

# Social Work

## ARC Student Profile Agency Coordinator Guide

# Social Work Student Placement Request – User Guide for Agency Coordinators

<b>Contents Section</b>	<b>Subject</b>	<b>Page</b>
1	Introduction	03
2	What is the ARC Profile System	03
2.1	How do I access the profile system?	03
3	Navigating the Profile system	05
4	Reviewing a Student Placement Request	07
5	Exporting a copy of the Student Profile	08
6	Accept/Reject a profile	09
6.1	Assigning a setting/service user/contact	10
6.2	Accepting a Student	11
6.3	Rejecting a Student	12
7	Logging out of the profile system	13

## 1. Introduction

Welcome to the University of the West of England, and the School of Health and Social Wellbeing.

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

The Professional Practice Office (PPO), in conjunction with the Placement Lead, are responsible for organising placements for Social Work students. PPO has several Coordinators, each with responsibility for administering practice learning for a different Programme. The PPO team are available to contact via [ppoallocations@uwe.ac.uk](mailto:ppoallocations@uwe.ac.uk) for placement allocation queries.

The role of the Placement 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 Shelley Vickerman and can be contacted via email [socialworkplacements@uwe.ac.uk](mailto:socialworkplacements@uwe.ac.uk)

Any technical issues that arise with the ARC Student Profile System should be directed to [sds.operations@uwe.ac.uk](mailto:sds.operations@uwe.ac.uk)

## 2. What is the ARC Student Profile System?

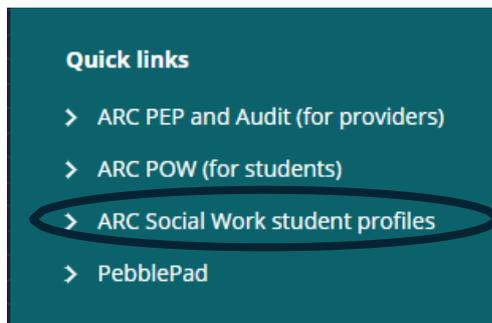
The ARC student profile system supports the student placement allocation process. Students are able to prepare a profile that is reviewed by the Practice Learning Lead, and safely allows their profile to be sent to potential agencies for consideration for placements.

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 UWE uses to manage all placements.

## 2.1 How do I access the Profile system?

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

To access the system, go to the main UWE practice support net page – <https://www.uwe.ac.uk/about/colleges-and-schools/practice-support-net>. Navigate to the 'Quick links' section at the top right of the main page and select:



Alternatively you can access the system directly via this link <https://arcpractice.uwe.ac.uk/SocialWork/StudentProfiles>

You will be notified via an automated email message when a placement request is available to consider.

### 3. Navigating the Profile System.

The screenshot shows the UWE Bristol Student Profile Management System interface. The user is logged in as an Agency Coordinator. The dashboard displays a welcome message and a notification for 1 profile ready for review. Below this is a table of current profiles.

Student Name	Placement Level	Status	Available Actions	Profile History
Speedy Student	P1	Ready For Agency Coordinator Review	<a href="#">Start AC Review</a>	<a href="#">View History</a>

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 screenshot shows a table of profiles with the following data:

Student Name	Placement Level	Student Intake	Status	Available Actions	Profile History
Speedy Student	P2	TEST SW	Submitted For Posting		<a href="#">View History</a>
Speedy Student	P3	TEST SW	Submitted For Posting		<a href="#">View History</a>
Speedy Student	P1	TEST SW	Ready For Agency Coordinator Review	<a href="#">Start AC Review</a>	<a href="#">View History</a>

