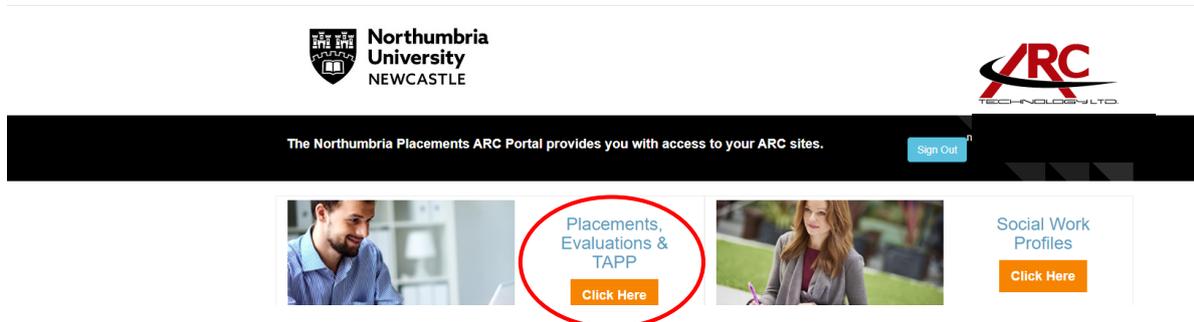
2.4 A list of results will be displayed – click on the first one – ‘MyPlacements’:



2.5 You will be taken to the MyPlacements page which looks like the picture below. As you are a Practice Placements Student, click on the link at the bottom of this 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 displays the ARC-WEB student user interface. At the top left is the Northumbria University Newcastle logo. To the right are navigation buttons for 'Home', 'Web Links', 'Contact Us', and 'Log Out'. Below this is a header bar with 'Student Name' and 'Student, Test, Mr', and 'Intake' on the right. A 'Print' icon is also present. Underneath are tabs for 'Student Details' and 'Allocations'. The main content area starts with 'Hi: Test' and a welcome message. It includes an 'IT Help line' logo with contact information: (0191) 227 4242, 8.00am - 2.00am every day of the week. Below this is a section for 'Main Student Details' with fields for Surname, Forename, Title, Gender, Date of Birth, and COVID-19 Risk Score. The final section is 'Registration Details' with fields for Intake, Branch, and Group.

### 3. Navigating Your Way Around ARC-WEB

3.1 To move around the system, note the following menu options as shown below, with descriptions:-

The screenshot shows the navigation menu of the ARC-WEB system. It includes the Northumbria University Newcastle logo on the left. To the right of the logo are four buttons: Home, Web Links, Contact Us, and Log Out. Above each button is a descriptive text block with an arrow pointing to the button. The descriptions are: Home: 'This is the first screen you come to when you log in'; Web Links: 'This link will take you to a list of useful Website links, located'; Contact Us: 'This will direct you to the 'Contact Us' page on the Practice Placements Website'; Log Out: 'His will log you out of your ARC WEB'.

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

**Web Links**  
This link will take you to a list of useful Website links, located

**Contact Us**  
This will direct you to the 'Contact Us' page on the Practice Placements Website

**Logout**  
His will log you out of your ARC WEB

Northumbria University  
NEWCASTLE

Home Web Links Contact Us Log Out

Student Name Intake [Print Icon]

Student Details Allocations

#### **Student Details**

This will show your main student details including your term time address and Personal Tutor

#### **Allocations**

This is where you will see where you are going on placement

## 4. The Home Screen

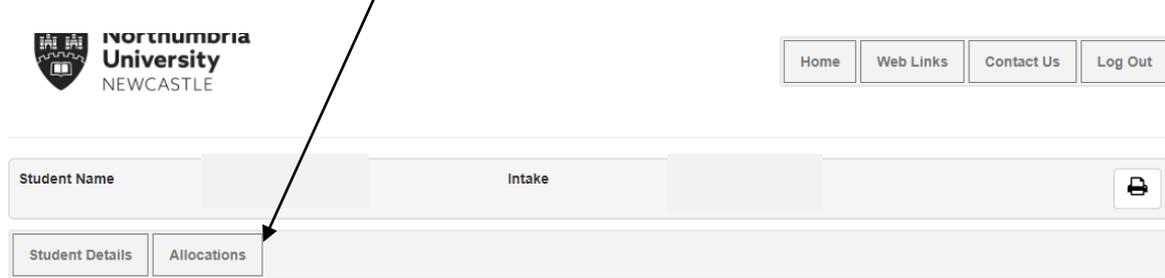
Student Name	Student, Test, Mr	Intake	
Student Details	Allocations		
Hi <b>Test</b>			
<p>Welcome to ARC-WEB, from where you can view your personal placements records. Please take a look at the following information and make sure it is correct. If you find any incorrect data, please alert your <b>Programme Area Administration Team</b> The Pre-Registration Health Programme Team are currently located in room B105, Coach Lane Campus (West).</p>			
<p>Should you encounter an error whilst using ARC-WEB, please contact the <b>IT Services Helpdesk</b></p>			
			
<p>Telephone 0191 2274242, from 08:00-02:00, 7 days a week, or email <a href="mailto:it.helpline@northumbria.ac.uk">it.helpline@northumbria.ac.uk</a></p>			
Main Student Details			
Surname: Forename: Title: Gender: Date of Birth: COVID-19 Risk Score:			
Registration Details			
Intake: Branch: Group:			

**4.1** This is where all your main details are held, including your basic details (name, etc), your registration details, Private Contact Details and term time contact details.



