

Using e-Portfolio on placement – A short troubleshooting guide for students

1. Your first day in placement: Connecting with your Practice Assessor (PA) and/or Practice Supervisor (PS)

- It is important that as soon as you start your placement, you connect with your Practice Assessor (PA) and/or Practice Supervisor (PS). You will need a PA/PS to sign off the overall placement.
- If you have not been assigned a PA and/or PS by the end of your second day in practice, please alert your Ward Manager, or a member of the Trust Education team.
- If you have not connected with a PA and/or PS by the end of your second week in practice, please tell us by contacting your Link Lecturer.
- You can find information about your designated Link Lecturer on InPlace Click on the name of the agency – your Link Lecturer is listed as the ‘Liaison’. If there is no Link Lecturer listed under ‘Liaison’, please email nightingaleplacements@kcl.ac.uk, who will be able to find out and update this information on InPlace.
- The rest of this guide explains what you should do in case you need to have your practice hours and proficiencies signed-off, but you still haven’t been assigned a PA and/or PS.

2. Logging into the e-Portfolio and using it on placement

How do I log into e-Portfolio?

- The e-Portfolio can be accessed at kingsep.kcl.ac.uk
- From the drop-down list, please choose: ‘King’s College London – NMPC’. You can access the system via a computer, on your smartphone or tablet. You will be able to use the full functionality of the system on your smartphone as you would on a PC.

How does my PA/PS log into e-Portfolio?

- If they do not yet have an e-Portfolio account, they should complete [this short form](#). The processing time for account creation is 48hrs.

I need to login to e-Portfolio but cannot access a computer in placement.

- If there aren’t enough computers within your Practice Learning area, please raise this with your colleagues on the ward. If this does not resolve the issue, please let us know by emailing the e-Portfolio 1st line support at nmpc_eportfolio@kcl.ac.uk, indicating the name of your Trust and Practice Learning area. The Faculty will follow up with each Practice Learning Partner individually.

3. Recording placement hours and proficiencies

My hours need to be signed off, but I have not been assigned a PA and/or PS.

- In case you have not been assigned a PA and/or PS, the hours can be signed off by any Healthcare professional (HCP) who has supervised you in practice. You can enter their email address within the e-Portfolio. They will then receive an automated email from the system

with your hours to be signed off. Please note that this HCP does not need an e-Portfolio account to sign off the hours.

- Additionally, the Education Team members in your Practice Learning area can access your e-Portfolio.
- You will need a PA/PS to sign off the overall placement.

I need my hours signed off, but my PA and/or PS are not available.

- The end date for PS/PA to sign off your practice hours has been extended from 7 days to 14 days.
- You can also send reminders to your PAs/PSs to sign off your hours. To do this, please go onto your timeline in the e-Portfolio and click on the 'remind' button. The Faculty will also be sending them reminders.
- If your PA and / or PS is away from work for longer than 14 days:
 - Resubmit the request upon their return.
 - Send the request to another healthcare professional who witnesses you completing the hours.

How are proficiencies recorded in the e-Portfolio?

- In the system you will find a drop-down box with a list of proficiencies to be assessed. Each has an option of 'achieved', 'not achieved', 'not attempted'.

My proficiencies need to be signed off, but I have not been assigned a PA and/or PS.

- In case you have not been assigned a PA and/or PS, your proficiencies can be signed off by any Healthcare professional (HCP) who has supervised you in practice and observed you acquire a given proficiency. You can enter their email address within the e-Portfolio. They will then receive an automated email from the system with your proficiencies to be signed off. Please note that this HCP does not need an e-Portfolio account to sign off the proficiencies. You will need a PA/PS to sign off the overall placement.

Who does what and what their role is in the e-Portfolio?

- The roles and responsibilities of Practice Assessor, Practice Supervisor, Clinical Teachers, Link Lecturers etc. are defined in the [Nursing & Midwifery Practice Learning Handbook \(kcl.ac.uk\)](http://kcl.ac.uk) (pages 6-7).
- If you have any further questions, please feel free to contact us at nmpc_eportfolio@kcl.ac.uk and we will respond to your enquiry within two working days.

I cannot see my overall hours in the system.

- There is a 'Practice hours (Nursing) Report' which you can use to view the hours that you have undertaken and submitted. This is available under the Reports tab. You can filter by Part and Placement number and then you will need to click on 'Generate' to generate the report.

I am halfway through my placement and need to interrupt.

- Any information you have entered into the e-Portfolio will remain the system during your interruption and will be visible on your return.
- If you have any questions about interruption, please contact your Cohort / Programme Lead.

I have submitted my hours with an error.

- If the hours have not yet been signed off, you can retract the form and then re-submit it. If your PA/PS/HCP has already signed off your hours without spotting the mistake, please contact nmpc_eportfolio@kcl.ac.uk and we will resolve this for you.

4. Additional support

I find the system confusing and I don't know how to use it.

- In the first instance, please review all the training material that is available on the [Practice Learning Pages](#) above. You will find here guidelines, FAQs and videos.
- The Faculty also runs online drop-in sessions and the dates are also announced on the above page.
- In case you need urgent support, the Faculty has a dedicated first line support for the system and our aim is to reply within 2 working days. To get support, please email nmpc_eportfolio@kcl.ac.uk, clearly indicating what the problem you're faced with and, if feasible, include screenshots. That way we will be able to reply in the most time-efficient manner.

5. Share your feedback

I would like my experience of using e-Portfolio to be listened to and acted upon.

- We welcome your feedback which helps us to improve the e-Portfolio. Please email your feedback to the e-Portfolio first line support at nmpc_eportfolio@kcl.ac.uk