



The Tavistock and Portman
NHS Foundation Trust



**TECHNOLOGY
ENHANCED
LEARNING
HANDBOOK FOR
STUDENTS 2019/20**

This handbook contains step-by-step guides and instructions for our common processes.

TEL Unit
August 2019


Contents

Introduction	1
1. About Moodle	1
1.1 Getting Started.....	1
1.2 Moodle is not a website.....	2
2. Submitting your assessed work through Moodle	3
2.1 Step-by-step submission guide	3
2.2 The Five Rules for Submitting Assignments Online	10
2.3 Turnitin checks	10
3. How-to guides for MS Word	10
3.1 How to add your coversheet to your essay	11
3.2 How to insert genograms in your essay	11
3.3 How to compress large images in Word	12
4. Clinical recording facilities	13
4.1 Rooms 127/128 (first floor).....	13
4.2 Studios B/C (second floor)	14
4.3 Studios D/E (second floor)	15
4.4 Rooms 231/232 (second floor)	16
4.5 Rules governing the use of your DiskAshur encrypted drive.....	17
5. Contacting the TEL team	18

Introduction

This student handbook has been compiled to contain all the quick reference guides you need to get the best from our learning technologies during your studies with us.

It contains step-by-step instructions for a number of course-related tasks such as submitting your essay, compressing photos in Microsoft Word and so on.

This handbook is complemented by numerous videos and screencasts that you'll find on the [TEL webpages](#). Look for the screencast icon  in this guide for direct links.

1. About Moodle

1.1 Getting Started

<https://moodle.tavistockandportman.ac.uk>

There are a number of different ways within Moodle through which you can access key pages and resources. This flexibility allows you to navigate the platform in a way that best suits you.

When you first log into Moodle, you will be presented with the main landing page. It's worth spending some time exploring the options on this page.



1.2 Moodle is not a website

What is Moodle?

Moodle is a virtual learning environment (VLE). Although it can be found in the same way as a website using any web browser with an Internet connection, internal navigation is fundamentally different.

A VLE works by presenting information to you based on the permissions assigned to your Shibboleth username and password when you log in. These permissions are based on the course you are studying with us.

On a website, generally you are free to explore any page you click on. This is not the case with Moodle. Click the screencast icon below to discover more about our education platforms.



How is it structured?

Moodle works by presenting material within a **course area** (or page). There are hundreds of different course areas with the Trust's Moodle platform.

You need to be added to a course area in order to see the teaching materials such as videos and lecture slides. Moodle uses the specific

term **enrolment** to describe this process. In most cases, TEL will enrol you on the course areas relevant to your study. Sometimes you will be asked to enrol yourself on a specific course area.

Enrolment in Moodle is not the same thing as being enrolled by DET Registry as a Trust student.

How do I get enrolled on course areas?

As a registered student, you will receive an email from MyTAP with your enrolment key to **self-enrol** on your course page in Moodle.

You might also be enrolled manually to other course areas by the TEL team or your Course Administrator, for example a study skills page or your Online Assessment page.

You can also choose to **self-enrol** on course areas that allow this by clicking the 'Enrol me' button, for example on the [Understanding Turnitin](#) page. For online assessment pages (where you submit your essays), you will be provided with an **enrolment key** (or password), which can be found on your course page.



Can I explore Moodle?

A key area to note is the image carousel on the Moodle homepage that you see once you've logged in. These images change frequently and include links to self-enrol course areas or information about upcoming events.

2. Submitting your assessed work through Moodle

2.1 Step-by-step submission guide

You must submit your essay as a single file (including the [coversheet](#)) through the correct module submission link on your Moodle Online Assessment page.

This screencast takes you through the full submission process.



When you do this successfully, Turnitin will operate in the background to produce an Originality Report that is available to the markers but not to you.

See how you can check your own work through Turnitin before formally submitting.



Important: The format of your essay file must be either RTF, PDF or Microsoft Word. Mac Pages and Open Office ODA formats are not accepted. If you are using Pages or Open Office, be sure to save the output as an accepted format.

