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Version 11.3



A Short Guide to ACE

IMPORTANT NOTE:

New users: After familiarising yourself with ACE, ensure you are aware of the specific requirements for the use of ACE introduced by your Course: not all of the ACE data are required by every course and your course should detail information and which reports are required. However, as ACE is the record for your work, you may use whatever other functions not required by your course for your personal use.

Existing users: Users familiar with ACE should look in **Appendix 2** every time a new version of this Guide is passed onto you by the course for a summary **of the most recent changes to ACE**. All changes are also incorporated in the User Guide.

Why use ACE?

ACE is a computer system that addresses certain **training requirements** by enabling trainees to record, in the form of a computerised log, their clinical and related placement activities.

ACE produces up-to-date analyses of the accumulating data and provides a range of reports for trainees to review their own work. These reports are also used by Courses to assess placement progress and facilitate placement planning.

ACE exploits the advantages of Internet-based systems, including easy accessibility for recording relevant data, rapid processing and rapid report production. Key data in ACE are encrypted to a high level, protecting confidentiality in the event of unauthorised access.

NOTE: Everything recorded in ACE can be changed at any time and any record can be deleted. All deletions are permanent. The only fixed items for trainee course record purposes are printed outputs from ACE signed by the trainee and countersigned and dated by the Supervisor.

Which training requirements does it facilitate?

ACE was developed prior to the Health Professions Council (HPC) assuming prime responsibility for the registration of Clinical Psychologists and for setting the **Standards of Proficiency** (SoP) required of Clinical Psychologists. While the SoP are structured and phrased differently to the previous BPS Committee on Training in Clinical Psychology (CTCP) Criteria for the Accreditation of Postgraduate Programmes in Clinical Psychology, and the derived **Competences** required of trainees, both CTCP and SoP encompass essentially the same requirements (see SoP Section 3a on Knowledge, Understanding and Skills and Sections 2.4 and 2.6 of the Revised Competence Criteria issued by CTCP 2007).

That is, in order to meet the various requirements, trainees will need to work with, among other things

- a range of clients
- in a range of service settings
- reflecting the diversity of the population with
- different service delivery systems in
- settings oriented towards a population defined by
- age (e.g. child, adult, older people)
- varying complexity and levels of challenging behaviours
- special needs (e.g. learning disabilities, serious mental health problems, health-related problems, substance abuse) or
- with different service delivery foci (e.g. psychological therapy) and a
- range of service contexts (primary, secondary and tertiary care, in-patient, out-patient, community), using
- at least two therapeutic models
- encompassing independently organised work through to integrated inter-professional working and multi-disciplinary provision

(based on Sections 2.4 and 2.6 of the Revised Competence Criteria issued by CTCP 2007.)

The experiences gained during supervised placements forms a major part of the SoP Section 3a requirements. Virtually all the placement information necessary to meet the Section 3a requirements is captured in ACE. Additionally, trainees can now log those competences and Standards of Proficiency they feel they have achieved in ACE.

Using ACE

What is needed?

- Access to a Personal Computer with the Internet Explorer™ browser.
- Ensure the Browser is set to allow pop-ups.
- Access to the Internet
- Printer for paper copies of reports / charts
- A Username, Password and PIN allocated by the Course
- A two digit number for positioning client initials (see later)
- The Internet address of the ACE Portal
- Permission of placement supervisor to use ACE with placement clients
- Informed consent of your client to enter certain details into ACE
- Awareness of course-specific reporting requirements – for instance some courses will require logging achievement of SoP criteria.

Entering data

1. Preparation

Data are collected for several types of activity that occur on placement. In order to ensure an accurate log, it is important to decide which of the following categories the work to be recorded in ACE will fall into:

- **Face-to-face** work with individuals, families and other groups - the 'client/s', to whom the service is provided directly which might involve
- Direct, face-to-face assessment, treatment, family work etc.
- A client who has been seen face-to-face and who has *also* been worked with as a member of a **group**
- **Indirect** work with others (training/teaching others or organisational consultancy) to facilitate their work **with the client you have also seen face-to-face**
- **Observation** of others only carrying out the clinical work, for instance learning about test administration or a treatment procedure by watching a supervisor. If you observed someone and took on the client as well, this would be counted as a category **A** client and the observational work would be entered as part of that record. An addition for October 2011 also enable trainees to log if their work was 'observed' and if so, who by and whether or not audio or video recordings of sessions were used in supervision.
- **Group clinical work** – providing group treatment of some kind such as anxiety or anger management, but where none of the participants has been seen by you for prior work (e.g. assessment of suitability for group treatment). If there had been prior assessment, each client so seen would count as a face-to-face (type **A**) client.
- **Service / research related activities - without face-to-face individual client contact.** May involve work with others (training/teaching others or organisational consultancy) to facilitate their work – for instance training residential home staff to introduce behaviour management programmes or dealing with 'higher order' issues such as service organisation or management structure, staff-support, project work, audit or research.