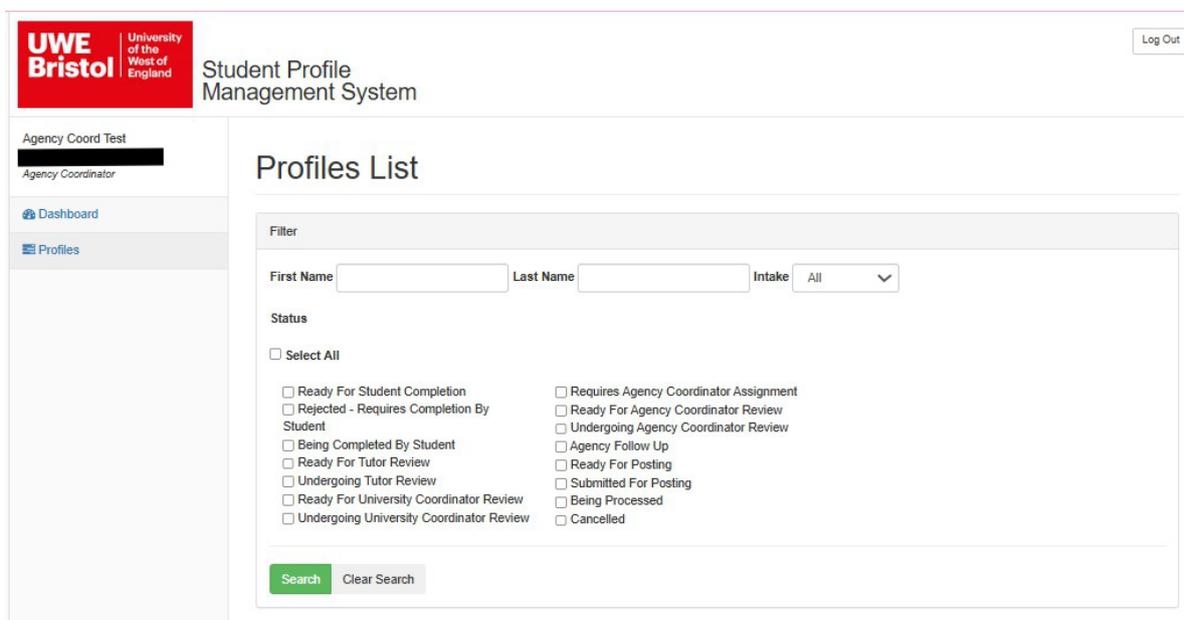
The dashboard icons at the top informs you of the various stages of the student placement requests, below are the names of the available actions you will see, with further explanation of the stages:

- ‘Ready for Agency Coordinator Review’; this means the placement request has been sent to the Agency Coordinator for consideration.
- ‘Undergoing Agency Coordinator Review’; this means that the Agency Coordinator has started to review the placement request, but not confirmed a placement allocation.
- ‘Ready for Posting’; this means the placement request has been accepted by the Agency Coordinator, Placement Location and Practice Educator have been confirmed and it is with the University Coordinator to check and confirm.
- ‘Submitted for Posting’; this means that the placement request has been approved by the Agency Coordinator, and has been submitted to the ARC system by the University Coordinator.

For Local Authority Coordinators, if you would like to only look at a certain intake of students (for example only look at first or final 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, tick the 'select all' box so that all statuses of the placement requests are considered e.g. Undergoing Agency Coordinator Review, select the relevant intake code e.g. 09.23, or enter the students first and last name.



## 4. Reviewing a Student Placement Request.

Once a placement request 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).

Your Current Profiles				
Student Name	Placement Level	Status	Available Actions	Profile History
Natalie Pickup	Third Placement	Ready For Posting		<a href="#">View History</a>
Paul Reynolds	Repeat Placement (Second)	Ready For Agency Coordinator Review	<ul style="list-style-type: none"> <li>• <a href="#">Start AC Review</a></li> </ul>	<a href="#">View History</a>
Lisa Zuraw	First Placement	Ready For Posting		<a href="#">View History</a>
Frank Zuraw	First Placement	Undergoing Agency Coordinator Review	<ul style="list-style-type: none"> <li>• <a href="#">Continue Review</a></li> <li>• <a href="#">Accept Profile</a></li> <li>• <a href="#">Reject Profile</a></li> <li>• <a href="#">Assign Setting/Service User/Contacts</a></li> </ul>	<a href="#">View History</a>