## 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.

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

Date Span

Date From	Date To	Description	Eval. Status	Day Description	Category	Days	Shift Pattern
06/04/2020	12/04/2020	SW TEST	Not required	Shadowing Day (Skills)	ADOPTION/FOSTERING	5	M T W H F S U
21/05/2018	10/06/2018	Annual Leave		First Placement	ADOPTION/FOSTERING	15	M T W H F _ _
19/02/2018	08/04/2018	Annual Leave			ADOPTION/FOSTERING	25	Please click here

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.

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.

**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.

Why can I not see my next practice experience ??? Allocation Colour Key

	Date From	Date To	Description	Eval. Status	Day Description	Category	Days	Shift Pattern
	06/04/2020	12/04/2020	SW TEST	Not required	Shadowing Day (Skills)	ADOPTION/FOSTERING	5	MTW HFSU
	21/05/2018	10/06/2018	Annual Leave		First Placement	ADOPTION/FOSTERING	15	MTW H F _ _
	19/02/2018	08/04/2018	Annual Leave			ADOPTION/FOSTERING	25	<a href="#">Please click here</a>

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:-

Information about SW TEST

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

Speciality and Client Groups
Service Hours & Shifts
Dress Code
Facilities
Finding Us
Student Top Tips

Placement Speciality:

Description of client group/ caseload:

Philosophy (Optional):

Expectations (Optional)

Placement expectations of Student:

Student expectations of Placement:

Close

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:

25/02/2020 25/02/2020 Please note that your Shadowing Day allocation is to take place 25/2 & 26/2 (total of 2 day.)

Mentor/ Educator

Name	Telephone Number	Email Address	Role
Joe Bloggs			
Bridget Jones			

Placement Manager/ Educational Lead/ Coordinator

Name	Email	Telephone

Practice Placement Facilitator

Name	Email	Telephone

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

Close

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. How to Evaluate your Placement

**6.1** 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).

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:-

Date From	Date To	Description	Eval. Status	Day Description
19/04/2021	02/05/2021	TEACHING CENTRE		
15/03/2021	18/04/2021	Placement cannot be displayed		
08/02/2021	14/03/2021	Placement cannot be displayed		
	04/01/2021	07/02/2021	Click here to evaluate this placement	Required
21/12/2020	03/01/2021	Annual Leave		

**6.2** 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 [practiceplacements@northumbria.ac.uk](mailto:practiceplacements@northumbria.ac.uk) confirming the correct end date.

**6.3** Note that access to details of future placement allocations cannot be displayed, 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.

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

**Placement evaluation**

**Host Name**  
**Dates**

**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?

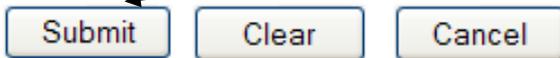
2 Were you allocated a named mentor/ clinical/ practice educator?  
 In advance of commencing the placement  On first commencing the placement  Within first week of placement  After your first week on placement

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?

6.5 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.

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



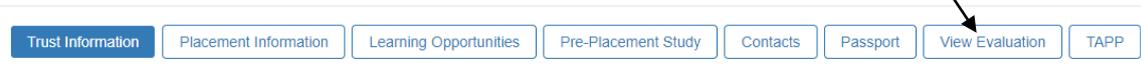
6.7 To view your evaluation response for any individual placement, at any time, simply click on the “Allocations” link in the menu bar.

Then click on any previous placement you evaluated:-

Why can I not see my next practice experience ??? Allocation Colour Key

	Date From	Date To	Description	Eval. Status	Day Description	Category	Days	Shift Pattern
	06/04/2020	12/04/2020	SW TEST	Not required	Shadowing Day (Skills)	ADOPTION/FOSTERING	5	M T W H F S U
	21/05/2018	10/06/2018	Annual Leave		First Placement	ADOPTION/FOSTERING	15	M T W H F _ _
	19/02/2018	08/04/2018	Annual Leave			ADOPTION/FOSTERING	25	Please click here

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**):-



Host: [redacted] Dates : [redacted]

OK

What happens to my evaluation data?

**Preparation and Induction to Practice Learning Opportunity**

1 Did you start placement according to the agreed timetable  
 Yes  No

2 Did you liaise with the placement provider before commencing?  
 Yes  No

3 Was there anything critical that you needed to know prior to commencing placement that you were not informed of?  
 Yes  No

4 How do you rate the information you received about your placement before commencing? On a scale of 1 - 4 (1 being inadequate 4 being excellent), please tick the rating that best expresses your evaluation  
 1  2  3  4

5 How do you rate the process for allocating you this opportunity? On a scale of 1 - 4 (1 being inadequate 4 being excellent), please tick the rating that best expresses your evaluation  
 1  2  3  4

6 Did you discuss and complete a Practice Learning Agreement?  
 Yes  No

6.1 If yes, was this completed within the expected time frame?  
 Yes  No

## 7. Logging out of ARC-WEB

7.1 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:-



7.2 To log-back into ARC-WEB, refer to point 2.2 on page 5.