



ARC PEP-Net Project

eTAPP Reference Guide
for students and placement team members

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For further information, please go to northumbria.ac.uk and search for 'TAPP' – a link to our handy instructional video can be found on the TAPP webpage

Introduction

Team Assessment of Performance in Practice (TAPP) is an instrument which has been designed specifically for the measurement of students' performance in the workplace, around generic areas of competence such as communication, professionalism, clinical decision making, team-working and organisational skills.

TAPP is a type of Multi-Source Feedback (MSF) assessment. Through the collation and analysis of judgements from a range of individuals from within the clinical team, all of whom will have had the opportunity to work with or observe the student over a period of time, a more valid and reliable (evidence-based) decision regarding their progress / competence in these areas can be made.

TAPP is straightforward to complete, taking a relatively small amount of evaluators' time. However, the combination of several different opinions can give an accurate and powerful insight into the strengths and weaknesses of students' performance in practice, and valuable feedback that can be used to help their progression.

eTAPP is a newly developed piece of web-based software which streamlines the TAPP process and makes requesting and completing assessments far simpler for both the student and evaluator. It allows the student to submit requests for assessment from appropriate members of staff via e-mail through an interface they're already familiar with (POW – Placements On the Web) and prompts the selected team member to complete an online assessment form. Details of the new system and how to use it are contained within this document.

eTAPP

eTAPP is a web based system that assists with the dissemination, completion and subsequent collation and analysis of the TAPP assessment forms. The full TAPP process is explained on the next page.

The TAPP Process

Prior to the placement:

Guidance Tutors ensure students are fully briefed about the e TAPP assessment process at their pre-placement tutorial



Each student will be provided with a pack containing the necessary documentation (Recording Sheet (Form T1), Briefing Paper, Request Cards) by Northumbria University



The Practice Learning Team (PPFs, Lecturers in Practice, Educational Leads) will ensure Mentors / Educators are fully informed about the TAPP process

During Placement:

Mentors / Educators to identify (in consultation with students) which team members have worked with or observed students during the placement & can be asked to complete a TAPP. Names and email addresses of team members will be entered on Form T1 and counter signed by the mentor / educator.



Student asks team members if they will complete an assessment form for them. The student gives the potential evaluator a Request Card to explain the procedure.



On date specified* (by the programme team at Northumbria University) the student will enter the names of potential evaluators into eTAPP via the ARC Web Portal. This will trigger a request email to the evaluator.



Evaluator completes eTAPP on line.

Data Analysis & Feedback:

Prior to assessment meeting with their mentor / educator, the student downloads their TAPP report from the ARC Web Portal. The report can only be produced when 5 assessments have been completed.

Information for students

Accessing eTAPP

eTAPP is accessible through the ARC web portal POW, which all students should already have access to in order to review their placement allocation. Once you've logged into the portal, clicking on the allocation tab should present you with a list of your current and past placements.

Select your current placement by clicking on the placement's name.

The screenshot shows the ARC web portal interface. At the top right is the Northumbria University logo. Below it is a navigation menu with links: Home, Allocations, Attendance, Web Links, Logout, and Contact us. The student's name is displayed as **Ryan, Martin, Mr** and the intake as **OCC1 S11**. A table lists various placements with columns for Date From, Date To, Description, Category, and Days. The first row is highlighted in blue and contains the following data:

Date From	Date To	Description	Category	Days
28/01/2013	24/03/2013	OT Merrington House	PLACEMENT 3	40
25/03/2013	14/04/2013	Annual Leave		15
15/04/2013	26/05/2013	TEACHING CENTRE	TEACHING CENTRE	30
12/08/2013	08/09/2013	Annual Leave		20
09/09/2013	06/10/2013	TEACHING CENTRE	TEACHING CENTRE	20
09/12/2013	29/12/2013	Annual Leave		15
30/12/2013	18/05/2014	TEACHING CENTRE	TEACHING CENTRE	85
24/03/2014	13/04/2014	Annual Leave		15

The screenshot shows the ARC web portal interface with the 'TAPP' tab selected. The 'Main Placement Details' section is expanded, showing the following information:

Welcome from Placement
Welcome to OT Merrington House. We look forward to working with you and our aim is to provide you with experience that will contribute to you achieving your learning outcomes.