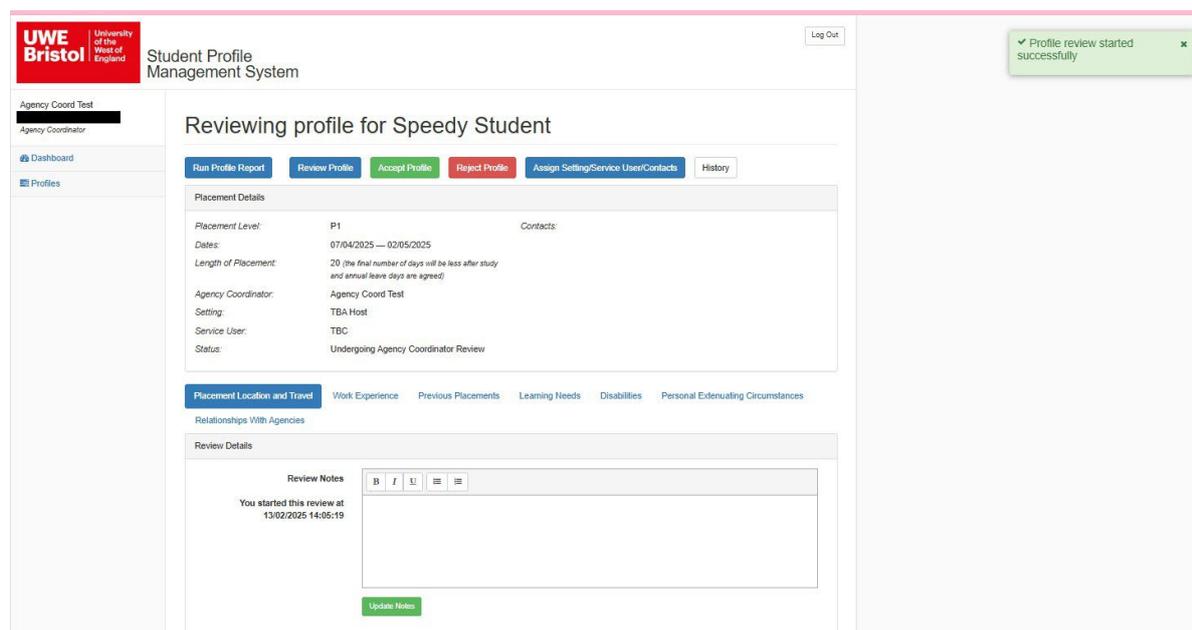
At the top of the page, you will see confirmation of the placement level (whether it is a first placement (70 days), final placement (100 days) or a repeat placement), dates that the placement will take place and length of placement (please note that this period includes study and annual leave days),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

[Run Profile Report](#)
[Review Profile](#)
[Accept Profile](#)
[Reject Profile](#)
[History](#)

Placement Details

<i>Placement Level:</i>	Second Placement	<i>Contacts:</i>	
<i>Dates:</i>	03/12/2018 — 12/05/2019		
<i>Length of Placement:</i>	120 <i>(the final number of days will be less after study and annual leave days are agreed)</i>		
<i>Agency Coordinator:</i>	TBC		
<i>Setting:</i>	TBA Host		
<i>Service User:</i>	TBC		
<i>Status:</i>	Undergoing University Coordinator Review		

The profile screen below is split into eight sections. You can review the sections in any order. The contents of each profile section is outlined in the Student Profile Guidance document.



## Profile Sections

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 request, 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 request the comments refer to e.g. “Learning Needs: I am not able to offer a placement that will meet with these learning needs”.