2.1.1 How to upload your essay

- 1 Log into Moodle and click on the **My Courses** link on the top-left of the page.



- 2 When you click on My Courses, you will see the list of courses on which you are enrolled.

Please select the Online Assessment area that will contain the area where you need to submit.

You may need to enrol yourself on this page. Watch this screencast guide.



- 3 Navigate to and click on the assignment name. These details will be provided by your course administrator.

All assignments are marked with a symbol that displays a hand holding a piece of paper.

Please scroll down the page if you don't see the submission area initially.



- 4 The next page shows details about the assignment and the submission deadline. Click the **Add submission** button.



- 5 The Trust uses the Turnitin Plagiarism checker for all summative assignments.



If this is the first time you have used it at the Trust, you will need to accept the Turnitin User Agreement.

If the Turnitin options do not appear, then you are already registered and you can ignore these two steps for all future submissions.

Click on the text within the red box.

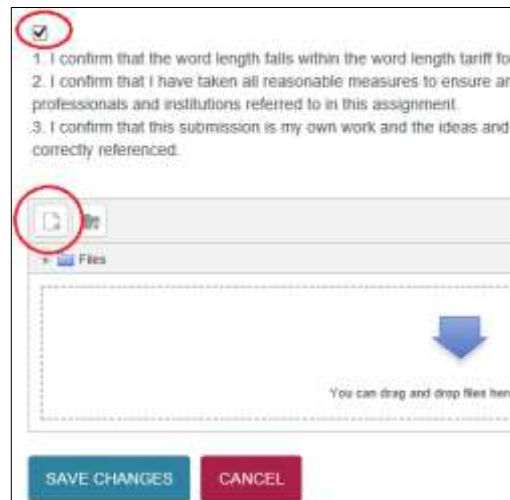
- 6 A dialogue box with the full User Agreement will appear.

Select the **I Agree** button.



- 7 On the next page, tick the box to accept the submission statement.

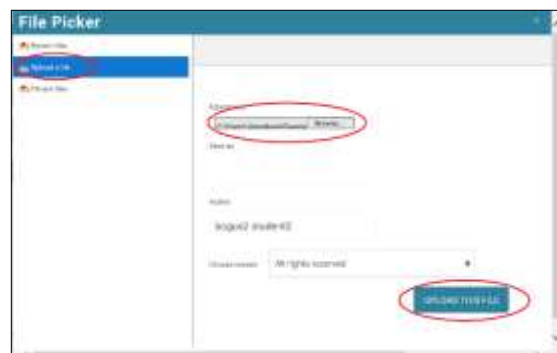
Either drag and drop your assignment into the main area or click the Add files icon (circled).



- 8 The File Picker dialogue box will appear. Select **Upload a file** and then **Browse** to where your assignment is stored on your local drive. Select this file by clicking **Open** (or something similar) on the dialogue box.

Click the **Upload this file** button to complete the process.

The filename of your assignment should include your student number (as shown in MyTAP and on your student card).



Watch this screencast for details on preparing your assignment for upload.



- 9 Your assignment will now appear in the dialogue box under the submission statement.

Click the blue **Save Changes** button to finalise your submission.

This final step is crucial otherwise your submitted assignment will not be registered by the system.



- 10 Your essay is now uploaded. Moodle does send an email confirmation but many email clients will reject this and treat it as spam.

Manually confirm your upload was successful by navigating back to the essay and opening the Submission status page. You'll see your uploaded file and **Submitted for grading** in the green box.



2.1.2 How to edit or overwrite your submission

- 1 You may want to change the name of your assignment (e.g. you didn't name it with your student number) or overwrite (replace) your submission with a newer version (you can do this as often as you like *prior* to the deadline).

Navigate to the essay in question and click on the link.



- 2 The next page shows details about the assignment and the submission deadline. Click the blue **Edit submission** button.



- 3 On the next page tick the box to accept the submission statement and then click on the work you uploaded previously.



- 4 The options for the file will appear. Under the Name section please rename your essay to your student ID number (e.g. change *Student Submission.pdf* to *1234567.pdf*).