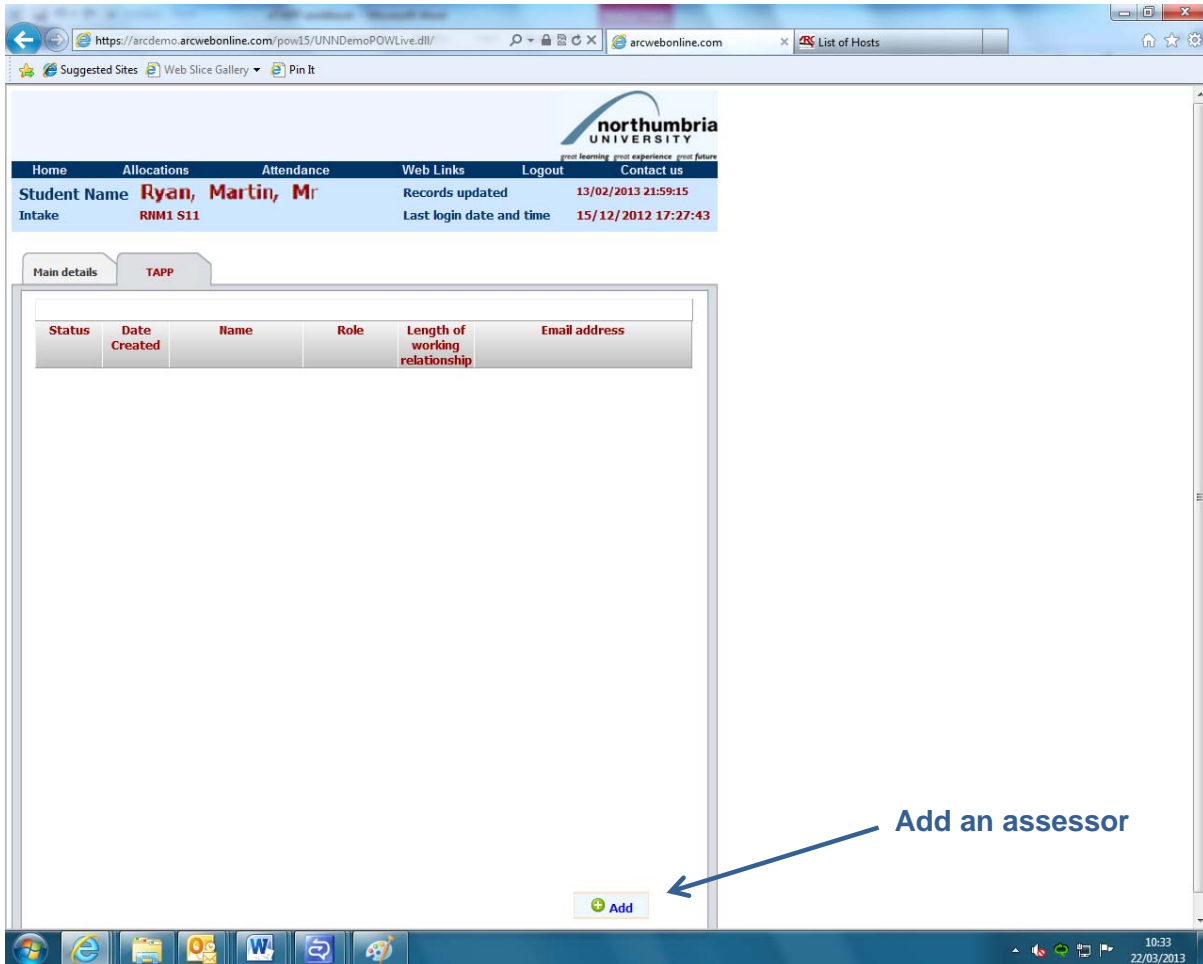
Main Placement Details

- Name: OT Merrington House
- Trust: County Durham & Darlington NHS Foundation Trust
- Address: OT Merrington House, Merrington House, Merrington Road, Spennymoor, Co Durham
- Post Code: DL16 7UT
- Contact Name: Ms / Ms Margo / Claire Hunter / Thompson
- Date From: 28/01/2013
- Date To: 24/03/2013
- Placement Speciality: Paediatrics
- Tel No: 01388 825600
- Email: [Redacted]

You will then see the screen to the left and should note a new tab – 'TAPP' – clicking on the tab will take you to the main TAPP screen.