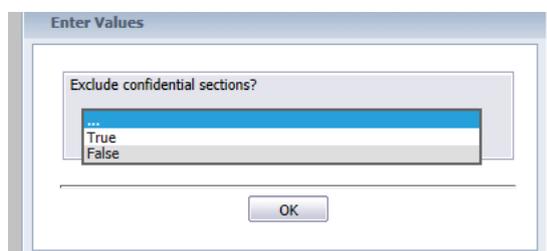
Remember to “Update the Notes” before leaving a section. If you forget, the system will ask you if you are sure you want to leave the page. It is possible to return to the system later you will not have to complete a review in a session.

## 5. Exporting a copy of a Student Profile

The placement request 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 placement request 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 placement request 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.

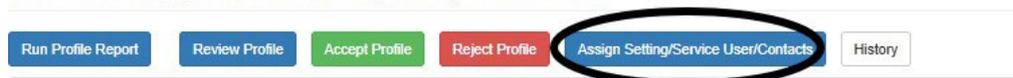
## 6. Accept/Reject a profile

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/supervisors 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 placement request 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 (practice educator/supervisor). You should click on the Assign Setting/Service User/Contacts button (circled below).

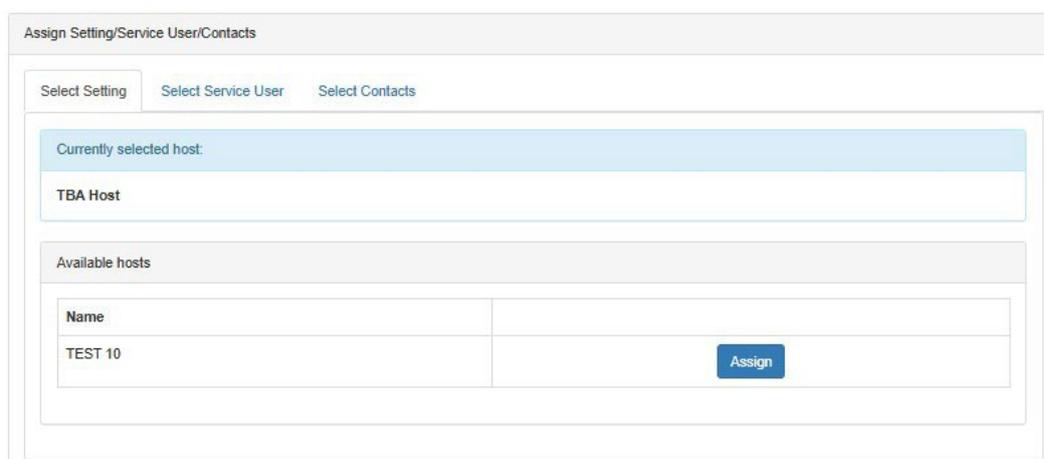
### Reviewing profile for Speedy Student



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. These refer to the specific team within your organisation. 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 a placement team is not available to select in this list, we will need to set it up on our system. You should email [ppoallocations@uwe.ac.uk](mailto:ppoallocations@uwe.ac.uk) to request this.
- **Service User** – This refers to the type of placement e.g 70 or 100 day placement. 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 [ppoallocations@uwe.ac.uk](mailto:ppoallocations@uwe.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 [ppoallocations@uwe.ac.uk](mailto:ppoallocations@uwe.ac.uk) to request this.

A screenshot of the "Assign Setting/Service User/Contacts" interface. The title bar reads "Assign Setting/Service User/Contacts". Below the title bar are three tabs: "Select Setting", "Select Service User", and "Select Contacts". The "Select Setting" tab is active. It contains a section titled "Currently selected host:" with a text input field containing "TBA Host". Below this is a section titled "Available hosts" which contains a table with one row: "TEST 10". To the right of the table is an "Assign" button.