Please make sure you retain the file extension (.docx, .pdf, etc.). If you delete this your file will not be accepted.

Then click on the blue **Update** button.



- 5 If you wish to upload a new version of your work press the **Delete** button and repeat the upload process outlined above.



- Your assignment will now appear in the dialogue box under the submission statement and with the changed name.

Click the blue **Save Changes** button to finalise your submission.

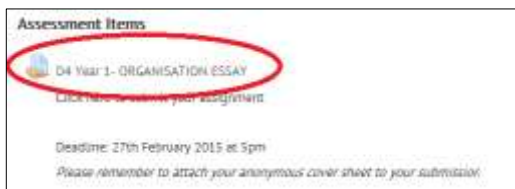
This final step is crucial otherwise your submitted assignment will not be registered by the system.



Important: If you make changes to your file *after* the deadline has passed, it will be flagged as late by Moodle and you may receive a mark deduction.

2.1.3 How to retrieve grades and feedback

- Navigate to the essay in question.



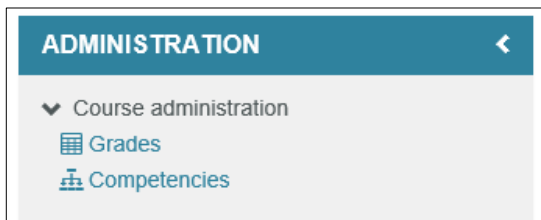
- Your grade and Feedback sheet are displayed down the page under the Feedback heading (you may need to scroll down).

Download and save your feedback sheet to your local drive. Feedback sheets are archived and deleted from Moodle over the summer.

Please note that your Course Administrator may follow a different process (e.g. releasing feedback sheets only).



- Released grades are also available through the left-hand Grade Book.



2.1.4 Online Submission resources

TEL wepages

The TEL webpages are our main repository for all screencasts and guides.

<https://tavistockandportman.nhs.uk/training/current-students/technology-enhanced-learning-tel/student-resources/>

Turnitin information and draft check

You will find a Turnitin link on your Online Assessment page where you can check drafts of your paper (once every 24 hours).

Further information on Turnitin is available here:

<http://moodle.tavistockandportman.ac.uk/course/view.php?id=820>

Student Resources

This area hosts resources not included on the webpages. These include study skills areas and small self-enrolment digital skills courses.

<http://moodle.tavistockandportman.ac.uk/course/view.php?id=788>

2.1.5 Online Submission FAQs

Moodle keeps telling me I have assignments that need attention but I've already submitted.

If you see a message on the page like this when you log in, please ignore it. It will not be relevant.



I can't see the assignment or the area I am supposed to upload to. Where is it?

If it is several weeks before the deadline, the link may not be available yet. We tend to open the submission areas roughly two weeks before the due date. If it is near the date and you are certain a submission is missing, contact the TEL unit TELSupport@tavi-port.nhs.uk and CC your Course Administrator.

I think I have uploaded my essay but I haven't received a confirmation email. Where is the email?

Moodle does send an email confirmation of this but many email clients (@NHS, @virginmedia, @gmail, etc.) reject emails from Moodle as spam and either put them straight in your junk folder or do not accept them at all. We cannot do anything about this and it is up to you contact your email client to allow emails from noreply@moodle.tavi-port.org.

To manually confirm that you have uploaded your essay, see the relevant section above.

I can't see any feedback.

You will only see feedback when your Course Administrator informs you that the feedback is ready. If they have informed you it is ready and you cannot see it (see section above), then contact TELSupport@tavi-port.nhs.uk and CC your Course Administrator.

2.2 The Five Rules for Submitting Assignments Online



Have you ...

1	Read the relevant guidance in this document and/or watched the screencasts?	✓
2	Anonymised your submission so that your name is not included in the assignment or on the coversheet?	✓
3	Combined all your documents – coversheet, appendices, genogram, etc. – into one file for each assignment? Your Course Administrator will tell you if this is different for a specific assignment.	✓
4	Saved your file with the assignment name and your Student Card Number (minus any letters)?	✓
5	Left enough time before the submission deadline (12pm UK time - midday) to deal with any technical problems? We advise submitting no later than three hours before the deadline.	✓

2.3 Turnitin checks

You can run your own Originality Report on your draft essay before you formally submit. This will allow you to check the accuracy of your references and citations as well as aid your academic writing skills.