Submitting a TAPP request

Once on the main TAPP page, you can begin to enter the details of the person you're nominating to complete an assessment about your performance in practice. You'll see that, if you're yet to enter any team member's details, the screen will look like the one below. **Please note that you can only send requests for assessments to be completed after you've been in placement for one week up until you complete one week after the placement ends.**



In order to add a member of the team you're working with as an assessor, click on 'Add' at the bottom right-hand corner of the screen; a new screen will open into which you can enter their details:

The screenshot shows the 'Add' form in the TAPP interface. It has a 'Request date:' label at the top. Below it are four input fields, each with a red asterisk indicating a required field: '* Name:', '* Role:', '* Length of working relationship in days:', and '* Email address:'. At the bottom of the form, there are two buttons: 'Save' and 'Cancel'.

Enter the details of the person you wish to complete at assessment, **ensuring that the e-mail address is correct, as the system will not highlight any errors.** Once all of the details have been entered, click 'Save'.

On clicking 'Save', an e-mail will be sent to your nominated team member; the e-mail will contain a link for them to follow to an on-line assessment form. The link will remain 'live' for two weeks, after which time it will expire.

Please note that, in order for the assessment of your performance in placement element of your training to be satisfied, a minimum of five completed assessments must be received by the University. You may submit a maximum of 25 requests (including re-submissions, where the original request has expired). We would encourage you to chase up those Trust employees to whom you've sent requests and who still haven't responded as the expiry date approaches; this will mean that you don't have to use up your quota re-submitting requests.

Reviewing TAPP requests

As the link attached to the requests sent to your nominated team member will only remain accessible for two weeks, we would recommend that you monitor the status of those requests. You can do this by revisiting the TAPP tab:

You will note that, along with the details you submitted and the date of your assessment request, there is also a 'status' column which will show one of three possible statuses:

Sent – A request has been sent to the team member, but nothing has been received as yet.

Completed – Assessment has been completed and returned by the team member.

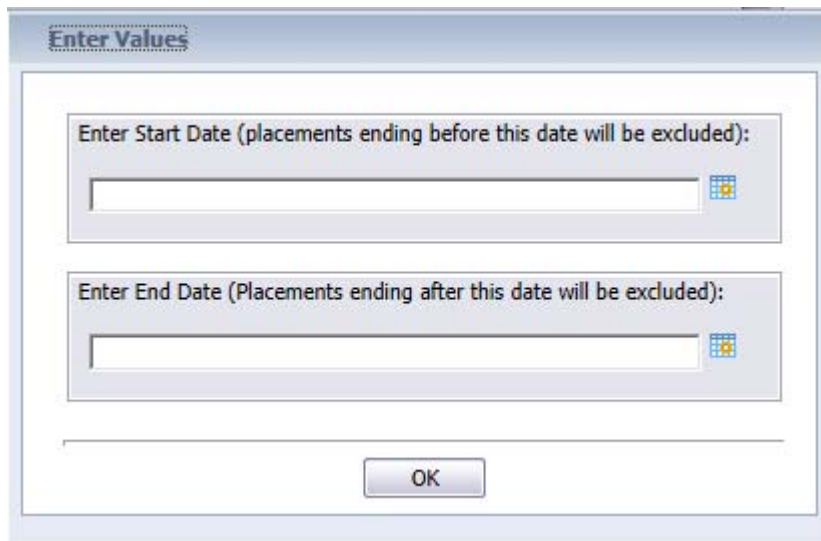
Expired – The team member did not respond within two weeks of the request.