## 6.2 Accepting a Student

Once you have assigned a setting, service user and a contact, you are ready to accept the placement request. **Please note that once you have accepted the request, you will no longer have access to the student's request, therefore you may wish to export a copy of the placement request prior to accepting (see section 5).**

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

The screenshot displays the 'Student Profile Management System' interface for UWE Bristol. The user is logged in as 'Agency Coord Test' (redacted). The main heading is 'Reviewing profile for Speedy Student'. A navigation bar includes buttons for 'Run Profile Report', 'Review Profile', 'Accept Profile', 'Reject Profile', 'Assign Setting/Service User/Contacts', and 'History'. The 'Placement Details' section shows: Placement Level: P1; Dates: 07/04/2025 - 02/05/2025; Length of Placement: 20 (the final number of days will be less after study and annual leave days are agreed); Agency Coordinator: Agency Coord Test; Setting: TEST 10; Service User: TEC; Status: Undergoing Agency Coordinator Review. The 'Accept Profile?' section contains a warning: 'Once accepted, this profile will be passed back to the university coordinator for review. You will not be able to make amendments to this profile once you accept.' Below this is a 'Review Notes' section with a text area and an 'Update Notes' button. The 'Acceptance Criteria' section has a checkbox for 'Is the practice environment profile up to date?' and an 'Accept Profile' button.

UWE Bristol University of the West of England

Student Profile Management System

Log Out

Agency Coord Test  
Agency Coordinator

Dashboard  
Profiles

### Reviewing profile for Speedy Student

Run Profile Report Review Profile **Accept Profile** Reject Profile Assign Setting/Service User/Contacts History

Placement Details

Placement Level:	P1	Contacts:	Agency Coord Test / Coordinator
Dates:	07/04/2025 - 02/05/2025		
Length of Placement:	20 (the final number of days will be less after study and annual leave days are agreed)		
Agency Coordinator:	Agency Coord Test		
Setting:	TEST 10		
Service User:	TEC		
Status:	Undergoing Agency Coordinator Review		

Accept Profile?

Once accepted, this profile will be passed back to the university coordinator for review.  
You will not be able to make amendments to this profile once you accept.

Review Notes

You started this review at 19/02/2025 14:06:19

Update Notes

Acceptance Criteria  Is the practice environment profile up to date?

Please confirm all that are true. Give details of any issues in the notes section.

Accept Profile

You will be asked to confirm that a practice environment (placement) profile is in place. This gives the students information around your organisation, team, how learning opportunities will be met etc. If you are unsure if your practice environment profile is in place please log into ARCPEP to check and update as necessary. You can access the ARCPEP guidance via [ARC guides and forms - Practice Support Net | UWE Bristol](#) which outlines how to update the profile information.

Once the placement request has been approved, a confirmation notification will appear in the top right corner of the screen.

The screenshot shows the 'Student Profile Management System' interface. At the top left is the UWE Bristol logo. A notification in the top right corner states 'Profile successfully accepted'. The main content area is titled 'Welcome, Agency Coord' and includes a 'Your Current Profiles' table.

Student Name	Placement Level	Status	Available Actions	Profile History
Speedy Student	P1	Agency Follow Up		<a href="#">View History</a>

## 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.

The screenshot displays the 'Reject Profile' form. At the top, there are buttons for 'Review Profile', 'Accept Profile', 'Reject Profile', 'Assign Setting/Service User/Contacts', and 'History'. The 'Placement Details' section includes the following information:

- Placement Level: First Placement
- Dates: 30/09/2015 — 30/12/2015
- Length of Placement: 66
- Agency Coordinator: S Cooper
- Setting: SW NWC YOT
- Service User: EMOTIONAL/BEHAVIOURAL DIFFICULTIES
- Status: Undergoing Agency Coordinator Review
- Contacts: RHIANNAN CLARK / On Site Practice Educator

The 'Reject Profile' section contains a warning message: 'If you reject this profile, it will be returned to the university coordinator and you will no longer be associated with this profile. Please ensure you have left comprehensive notes as to why you are rejecting this profile.' Below this is a 'Review Notes' text area with a rich text editor toolbar. A timestamp indicates 'You started this review on 30/09/2015 09:56:46'. At the bottom, there are 'Update Notes' and 'Reject' buttons.

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 requests 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.



To log back in, refer to section 2.1 on page 03.