Social Work Student Profiles – User Guide for Agency Coordinators

Last updated January 2022

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1. Introduction

Welcome to Northumbria University and the Faculty of Health & Life Sciences.

This user guide provides you with an overview of how Social Work Placements are organised at Northumbria University using the ARC Student Profile System.

The Practice Placements Team, in conjunction with the Practice Learning Lead, are responsible for organising placements that are required for Social Work students. The Practice Placement Team has a number of Coordinators and Administrators, each with responsibility for administering practice learning for a different Programme.

The Practice Placement Team are available:-

- **Monday to Thursday:** 08.30 – 17.00
- **Friday:** 08.30 – 16.30

practiceplacements@northumbria.ac.uk

The role of the Practice Learning Lead is to ensure the quality of the learning environment meets the standards set by the Professional, regulatory and statutory bodies. In order to achieve this they must work in partnership with representatives of the agencies providing placements, Programme Leaders, Educators and staff within the university.

The Practice Learning Lead for Social Work is Jeannine Hughes and can be contacted either via email Jeannine.hughes@northumbria.ac.uk.

2. What is the ARC Student Profile System?

The ARC student profile system supports the student placement allocation process. Students are able to prepare a profile that is reviewed by their Personal Tutor and the University Coordinator and safely allows their profile to be sent to potential agencies for consideration for placements.

The person responsible for student placements within each agency will be named as the Agency Coordinator. They will be provided with login details that allows access to student profile information securely. The system allows agency coordinators to confirm offers of placement using placement related data that links to the ARC Database system that Northumbria University uses to manage all placements.

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2.1 How do I access the Profile system?

When you have been given access to the ARC Profile system, you will receive notification from the Practice Placements Team confirming the email address and password required to access the system.

The login page can be found at this address
https://northumbria-socialwork.arcwebonline.com/studentProfiles/

You will be notified via the university student placement team when a profile is available to consider.

3. Navigating the Profile System.

Once logged in you will see a page similar to this known as the dashboard, you can return to this page by clicking on "dashboard" in the left hand menu at any time. The dashboard icons at the top informs you of the various stages of your student profiles, below are the names of the student and available actions. Further explanation of the stages are provided below:

- Natalie and Lisa's profiles are **Ready for Posting;** this means the profile has been accepted, Placement Location and Practice Educator have been confirmed and it is with the University Coordinator to check and accept.
- Pauls' profile is **Ready for Agency Coordinator Review;** this means the profile has been sent to the Agency Coordinator for consideration.
- Frank's profile is **Undergoing Agency Coordinator Review;** this means that the Agency Coordinator has started to review the profile but not confirmed a placement allocation.

If you would like to only look at a certain intake of students (for example only look at first placements) you have the option to do this by using the filter function located within the profile menu on the left hand side (circled). To filter your students by intake and/or by name, select profiles on the left hand menu (circled below), tick 'select all' box so that all statuses of the profile are considered e.g. Undergoing Agency Coordinator Review, select the relevant intake code e.g. SOK1 S20 or enter the students first and last name.

4. Reviewing a Student Profile.

Once a profile has been submitted for your review, you will receive an email to alert you. In order to begin the Agency Coordinator Review, you need to click on "Start AC Review" or "Continue Review" (this option is available from the main dashboard/profile screens).

At the top of the page, you will see confirmation of the placement level (whether it is a first placement (70 days), second placement (100 days) or a repeat placement), dates that the placement will take place and length of placement (please note that this period includes study and annual leave days to be negotiated with the placement), your name should appear as the Agency Coordinator. As you confirm details about the placement offer, they will appear in the relevant sections.

The profile screen below is split into eight sections. You can review the sections in any order. The contents of each profile section is shown on page 11.

Simply click on the tab for each section to review the information the student has submitted. Below the tabs is a "Review Details" box with a notepad. This section allows you to make comments relating to placement offers/ rejection.

