Guidance for Mentors

Surrey Practice Learning Platform

www.surreyplp.co.uk

Introduction

The students three year Practice Assessment Document (PAD) has been in use since 2012 and is well evaluated by both mentors and students. The document allows both parties to map progress and identify areas for further learning. However the document is bulky to carry into practice every day and the spine is prone to breakage. In addition there is the potential risk of losing the document and with it all a students practice assessments. The cost to replace the PAD is currently £90 but the precious evidence of progress is irreplaceable. Likewise completing assessments in cars when out with District Nurses or in ambulances in the case of Paramedic students has also provided challenges.

In order to address these issues the University of Surrey has transferred the existing document across to an electronic platform. A successful pilot was undertaken last year by the child field and paramedic students.

The assessment documents remain largely unchanged, the SWOT analysis is now vertical rather than the traditional box format, but the process remains the same as you are used to.

Registration

The first thing you need to do is to register.
In a browser (PC, mobile or tablet) go to the home page at www.surreyplp.co.uk

Or
Type into Google surrey plp (practice learning platform) and it should be the first result that comes up.
Either way will take you to the Home Page.
You can see the options along the top **Home**, **About us, Mentor Registration**, and **Help**
Under **Help** there are several help guides to assist you and also a reminder on how to register.
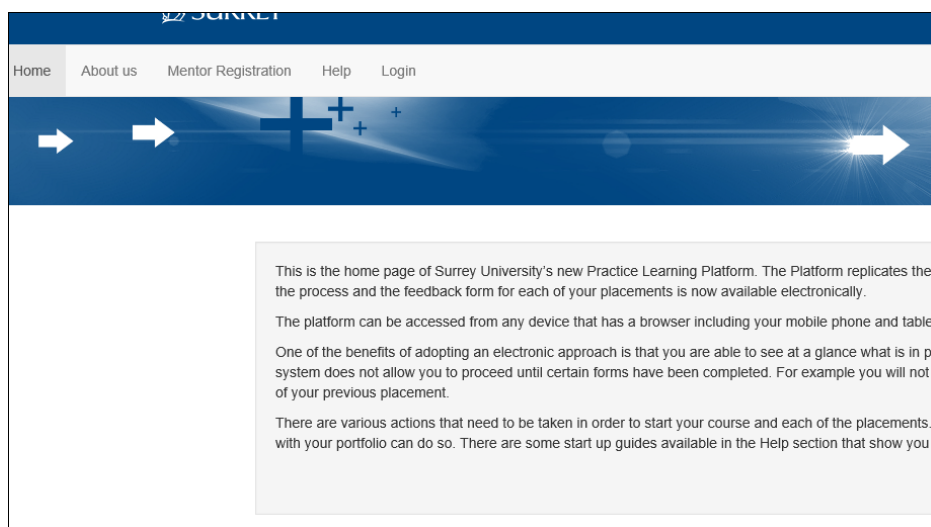
To register as a mentor, select **mentor registration** below is the screen that you would see. What you're actually doing here is creating an account on the system for students to be able to find you and to be able to join and form a relationship with you as a mentor.

All mentors who use the system need to have an account. This page enables you to set up your own account. Please add your registration number and the primar work. This will be used to authenticate your account. Please note that any interaction you make with the system is date stamped and linked back to your user nam important that you keep these secure. Once your account is created student(s) you are mentoring will link to you.

Account details

Username *

Username

Password

Password

First name *

First name

Last name *

Last name

Email address *

Email address

Other information

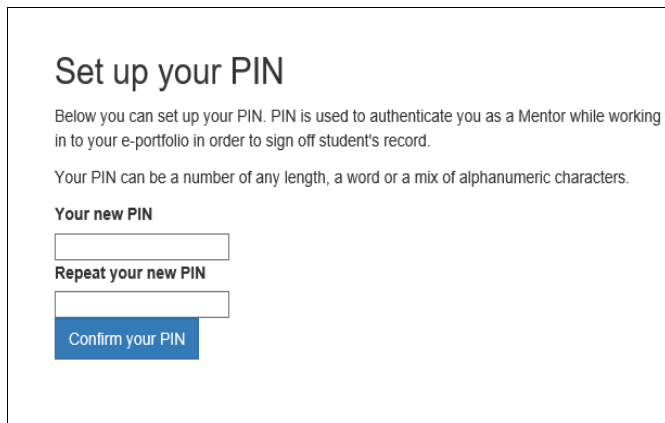**Type of Mentor**

○ Paramedic Mentor
○ Nursing Mentor

Choose a username and password of your choice. Add your first name last name and email address. We would prefer an NHS address because this is how we validate mentors. If you haven't got one, please use a relevant work address as the University will be able to trace you from this. Please note the field requesting your NMC Pin number is not mandatory so don't worry if you do not have access to it.

Select what type of mentor you are down at the bottom of the list.

Now press   Register

Now go to the login screen from the main page - it then asks you to login and you put in your username and password. The first time you log in it will ask you to set up a pin number, this is not your PIN number for you professional registration. This is just a pin number for you to remember.