ACE also collects information about

- **Learning points** that arise from work – free text trainee reflections for personal use on clinical activity with a client
- **Inter-professional learning** experiences – free text descriptions in addition to **co-working** data
- **Competences and/or Standards of Proficiency** attained and reflected in a piece of clinical or Service-related activity.

Not all Courses implement the E, F & G options. It is however possible to use these facilities for self-monitoring but there may not be support from the course for this.

ACE also allows the specific **Trust or service site** to be recorded, at the discretion of the Course. Codes for the sites are provided by and are specific to the Course.

2. Decide which type of work is recorded for the episode or instance of activity.

A. Face-to-face contact with or without Indirect Work / Groups. This involves an identified individual client worked with by you. This work may have also involved working with the client in a family group or for providing advice to others about management.

- Set up a client identifier (Client ID), a 6-letter code with client initials in the position allocated for your clients and provide 4 other random letters. If you were allocated 45 (4th and 5th positions in the six letter sequence), the client **Mary Jones** might have **axpmjk**, letters apart from **mj** being random. Even if a couple or family was the 'client', one person is used as the identifier for that piece of work, the other facts (family etc.) being captured by other means in the ACE record.
- Complete the **NEW RECORD** entry screen inserting **axpmjk** in the **Client ID** box.
- Complete the Client Indirect and/or Group details if Mary Jones was also in a group you ran and/or you carried out indirect work in relation to her.

B. Observation of others. The face-to-face contact with the individual client occurs incidentally because someone else is doing the clinical work for you to observe. See Section 1 above.

- Use **obsera** in the '**Client ID**' field of the NEW screen for the first instance, **obserb** for second instance etc.
- Fill in other sections of the NEW screen as appropriate. It is best to give each instance a unique **Client ID** across placements: use the next available letter rather than start from the beginning of the alphabet for each new placement: e.g. Placement 1 – **obsera**, **obserb**, **obserc**; Placement 2: **obserd**, **obsere** etc.
- This approach should be adopted for other special codes (see below).

C. Group work with no prior individual face-to-face (e.g. no individual pre-assessment) Use **groupa** in the '**Client ID**' field of the NEW screen for the first instance, **groupb** for second etc. and complete relevant group sections.

D. Service / research related activities

Use **servea** in the '**Client ID**' field of the NEW screen for first instance, **serveb** for second etc. and select type from Service Related drop-down list.

E. Clients who refuse consent for an ACE record.

Some clients, either before or after the episode may request no personal record is set up in ACE or the existing record is deleted, respectively. ACE allows the entry of a user ID code, known only to the trainee (*nocon- see below*) with minimal data items to act as a reminder who the client is.

These should be coded as **nocona**, **noconb** – see later

NOTE

DO NOT use *group*, *obser*, *serve* or *nocon* as the first 5 letters for the Client ID for face-to-face clients as these codes are treated differently in the reports.
Only use the prescribed prefixes for the categories. Failure to do so will result in incorrect reports.

The Table below summarises the **Client ID codes**

Table 1: Client ID Codes

Work Type	Client ID
Direct, face-to-face only	Use 6 letter identifier
Direct, face-to-face, client also in group	Use 6 letter identifier
Direct, face-to-face plus Indirect	Use 6 letter identifier
Client requests deletion or no consent for record	nocona, noconb etc.
Observe work with client	obsera, obserb etc.
Group only (no other work)	groupa, groupb etc.
Service / research related	servea, serveb, etc.

F. Learning Points – enter any free-text personal notes about any important learning experiences arising from your work with the client. Need not be entered for every client.

G. Inter-professional Learning – enter any free text describing joint learning with other professionals in relation to this client

H. Competences / Standards of Proficiency – these sections allow the highlighting of competences or standards demonstrated working with this client

- To enter data in the Competence/Standards screens you need first to have created a record in the NEW screen.
- Go to the UPDATE screen and select the placement number and client
- Click the **Get data** link
- This will populate the Update screen.
- Click on the Competence Bar to get to the Competence Screen
- Follow the instructions given when the **Competence Screen Help** button is clicked. Make sure to click the Save and return button.
- A similar procedure is followed for Standards of Proficiency.

None of the information recorded in F, G or H is made available if a client requests a copy of their ACE record (see later) as this information is personal to the trainee.

Updating or Modifying Data entered originally via the NEW Screen

- Go to the **UPDATE** screen and select the placement number and client
- A box with client information will appear
- Click the **Get data** link
- Click the Edit link on the right
- This will populate the screen.
- Modify and add data as required
- Click **Update record** to save or **Cancel** to ignore changes

Getting Help while in ACE

Help screens are available in a number of different sections in ACE. Clicking the **How to use** button will bring this information in a pop-up screen. In addition, in the NEW and UPDATE screens, clicking on any of the Field Names (e.g. **Interventions 1**) will bring up a list of the available codes and what they refer to.