The comments will be shown on every tab of the profile, this means that you do not have to switch between tabs to review any comments – they will all be displayed within one notepad. It is important to make clear which part of the profile the comments refer to e.g. "Learning Needs: I am not able to offer a placement that will meet with these learning needs".

Remember to "Update the Notes" before leaving a section. If you forget, the system will ask you if you are sure you want to leave the page. It is possible to return to the system later you will not have to complete a review in a session.

5. Exporting a copy of a Student Profile

The profile for a student can be easily exported from the Profile system. Whilst reviewing a student profile, you will need to click on the Run Profile Report button at the top left of the screen.

A Pop up will appear asking to exclude confidential sections; this refers to the Disclosure section of the profile that is normally only shared with Management. Choose False to **include** the Disclosure section of the profile or True to **remove** the Disclosure section. Where you will be forwarding the profile to a Practice Educators, we would suggest that you click True so that the Disclosure section is removed. Then click on OK
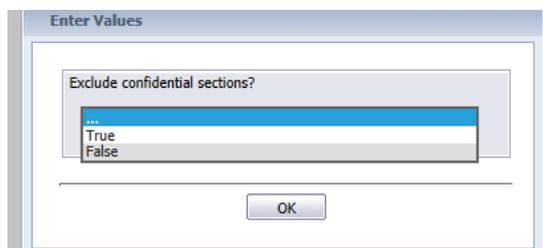
This will then present you with a copy of the student's profile that can be exported *(if you are presented with a blank page continue with exporting as it can be due to the browser you are using)*. In order to export the profile, you will need to select the following icon from the top left of the screen:
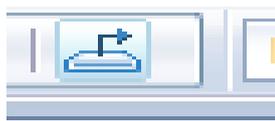
You will be given the option to export it to various programmes, we recommend that you use PDF or Microsoft Word (97-2003) Editable, this will also allow you to choose a page range if you only want to export certain page numbers, once you are happy with your selected option click on Export. You will then be presented with your exported profile to save. To ensure that you are meeting with GDPR guidelines, you may wish to consider password protecting/encrypting the document prior to attaching to an email internally.

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6. Accept/Reject a profile

The student profile system links to the ARC Placement management system used to manage all placement information that your agency has provided previously and collected via the QAPL audit form. Your placement settings are referred to as Hosts and your Practice Educators and Supervisors as contacts. The host names are usually pre-fixed with SW and a list of all your hosts, educators and their contact details will be sent to you twice a year via the Practice Placements Team to ensure that the data held is still current.

6.1 Assigning a setting/Service User/Contact

Once you have reviewed a student profile and are ready to accept, you first need to confirm where the placement will take place and who will be the contacts at the placement. You should click on the Assign Setting/Service User/Contacts button (circled below). This will then open up a new section under the header "Assign Setting/Service User/Contacts".

You will notice there are 3 tabs:

- **Setting** - you will be provided with a list of host names that are linked to you. You will be able to select the relevant setting that you would like to place the student in and press the assign button to confirm. You cannot un-assign a selected host but if you pick another host, it will replace the one you have chosen. If an area is not available to select in this list, we will need to set it up on our system. You should email practiceplacements@northumbria.ac.uk to request this.
- **Service User** – you will be provided with a list of service users that were identified on the QAPL Audit for the host. As this is associated with the host, you must have selected a host first. You should select the most appropriate one and press the assign button to confirm. If a service user is not available to select in this list, we will need to set it up on our system. You should email practiceplacements@northumbria.ac.uk to request this.
- **Contact** – you will be provided with a list of Practice Educators and Supervisors that are linked to you. You will be able to select the relevant person that you would like to place the student with and press the assign button to confirm. If an Educator or Supervisor is not available to select in this list, we will need to set it up on our system. You should email practiceplacements@northumbria.ac.uk to request this.

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6.2 Accepting a Student

Once you have assigned a setting, service user and a contact you are ready to accept the profile. Please note that once you have accepted the Profile, you will no longer have access to the student's profile therefore you may wish to export a copy of the profile prior accepting (see section 6).