If you note that a request is nearing expiration, we would urge you to contact the team member to remind them of your request. If the request does expire, you can resubmit it by re-entering the nominated team-member's details.

Status	Date Created	Name	Role	Length of working relationship	Email address
Sent	20/03/2013	Aimee Stewart	Ward sister	25	aimee.stewart@ntw.nhs.uk
Sent	20/03/2013	John Smith	Nurse	20	john.smith@ntw.nhs.uk
Completed	22/03/2013	Jonathon Devitt	Support	15	jonathon.devitt@ntw.nhs.uk

Producing a TAPP Report

A TAPP report can be requested at anytime by clicking on [View Summary](#) , which is at the bottom of the TAPP request page. You will be asked for a start and end date:



The screenshot shows a dialog box titled "Enter Values". It contains two input fields for dates. The first field is labeled "Enter Start Date (placements ending before this date will be excluded):" and the second is labeled "Enter End Date (Placements ending after this date will be excluded):". Each field has a small calendar icon to its right. At the bottom of the dialog box is an "OK" button.

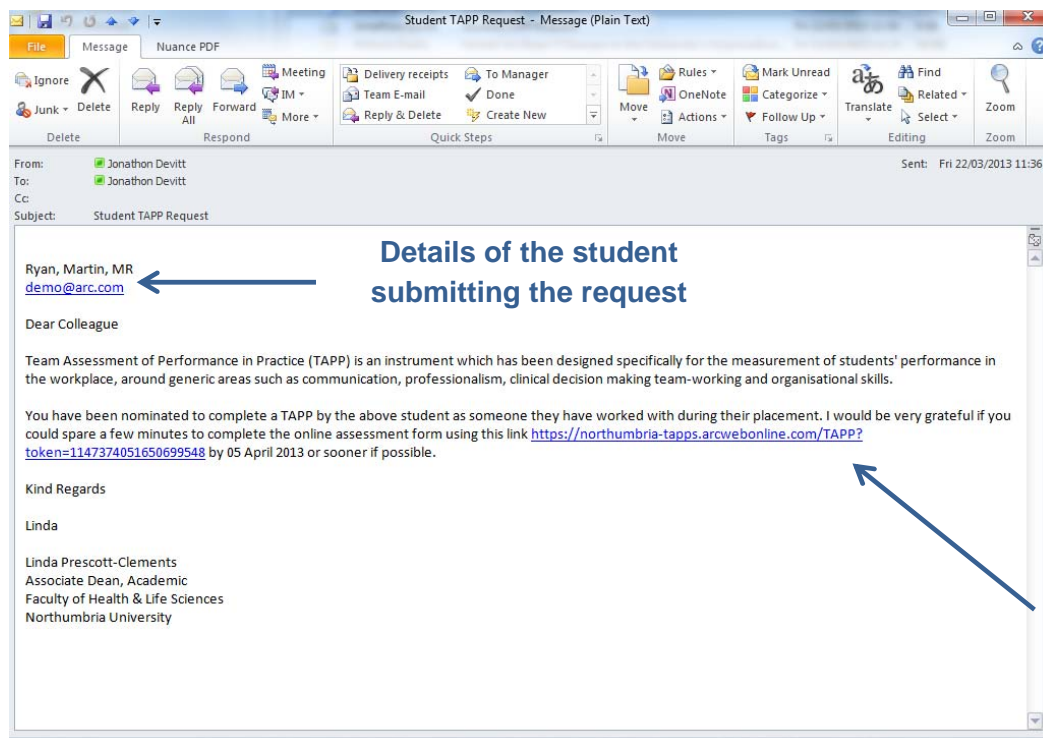
Note that the dates need to include the end dates of any placements you wish to include. You can enter dates that span more than one placement e.g. to include responses from a spoke placement. Because placements can end at different days on a weekend we recommend that the start date should be at least the Friday before the end date and the end date at least the following Monday.