A copy of this Guide is also available on-line via the **Help** Tab.

Using the 'Other' option in the drop-down lists

In the drop down lists, there is scope for selecting 'Other' if the particular item to be recorded is not listed. The current lists incorporate suggestions from users. If the required descriptor appears to be missing, check the category codes (right-click on the field title) to make sure that the required item is not on the list. If absent, please forward details of what is needed to the author (see email address below) who will, if appropriate, arrange to update ACE to include the item in the list. If the addition is made, revisiting the record using the Update screen will allow the new item to replace the 'Other' entry'.

How to use ACE to get reports and single variable and cross-tabulated charts

Various options are available for **reports**. One covers **Basic** data, another the full data set (**Extended**) for selected placements. For both of these options there is a choice of reports:

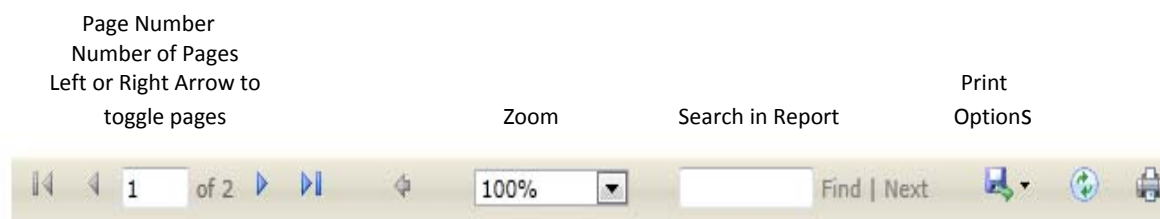
- A **Basic** report detailing face-to-face work with individual clients (some of whom might also have had group-based interventions and/or indirect services) and a
- **Extended Reports** covering all the detailed clinical work entries
- Service & Research related activities
- **Group Work** – group work activities
- **Learning Points** - trainee reflections on their work with individual service users
- **Inter-Professional** – work that involved working with other professionals
- **Competences** - self- evaluation of competences achieved
- **Standards of Proficiency** - self- evaluation of Standards of Proficiency achieved

The form of each report heading can be selected from a drop-down menu which allow the printing – draft version or mid- or end of placement (Final) reports.

To get the report type or the chart required, decide on the inclusive placement range for the report /chart to cover e.g. for placements 1 to 3 inclusive, enter 1 and 3; for placement 2 only, select 2 to 2.

Enter the placement range, your name and chose any of the other options.

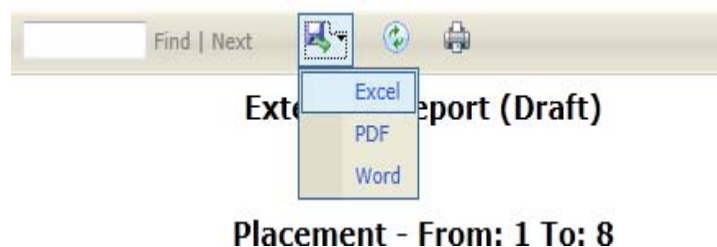
When a Report is selected, clicking **Get data** will produce an on-screen report with a header and some symbols in the header bar:



Last two symbols on right are Refresh data in report (if any changes are made) and Print.

The Report can be viewed on-screen (and printed) – using the left and right arrows to move pages.

The figure below shows the other available Options after clicking the down arrow: bring up the data in an Excel spreadsheet, as a pdf file or as a WORD document.

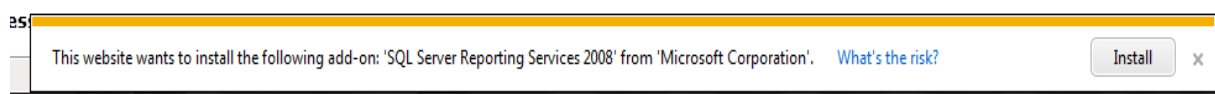


These can be Saved or Printed.

If the pdf option is chosen, the document can be opened on screen, saved (click drop-down arrow to specify where), or cancel the operation.



(The following may be seen the first time the these options are used . Click the Install button to get the output).



For charts, a similar procedure is followed, but with the addition of a dropdown list to select the data to be charted (e.g. Age distribution, ethnicity distributions etc).

The main charts are single variable distributions. ACE also has facilities for creating **cross-tabulated charts**. For instance, to see ethnicity distributions for each of the age-groups, simply select the placement range, enter trainee name and the select from the drop-down lists for the variables to be cross-tabulated. This will produce a series of charts, one for the ethnicity distribution within each age band. As with reports, these charts can be viewed on-screen and output to .pdf, WORD or Excel documents.