You'll find the Turnitin draft check area at the top of your Online Assessment page.



3. How-to guides for MS Word

Look at the Microsoft Word page on the TEL website for help with this and other functions.

<https://tavistockandportman.nhs.uk/training/current-students/technology-enhanced-learning-tel/microsoft-office-guides/>

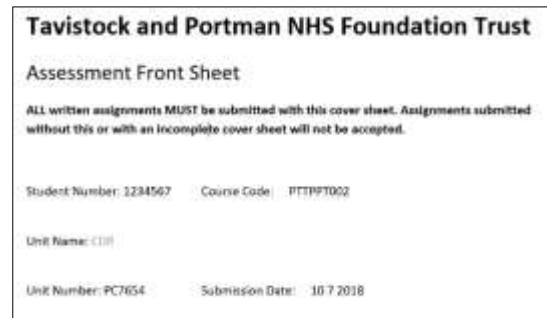
3.1 How to add your coversheet to your essay

You are required to upload your essay to Moodle as a single document. This means that your coversheet needs to be placed at the front of your essay.

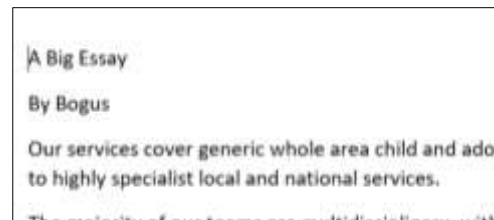
- 1 Download and complete an assessment coversheet for your essay. You will be directed to the correct coversheet by your course administrator.

Save and close your completed coversheet.

Remember, do not include your name.

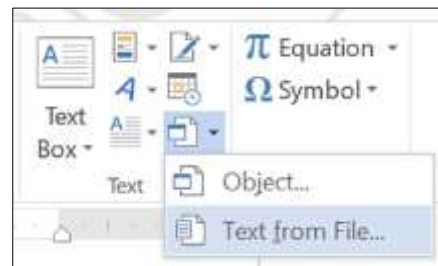


- 2 Open your essay in MS Word. Place your cursor at the start of the text.



- 3 In Word, click the **Insert** tab on the function ribbon top open up the relevant tools and select the Object tool in the **Text** block.

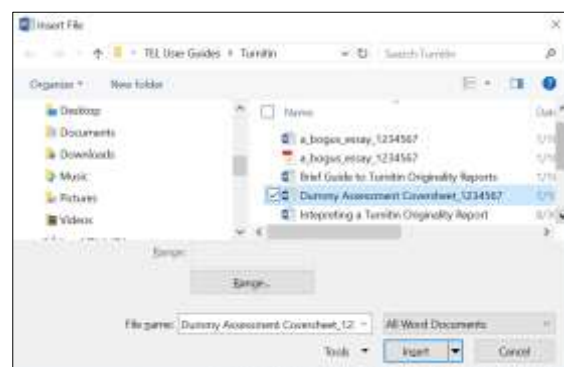
Click the drop-down menu and select **Text from File ...**



- 4 Navigate to where you saved the coversheet and select it. Click **Insert**.

The coversheet text will appear correctly formatted in place above your cursor entry point.

Format the rest of your essay accordingly.



3.2 How to insert genograms in your essay

Many students draw their diagrams with pen and paper and then insert of photo of this into their essays.

There are two key things to remember with externally created genograms:

1. Ensure your final genogram is saved as an **image** file
2. The best image file formats to use are **JPG, GIF** and **PNG**. You need to choose just one.

If you have taken a photo of a hand drawing with a smartphone or tablet, you'll still need to manipulate the photo to make it suitable for Word. You'll need to do this in your photo manipulation software. You may be able to do this with **Save As ...** and then choosing one of the image formats listed above. Otherwise please consult the Help resources that came with your programme.