When you are ready to accept the profile, select the green "Accept profile" button to accept the student.

You will be asked to confirm:

- A practice environment profile is in place. This is what used to be known as a POLO and gives the students information around your organisation, team, how learning opportunities will be met etc. If you are unsure if this has been provided previously, please leave a note in the review notes section and leave it unticked. The practice placement team will liaise with you should one be required. Alternatively, you can send any pre-placement information that you have and we can update and ensure the students receive this.
- Audit been completed. Northumbria University uses the QAPL audit template. If you are unsure if this has been provided previously, please leave a note in the review notes section and leave it unticked. The practice placements team will liaise with you should one be required
- Service Level Agreement (SLA) in place. If you are unsure if this has been provided previously, please leave a note in the review notes section and leave it unticked. The practice placements team will liaise with you should one be required.

6.3 Rejecting a Student

If you are unable to offer a student a placement, you can reject them by clicking the red "Reject profile" button.

Please provide your reasons for rejecting as requested before confirming the rejection.

7. Logging out of the Profile System

Once you have finished working on your profiles and no further action is required, you must always log out correctly. In order to log out of the profile system, you need to click on the "Log Out" button located in the top right hand corner of the screen.

Student Profile Content

Placement, Location & Travel
Student Contact Details :Email, Mobile, Telephone Number, Address (pre-populated from University records)
If you are sponsored, seconded or undertaking a traineeship please provide details
Which area do you reside in during term time?
Do you have access to a car/motorbike to use to and from placement, and whilst on placement?
Do you have a valid driving license?
Does your insurance include business use?
Work Experience (Multiple roles can be added)
Role/Job Title
Organisation
Dates From/To
Statutory/Non-Statutory
Paid/Voluntary
Description of Role & Skills Developed
Previous Placements
Setting (pre-populated from University records)
Dates (pre-populated from University records)
Placement Type (pre-populated from University records)
Service User Group (pre-populated from University records)
Non Statutory (pre-populated from University records)
Description of Role
Reflect on the learning opportunities provided and the skills developed during this placement
Learning Needs
Please reflect on all relevant learning and experience and consider how this can be developed in future learning opportunities.

How would you define your learning needs for this period of practice learning? What do you hope to gain from it? You will find referring to the Professional Capabilities Framework helpful
Describe your special interest in social work and your personal career plan.
Please state your preference (final placement only)
Disabilities
What is the nature of your disability?
Date of last assessment by Occupational Health or Disabilities Service
Please indicate if you would like an Occupational Health Assessment
Personal Extenuating Circumstances
Are there any personal extenuating circumstances you would like to be taken into account before you are offered a placement?
Relationships with Agencies
Have you or a close relative or friend received services from local stakeholder agencies?
Provide details of who has received services and with which agency (Do not provide names)
Have you or a close relative or friend applied for services from local stakeholder agencies?
Provide details of who has applied for services and with which agency (Do not provide names)
Have you or a close relative or friend worked for local stakeholder agencies?
Provide details of who has worked there, the department and the agency (Do not provide names)
Disclosures
Have there been any occasions where you have been visited by or sought contact from, Children's Social Work/Care Services with respect to any child in your care? (This may be under Section 17 of the Children Act 1989)
Have you been investigated under Section 47 of the Children Act 1989 as part of Child Safeguarding Procedures?
Have you been investigated by a Social Services department or health body in connection with the abuse or neglect of a vulnerable adult? (This may have been under proceedings referred to as Safeguarding Adults or Protection of Vulnerable Adults (POVA).

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If yes to any of the above questions, please provide details disclosing dates, details and the context of the incident(s).
Have you been placed on the Disclosure and Barring Service (DBS, formally the Independent Safeguarding Authority (ISA)) barred list, preventing you from undertaking regulated activities with either children or adults? (Under the Safeguarding Vulnerable Groups Act 2006).
Please provide details of any criminal convictions or cautions.
Please provide details of any disciplinary proceedings.