Serious Case Reviews
Outcomes and Key Messages

An e-learning Programme

Tri-X-Childcare

ADMIN GUIDE

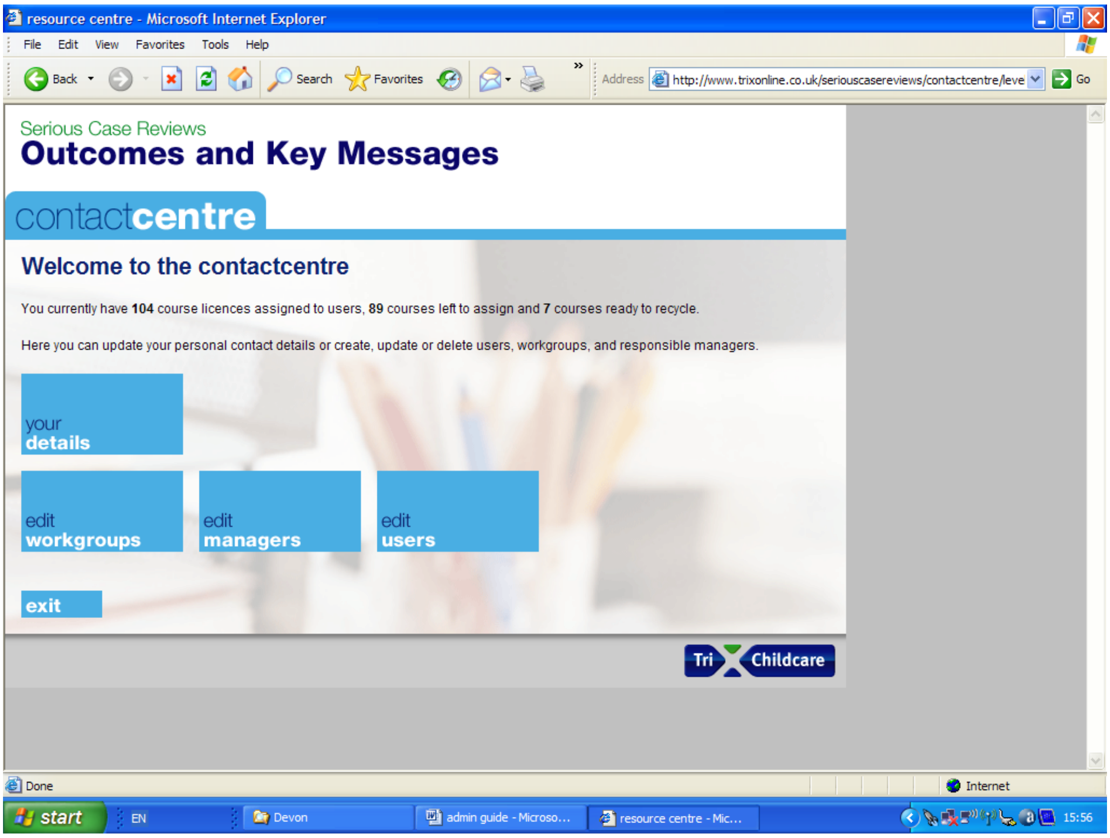
If you require advice or support from Tri-X-Childcare, see our contact details, on page 8.

LOG IN:

You can access the Admin Area on the programme by going to the following link:

http://www.trixonline.co.uk/seriouscasereviews/learningcentre/
NB: You may need to copy and paste this link to your browser

Once you have logged in, you will see a screen like this:



This screen will tell you:

a) how many User Licences have already been assigned;
b) how many are ready to be assigned.

Changing your details: You can change your password and other details: go to ‘your details’.

ADMINISTRATOR ROLE

Each organisation should identify an Administrator, who is responsible for inputting people onto the programme (allocating licences).

This Guide summarises your role and provides information on how to use various functions.

To help you understand your role, we advice you to browse the programme, as a User.

You can do this by setting yourself up as a user, from your allocated licences, or ask us to give you a temporary user licence.

PROGRAMME OVERVIEW

User Licences

See how to create Users on Page 8

Your Agency has purchased/obtained a number of User Licences for this programme.

Each User Licence should be allocated to a separate person.

In consultation with your Agency, Tri-X-Childcare can determine the length of the Licence (usually 12 months). Also, a period of ‘Grace’ can also be allocated to a licence, before it is activated.

Manager / Mentors

See how to create Manager/Mentors on Page 8

Each user **must** be allocated a Manager/Mentor, however, this person may be 'nominal' e.g. with no responsibility for overseeing or supervising the programme user. The 'Manager/Mentor' can either be:

- a person in line management or another manager/supervisor – the 'Manager/Mentor' does not have to be the line manager for the user;
- a peer or colleague, who can act solely in a support or advisory role, with no management/supervisory function;
- a nominal person, with no responsibility for overseeing or supervising the programme user.