Once you are sure your genogram is an image file saved on your computer, you can paste it into Word using **Paste/Paste Special ...** or insert into directly into the document using the same coversheet procedure described above.

Once the genogram has been placed in the essay, you will need to follow the instructions below to compress it in order to reduce the overall file size of the essay.

3.3 How to compress large images in Word

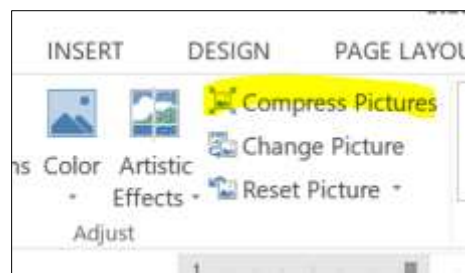
Because Moodle has a file size limit of 20MB, it's important to you compress all images in your essay before uploading. If the file is greater than 20MB, it will be rejected.

Depending on the version of Word you are using, you will find a version of this process that will do the same thing.

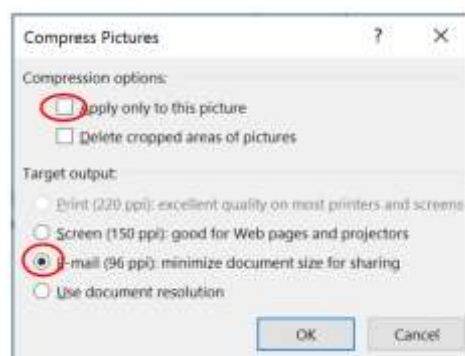
- 1 Click on the image file in your Word document to bring up the Format option on the ribbon.



- 2 On the left-hand side of the Format tool pallet, select **Compress Pictures**.



- 3 Untick the option **Apply only to this picture**. This will ensure all images in the essay are compressed.
 Select **E-mail (96 ppi)** as the Target output.
 Click **OK**.



4. Clinical recording facilities

Some courses require trainees to record sessions with service users as part of their training and assessment. You will be instructed by your course team about the procedures around gaining permission to record and information governance rules.

The clinic has four recording studios, each offering similar equipment arrays. These are paired as a therapy room (where the trainee and service users interact) and the recording/observation room. Details for using the equipment are listed below.

TEL will issue you with a DiskAshur encrypted hard drive at the beginning of your course.



The process is that you record the video and audio feeds from the therapy room direct to a DVD writer in the recording/observation room. You then bring your DVD and encrypted drive to the Multimedia Centre on the fifth floor where Horatio or Amrik will transfer the recording from the DVD to your encrypted drive. The DVD will be kept in a secure locker in the Multimedia Centre for the duration of the academic year.

Please ensure you have written the following details on your DVD with a suitable media pen (you can do this in the TEL office when you drop off your DVD and drive for digital transfer):

Trainee initials / service user initials / session number / date of recording

4.1 Rooms 127/128 (first floor)

Settings for Mixer



Leave Input 1 at about this level

Use 'Master' to control the speaker volume

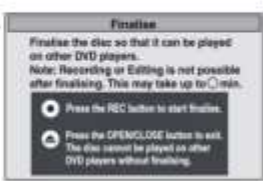
'All' button should be selected

Check that Power is on



- Turn on DVD recorder and TV - After a short time you should see Room 128 on screen
- TV volume should be off
- Insert a blank recordable DVD


- Check display on DVD recorder indicates that DVD (not HDD) is selected → 
- If display indicates 'HDD' press 'DRIVE SELECT' on the remote to select DVD: → 



- Press the REC button to start recording:
- You can confirm that DVD is recording by looking at the display: → 
- You can stop and restart recording at any time to create additional recordings

- When you have finished, press 'STOP'- wait a moment for the recording to be written to disc.
- When you eject the disc you will see the following message on screen → 
- Follow the instructions to finalise the disc (press REC)
- Wait for finalising to complete, then EJECT the disc