The PIN allows you to quickly validate a student – for example if you are with a student and need to approve an entry, e.g. an essential skills cluster, by entering your pin number you could use their view to sign off. Your student can then continue to update their portfolio using the student view. The advantage of this is that the student doesn't have to sign out to let you sign in. This is just a quick switch so create a pin number and repeat the pin number to confirm.

If you forget your username or password press the forgotten password button on the log in page and a message will be to the email account that the University has on file.

The student will now be able to invite you to become a mentor. The student can invite as many mentors and co mentors (qualified practitioners without the mentorship qualification) in your placement as required.

When you first log on as a mentor you will see a list of active placement students, this will be a list of your current students. Click on the relevant student's name to view their portfolio.

Below there will be a list of inactive placement students so you can see previous students you have mentored. You could use this information to help you prepare for mentor updates and the triennial review when you have to declare how many students you have mentored. You will not be able to view the portfolios belonging to these students as they would have left your placement.

What to complete and when

Within the first 72 hours	Orientation to placement
	SWOT analysis
	Learning agreement and set mid-point date
Throughout the placement	Sign off essential skills clusters when student is able to consistently demonstrate they have achieved.
	Service user feedback / reflections
	FRAME experiences
	Visits / short placements
	Ongoing verbal feedback / feed forward
	Sign daily attendance
At the Mid point	Discussion of progress to date using the grading tool as a guide (do not complete grading tool at this point)
	Complete mid-point review (provide written feedback on students' progress to date and set goals for the second part of the placement)
	Concerned about your student's progress? Include in the mid-point review. Remember to use a SMART approach to goal setting. Contact the Practice Liaison Teacher (PLT) at the University to discuss concerns.
Final week of placement	Discussion with student about progress and achievements.
	Complete the grading tool - any grades in the red boxes will result in an action plan – contact PLT.
	Complete summative assessment/ ongoing record of achievement. Remember to provide feedback and feed forward to aid student and subsequent mentor.

Once each year	Snap shot assessment – a score of less than 16 will require an action plan. Please inform the PLT.

Within the First 72 Hours

Orientation

On the right hand side of the dashboard (homepage) you will see a list of tabs. Once completed these will turn green. A red or amber tab indicates that there is still content that requires mentor approval.

Click on the placement tab. This will open the orientation page. Click on orientation to placement towards the end of the first line to view full requirements. Once you have read and discussed then scroll down to the bottom and complete each of the oriented placement, moving and handling and resuscitation/ fire. Click on each and submit.

Now click back onto the dashboard (found in the menu bar at the top of the page). This will take you back to the dashboard (homepage).

Now click onto Reviews on the right hand side. Click on initial review. This will give you the SWOT analysis. Your student may have already completed this or they may have written it on paper to discuss with you. When completing the SWOT students should consider comments by their previous mentor and the learning opportunities available in your placement. The learning agreement is also on this page and should be completed with your student. At the bottom of this page is the button APPROVE / REFER. Click on this. This will give a drop down box approve is visible (click on the down arrow to refer if you do not agree with what the student has written) Select choice. If you select refer the student a red message will appear to alert the student that they need to make amendments. The student will be able to view an edit button and from here update their SWOT / Learning agreement. This approach will ensure that students write full and achievable learning agreements. The student clicks on the red comment and makes amendments. Once they have updated it the student will need to submit again for your approval.

As the mentor you should set the date for the midpoint interview.

The Mid Point

The student reviews the SWOT analysis and learning agreement. They then write the areas they have achieved and identify further learning needs to complete in this placement. The student then saves their comments. This will enable them the review and update if necessary. Once happy the student submits for you to complete the midpoint assessment for approval.

When completing the midpoint please ensure you provide a full range of feedback and feed forward. For example – 'Lucy you appear to have settled into the ward well. You are able to demonstrate a basic knowledge of the medications we use and you are able to demonstrate safe practice by using the BNF appropriately. During the second half of this placement I feel you would benefit from participating in more medication rounds and consider the safe storage of medications'.

If there are areas that the student needs to work on please ensure you state these clearly. The word limit is 1000 therefore there is plenty of scope to write. Please note the development plan in the book has been removed so ensure you write comprehensive feedback and feed forward at this point for the student to reflect and act upon.

NB - unsaved comments will be lost if the document is left unattended for 40 minutes or more therefore please ensure you save as you go along.

PLEASE BE AWARE THAT THE STUDENT CAN SEE YOUR COMMENTS AS SOON AS YOU PRESS SUBMIT. If you have concerns over the students' progress these should be discussed with your student before you write feedback in the portfolio.

Consider if you approve or disapprove of the student's comments from the drop down box under the student's comments.

Press I CONFIRM at the bottom of the page to tick the box

Then press MAKE DECISION and select approve or refer according to your decision.

Record of Absence

Your student will add the appropriate hours and select the reason for their absence (illness or personal) and then submit to you as their mentor. Once you can see it on your screen you can approve or refer.