Once you click on OK the report will be produced. Please be patient this can take a minute or two. If your selection included less than 5 responses the report will be blank.

Information for practitioners

Receiving a TAPP request

As part of their training, students' performance whilst on placement must be assessed by those with whom they've worked – if you have worked with a student on placement, you may be asked to complete an assessment of their performance. All requests will come via e-mail and will look like this:



Simply click on the link within the body of the e-mail and you will be taken to an online assessment form. Please note that the link will only remain active for two weeks and will expire thereafter; the date on which the link will expire will be shown just after the link itself. If you want to complete the assessment, you must ensure you do so within the two week window.

Completing a TAPP assessment form

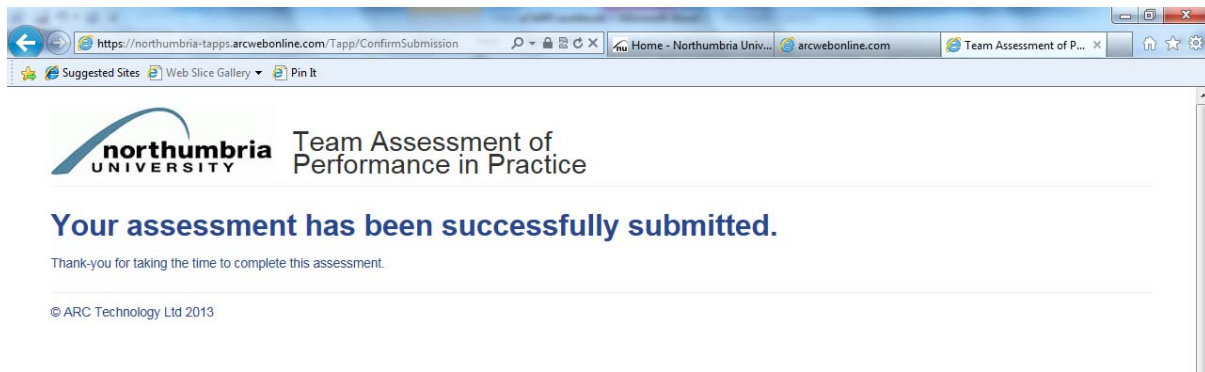
On clicking the link within the e-mail, a browser window will open and you'll be taken to the assessment form, which will look like the screen below. Please be patient, as it sometimes takes a couple of moments for the online assessment form to appear.

Please grade the student's performance in the areas below against the six point scale provided, using the standard expected of a newly registered practitioner as a reference point.	Needs improvement before registration		Borderline for registration	Acceptable for registration	Above expectations for registration		Not observed
	1	2	3	4	5	6	
Professional Values							
1: Treats patients with dignity and respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2: Maintains confidentiality where appropriate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3: Practises in a caring & compassionate manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4: Recognises the limits of their competence, seeking help when necessary	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication & Interpersonal Skills							
5: Communicates effectively with patients & families/carers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6: Listens effectively, with patience & understanding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7: Recognises patients' anxiety and responds effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8: Maintains accurate, clear & complete patient records	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clinical Practice							
9: Makes evidence-based judgements & decisions where appropriate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

You will see your details at the top of the form, as entered by the student requesting the assessment – you can amend these should they be incorrect. Below your details you will find the assessment questionnaire itself; questions are to be answered using the six-point scale, with 1 being the lowest score and 6 being the highest. There are also two free-text boxes which should be used to expand upon the multiple choice answers you've given above. Please note that you must provide an answer to every question before you'll be permitted to submit the form.

At the base of the form, you will have two options; you can either save the form to return to at a later date or can submit it straight away. If you choose to save the form, rather than to submit it, you can return to it by using the link in the TAPP request e-mail.

When you decide you're ready to submit the form, simply click 'Submit'. You'll be asked whether you're sure you wish to submit; if you are, click 'OK' and, if all questions have been completed, you'll see the following confirmation screen:



If you've missed a question, you will be prompted to go back and complete it – the below warning will be shown and the question which has been omitted will be highlighted in red. Simply complete the questions you've missed and resubmit the form.