4.2 Studios B/C (second floor)

- Turn on DVD recorder and TV - After a short time you should see Studio C on screen
- **NO PICTURE?** – see troubleshooting tips at bottom of page
- TV volume should be off
- Turn on the Mixer → 
- You do not need to use any of the other controls on the mixer
- You can adjust the volume of what you hear by using the switch on the wall near the equipment → 
- You do not need to use the controls on the speakers

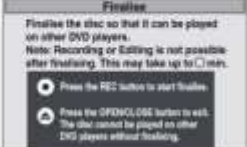
 Power
 Prog + Unmute
 Prog - Mute
 Vol +/- Adjust Volume

- Insert a blank recordable DVD
- Check display on DVD recorder indicates that DVD (not HDD) is selected → 
- If display indicates 'HDD' press 'DRIVE SELECT' on the remote to select DVD: → 

- Press the REC button to start recording:
- You can **confirm that DVD is recording** by looking at the display:
- You can stop and restart recording at any time to create additional recordings






- When you have finished, press 'STOP'- wait a moment for the recording to be written to disc.
- When you eject the disc you will see the following message on screen
- **Follow the instructions to finalise the disc** (press REC)
- Wait for finalising to complete, then **EJECT** the disc





NO PICTURE? - Troubleshooting Tips

- Check the input on the DVD recorder is set to 'AV 2'
- If it does not, use the 'Input' button on the DVD remote to change this
- Still no picture? – Check the Video switcher has 'IN1' or 'IN2' selected







4.3 Studios D/E (second floor)


- **Turn on DVD recorder and TV** - After a short time you should see Studio D on screen
- **NO PICTURE? – see troubleshooting tips at bottom of page**
- **TV volume should be off**
- **Turn on the Mixer**
- You do not need to use any of the other controls on the mixer
- You can **adjust the volume** of what you hear by using the switch on the wall near the equipment
- You do not need to use the controls on the speakers

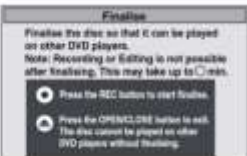
- Insert a blank recordable DVD
- **Check display on DVD recorder** indicates that DVD (not HDD) is selected
- If display indicates 'HDD' press 'DRIVE SELECT' on the remote to select DVD:

- Press the REC button to start recording:
- You can **confirm that DVD is recording** by looking at the display:
- You can stop and restart recording at any time to create additional recordings






- When you have finished, press 'STOP'- wait a moment for the recording to be written to disc.
- When you eject the disc you will see the following message on screen
- **Follow the instructions to finalise the disc** (press REC)
- Wait for finalising to complete, then **EJECT** the disc





NO PICTURE? - Troubleshooting Tips

- Check the input on the DVD recorder is set to 'AV 2'
- If it does not, use the 'Input' button on the DVD remote to change this
- Still no picture? – Check the Video switcher has 'IN1' or 'IN2' selected








4.4 Rooms 231/232 (second floor)

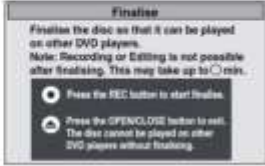
- Turn on DVD recorder and TV - After a short time you should see Room 232 on screen
NO PICTURE? – see troubleshooting tips at bottom of page
- TV volume should be turned off (controls on RH side of TV)
- You can adjust the volume of what you hear using the dial on the wall speaker (will NOT affect recorded sound)



- Insert a blank recordable DVD
- **Check display on DVD recorder** indicates that DVD (not HDD) is selected
- If display indicates 'HDD' press 'DRIVE SELECT' on the remote to select DVD:

- Press the REC button to start recording;
- You can **confirm that the DVD is recording** by looking at the display: → 
- You can stop and restart recording at any time to create additional recordings

- When you have finished, press 'STOP'- wait a moment for the recording to be written to disc.
- When you eject the disc you will see the following message on screen → 
- **Follow the instructions to finalise the disc** (press REC)
- Wait for finalising to complete, then EJECT the disc

NO PICTURE? - Troubleshooting Tips

- Check the input on the DVD recorder is set to 'AV 2' → 
- If it does not, use the 'Input' button on the remote to change this → 

4.5 Rules governing the use of your DiskAshur encrypted drive

The DiskAshur is a fully encrypted, high-speed portable hard drive. It functions in the same way as the hard drive on a PC or laptop. It is far more than a simple USB transport device.