It is strongly recommended that 'Manager/Mentors' familiarise themselves with the programme beforehand. However, 'Manager/Mentors' are provide with separate.

Workgroups

See how to create Workgroups on Page 7

You can set up as many Workgroups as you like. A Workgroup is a group of users, for example:

- a group of professionals who work in the same team;
- a group of professionals from the whole Agency;

Each workgroup must be allocated a 'Manager/Mentor', see above, but that responsibility may be 'nominal'.

When setting up a Workgroup, consider whether the users in that group will be allocated a Manager/Mentor who will:

- act in a formal, supervisory, capacity – as the line manager for that group or acting as a supervisor for a wider group from the whole agency, or

- act in a support only/nominal capacity e.g. a peer or colleague from the same team or elsewhere in the Agency.

If users from the same team/workgroup are likely to be allocated different Manager/Mentors (some supported by peers and others supervised by a Manager), we suggest you set up more than one Workgroup for that team; each with a different 'Manager/Mentor'.

Reflective Practitioner Diary (RPD)

This is a professional diary which users may use to record learning and action points.

This diary is confidential, no one can see the user's diary – including the manager/mentor (unless you/the Administrator) specify it e.g. if the manager/mentor has a supervisory role and it is agreed that this includes viewing the RPD.

You/The Admin person, can deactivate this function – so that users do not have to complete the RPD at all.

There are two types of diary: basic and detailed.

1. **The basic version:** which participants can use to summarise their learning and action points as they complete the programme.

2. **The detailed version:** which is the same as the Basic but also includes questions which the user has to answer – to demonstrate their learning.

If the user is allocated a 'Manager/Mentor' acting in a formal, supervisory, capacity, we recommend that the Administrator arranges for a copy of the RPD to be forwarded to the Manager/Mentor. If so, it can be forwarded by email, at the end of the programme.

If the user is allocated a Manager/Mentor who will act in a more supportive/advisory role e.g. a peer or colleague, consideration should be given to whether the RPD should be forwarded.

Do you have any questions?

If so, call or email Tri-X-Childcare: Contact details on Page 8

WHAT TO DO NEXT

In consultation with Agency Management, you need to do the following:

a) Consider how the User Licences will be distributed or allocated in your Agency.

b) Do they fall into recognised Workgroups?

If so, do you want all of them to be supervised formally, or in a 'support/nominal' role. If the latter, you may need to create 2 Workgroups with different 'Manager/Mentors'

c) What Version, if any, of the Reflective Practitioner Diary do you want each user to complete?

d) Create your Workgroups: You will need an easily recognised name for each Workgroup. See Page 7 for creating a Workgroup.

e) Allocate each Workgroup with a 'Manager/Mentor' (see Page 8 for how to do this). You will need the following information for each 'Manager/Mentor'

- Name
- Position
- Organisation (e.g. Team/Agency name)
- Telephone Number
- E-mail address
- Password (this can be changed)

f) Allocate Users (see Page 8 for how to do this), you will need the following information in order to do this:

- Name
- Position
- Organisation (e.g. Team/Agency name)

- Workgroup (see Page 7)
- Telephone Number
- E-mail address
- Password (this can be changed later by the Manager/Mentor)

g) Notify relevant people, for example:

- ‘Manager/Mentors’
- Users

When notifying ‘Manager/Mentors’ and Users, provide the following information:

- Their Username and Password
- A link to the Log In Screen
- A relevant Guide (e.g. a User Guide or ‘Manager/Mentor’ Guide)

NB: both guides are available as downloads from the Log In screen.

You should also notify:

- Line Managers, where the ‘Manager/Mentor’ is not the User’s line manager/supervisor.

- Other relevant managers as agreed within your Agency.

CREATE A WORKGROUP

To create a Workgroup:

1. Log In and click on ‘edit workgroups’;

2. Click on ‘New’ (New Workgroup)
3. Enter the name of the Workgroup in the space provided
4. Click on ‘Save’

CREATE ‘MANAGER / MENTORS’

To create a Manager/Mentor:

NOTE: You can not create a ‘Manager/Mentor’ unless you have an available Workgroup, without a ‘Manager/Mentor’ allocated.

1. Log In and click on ‘edit managers’;

2. Click on ‘New’ (New Manager/Mentor)
3. Enter the details of the Manager/Mentor, select a Workgroup and Password (which can be changed later)
4. Click on ‘Save’

Notify the Manager/Mentor and forward a Manager Guide

CREATE A USER

To create a User:

1. Log In and click on 'edit users;

2. Click on 'New' (New User)
3. Enter the details of the User, select a Workgroup and Password (which can be changed later)
4. Click on relevant sections determining whether the User has to complete the Reflective Practitioner Diary (RPD), if so, which version. Also determine whether the RPD will be mailed to the Manager/Mentor
5. Click on 'Save'

CONTACT US

We are available, during normal working hours, for support.

If you need advice, please contact:

Tri-X-Childcare

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