Record of attendance

The University has moved towards positive reporting so each shift the student works must be approved by the mentor / co mentor. The shifts can be signed in batches, if you prefer, rather than at the end of every shift. Again the student adds the date and hours they have attended and submits to their mentor for approval.

Final week of the placement

Grading Tool

The only change here is that the numbers have been removed. Instead you tick the statement box you feel best reflects your student's current ability. The drop down box below each grading tool allows you to add text. Please provide an explanation of how your student has achieved the grade you have awarded and ensure you offer a full range of feedback and feed forward as discussed earlier. Your student can then reflect on their achievement to date and formulate their future learning objectives. If you grade the student in the red you must complete an action plan. A formative action plan is completed if the student is mid-year. A summative active is completed if the student is at the end of year 1, 2 or 3.

You can access the grading tool in two ways

1. By logging in using your own log in details.. You then view the portfolio as a mentor.
2. If the student is already logged in you can press the button at the top of the page which says 'sign as mentor'. You then select your name and enter your 4 digit pin number.

Snap Shot Assessment

Completed just once a year the snap shot remains exactly the same. Full guidance on using the snap shot assessment is provided at 'click here for more guidance'

You add the grade you are awarding the student by clicking on the 'Mark Awarded' button. Then add comments on how the student has achieved this mark in the comment box below.

Remember a student should achieve a total of 16 marks or above in order to pass the assessment. If a mark of less than 16 is achieved you must write a summative action plan and contact the Practice Liaison Teacher via the PLT box relevant to your locality.

Essential Skills Clusters

These are completed throughout the year as your student achieves. Please ensure that you student has achieved the competency more than once before you sign them off. Access to the essential skills can be gained via the coloured tabs on the right hand side of the dash board. To the right of each is a box with a drop down arrow. In this box you can choose pass, fail or a blank box. The last option

allows for you to change your mind. However please be aware once you have pressed save you cannot change your mind.

Service User Experience

Once the student has completed these and written up their reflections they will submit to mentor for you to accept or refer.

Field Related Visits

Completed throughout the three years. Your student will submit to you for confirmation as above once they have completed each one.

Trouble shooting Q & A

Question	Solution
How do I complete the Snapshot Assessment?	Once the snapshot has been completed a button will appear for the mentor called "Unsuccessful Snapshot" or "Successful Snapshot" depending on the total mark awarded. Once the "Successful Snapshot" button has been clicked the snapshot will be given an overall pass and the dashboard will show the snapshot as green.
How do I view elements of the portfolio that have been completed in previous placements and years?	Content from previous placements and years can be found via the 'View Logbook' link found on the top navigation bar next, to the logout icon. Opening this view will show the student the content that they have created for each placement in each year. The placements can be expanded or minimised when they press the +/- icon.
Where do I find the 'Orientation to Placement'?	Orientation to Placement is found under 'Placement'. This needs to be completed at the start of the placement and you will not be able to close the placement until this is done.
How do I complete a review (initial, midpoint, formative) is completed?	The student needs to complete the review first and then the mentor can write their part before signing off the review. Once the mentor has completed the review, the student cannot add to it so it is important that the student completes there part prior to this.
How can I prevent myself from being timed out?	The session updater picks up on your actions (mouse clicks, typing, using touch screen on a smartphone or tablet) and refreshes your session without reloading a page, however you can still be logged out if you stay on a page for more than 40 minutes without typing or clicking your mouse buttons as this will indicate that you're no longer there. An alert will pop up 5 minutes before you are going to be logged out and will let you choose to either stay logged in which will refresh your session or log out.
I have completed all of my essential skills, why has it not turned green?	The Essential Skills Cluster can be edited at any time during a student's year, which is why that section never turns green. It will be marked as completed upon year sign off. If you click the timer next to each skill, it will show you who signed it off and on what date.

How do I access my unratified portfolio results?	To get your feedback – go into www.surreyplp.co.uk as usual, then click "End of Year Checklist" and you should see your checklist followed by our comments and marks.
Snapshot not Green	The mentor needs to grade this section.
Clinical Grading Tool not green	Make sure all the sections are graded
Portfolio sickness tab orange	"Record of sickness in practice" tab will always remain orange because it never ends and it does not affect any submissions
Problems submitting the portfolio.	The system is waiting for student's tutor / mentor to mark the sections as complete
I submitted my initial review too soon before going through it with my mentor and setting a midpoint review date. Is there any way I can go back?	This has to be reset, please email sso@surrey.ac.uk
How do students receive the placement evaluation form	Once mentor and tutor have marked the placement as complete, the placement evaluation form will appear. This needs to be completed before another placement can be opened
Mentor's email address has changed and does not seem to be able to update it on the system	this has to be done by admin please email sso@surrey.ac.uk

This booklet is only intended to be a guide. Please feel free to practice via accessing the mock portfolios at Surrey PLP and the log in using the following;

Adult portfolio	Username – adultyear1 Password - adult
Mental Health Portfolio	Username - mhealthyear1 Password - mhealth

Please contact sso@surrey.ac.uk if you experience difficulties using the Surrey PLP

This document has been created by University of Surrey and Associated Practice Colleagues (March 2017).