In signing to use a Diskashur for the academic year, you agree to the following terms.

- You are liable for the full replacement cost of the Diskashur should you lose it or break it. You will be invoiced if it isn't returned by the due date.
- You must return the Diskashur to the fifth floor Multimedia Centre before the 1st of August in order that it can be reformatted and prepared for re-issue.
- Clinical material on the Diskashur must not under any circumstances be transferred or copied to any other media or device such as a laptop or PC for playback, editing or archiving. Clinical material must remain on the Diskashur for the duration of your use of the drive. All editing must be done directly on the drive.
- Any Project files that are produced as a result of video editing must be created, stored and remain on the Diskashur. They must not be mirrored or exist on the hard drive of a PC or laptop.
- Any DVDs produced as a result of clinical recordings made in the Clinic's studios must be ripped and the video file placed on your Diskashur. The TEL unit on the fifth floor will undertake this process for you.

- Unsecured DVDs containing clinical recordings may not be transported in a Trust envelope. If your clinical session finishes outside TEL's office hours, please make suitable provision to store your DVD recording until it can be transferred to your Diskashur.
- You are required to store all clinical recordings undertaken while studying with the Trust on your DiskAshur. Ensure you transfer these from your recording device or media. Recordings brought to the Trust from outside placements must be on the DiskAshur. DVDs are no longer acceptable.
- If you misplace your Diskashur drive, please contact the TEL Unit immediately (0208 938 2073 / 0208 928 2291). While the patient data (recording) will remain secure, a report will need to be made to the Trust's IG Manager.

This document is aligned to the Trust's procedure for Obtaining consent to record patient sessions <https://tavistockandportman.nhs.uk/documents/7/procedure-consent-record-patient-sessions.pdf>, specifically 7.2 Viewing sessions outside the clinic.

You must return your encrypted drive to TEL once your academic year has finished even if you plan to use one the following year. We need to format and reissue all drives every year.

If you are unable to come into the Clinic, you can return the drive via post.

Our postal address is:

TEL, DET
120 Belsize Lane
London NW3 5BA

Please box your drive(s) and use Royal Mail Special Delivery or a courier service. You are responsible for the cost of the return.

5. Contacting the TEL team

See our webpages for details on who we are: <https://tavistockandportman.nhs.uk/training/current-students/technology-enhanced-learning-tel/>.

The TEL team are based in the Tavistock Clinic:

- rm 239 on the second floor
- the Multimedia Centre on the fifth floor (behind the lecture theatre)

Amrik and Jas generally sit in rm 239 while Simon and Horatio sit in the Multimedia Centre. But you will always find one of us in one of these rooms!

Our office/support hours are:

- 6am-7.15pm Monday-Thursday
- 8.30am-7.15pm Friday.

All support/query emails should be sent to telsupport@tavi-port.nhs.uk in the first instance.

We are trialling a new ticketing system for 2019/20 so you will receive a response with a ticket number.

In your email, state clearly:

1. your course
2. your year of study
3. the nature of the issue

Please supply as much information as you can. This will help us find a solution quickly.

You can phone us on one of our two main numbers:

- 0208 938 2291
- 0208 938 2293

It is always better to email us as any member of the team can pick this up. We aren't always available on the phone and we are unlikely to call back if a message is left.

For students not based at the Tavistock Clinic, we also offer support through Zoom to individuals and groups. Please send your request via email and we'll work out the details with you. Zoom allows us to screenshare so we can demo certain functions directly.

Our postal address is:

TEL, DET
120 Belsize Lane
London NW3 5BA

This address can be used for the return of encrypted drives if you are unable to come into the Clinic. Please box your drive(s) and use Royal Mail Special Delivery or a courier service. You are responsible for the cost of the return.