Reports and charts will include the most up to date data saved to ACE.

What else can be done with ACE?

Delete any record by selecting it from the list and deleting it (permanent removal of all data).

No Consent / Withdrawal of consent for ACE Record.

Use **Delete** if a client **withdraws consent originally given for a** computer record – in this case, delete the record.

In either case (no consent or withdrawal), if you nevertheless want to retain a reminder of the client, once deleted, go to the NEW screen and:

- In the **Client ID** box enter *nocona* (no consent) for the first client to whom this applies, *noconb* the next client, *noconc* the next, and so on, depending on how many clients previously refused or withdrew consent. All the letters of the alphabet and the digits 1 to 9 are allowable as suffixes for the 'nocon' codes.
- Once you have entered the Client, ACE will automatically disable data entry for most fields, the available fields sufficient only to enable the user to recall the client for placement monitoring purposes. The 'nocon' instances are included in the Face-to-face reports.
- If necessary, keep, **securely** and separately, a **confidential** paper record to enable you to decode your 'nocon' entries.
- Record a Placement Number.
- Select the code **CRD** (Client Requested Deletion) in the **Placement Type** data entry box.
- These are the only data that are to be kept in ACE.

Data Protection Act

This option is used for clients requesting a copy of their computer record.

- Select placement and client.
- Print copy of record and
- a copy of the codes for handing on to the client.

How to end using ACE?

Click *Log Off*

What if there are problems with ACE?

1. The most common problems arise from the way your browser is set up – make sure it **allows pop-ups** and that it is maximised to **full screen**.

2. Problems sometimes arise because there is a problem at the host site – report such problems to the course administrator / responsible tutor who will contact the appropriate person. A special fault reporting procedure is attached as **Appendix 1**.

Other questions?

This User Guide can be downloaded from the [faq](#) link on the ACE Portal. Consult this first. If this does not help, contact the responsible tutor in the first instance.

Making suggestions for improvements or other ideas for ACE?

See Appendix 1.

APPENDIX 1**ACE SUPPORT ARRANGEMENTS**

For all problems: It helps if you can consult with a trainee from your cohort or someone from earlier cohorts. Next in line is your Course Tutor and/or administrative staff responsible for ACE. If they are unable to help, proceed as follows, ensuring you copy your Course Tutor / Administrator into the correspondence.

We identify two types of ACE problem:

Type A problems are to do with the running of the software, for instance reports not printing correctly, inaccessible screens etc.

Type B problems are to do with the content of ACE, such as categories of activity, clinical problems or interventions needing new items or modifications, different kinds of reports wanted etc.

For Type A Problems

This will require users to email us with following Part 1 and 2 information:

Part 1. Software Problem Check-list

Identify the stage at which the problem occurs, including one or more error types (numbers 1 to 7), selected from the following:

1. Can't access portal / log-in page
2. Won't accept my log-in details
3. Problems with selecting options
4. Detail which option (e.g. New, Update, Report etc)
5. Problem with a particular option
6. Give details of the difficulty (e.g. Delete Option)
7. Problem with Reports
8. Standard
9. PDF
10. Problem with charts
11. Standard
12. PDF
13. Other problem – please give as much detail as you can – where you got to in the sequence, what did not happen, what appears wrong etc.

Part 2. Sole user or multiple users

Try and ascertain if you are the only one in your cohort affected – and include this information in the report submitted as below. **Send the Part 1** problem code/s and as much detail as possible as well as the **Part 2** answer to Martin Fenech, ACE system programmer martinfenech@gmail.com and to Mike Berger, ACE designer at m.berger@rhul.ca.uk

AND ALSO INCLUDE IN YOUR REPORT THE FOLLOWING:

Part 3. System Test

Go to the following web-site using the same browser (usually Internet Explorer) you use for accessing ACE: <http://supportdetails.com/> (see graphic over-page). Enter your name and

email address in the first two highlighted fields and Martin's email in the third and send this to him by clicking 'Send Details'. The information will enable him to determine if your computer is properly set up for ACE. This is a secure web-site and will not compromise your privacy in any way. If you have any concerns about this email us and we will discuss what you can do as an option if necessary. NHS-based machines may not let you access some sites.

Type B Problems

Please discuss with your Course Tutor in the first instance, and if it is agreed that there are grounds for a possible content change for ACE, ask your tutor to email Mike Berger with detailed proposals. In the event that the changes required are agreed by the developer and other ACE-using courses, and necessitate major further programming, there may be a charge for this to the requesting course. Cost will be determined and agreed before the changes are introduced.

Appendix 2

Changes introduced in October / November 2011

Data additions:

The **Update Screen** gives options to enter three new additional data items:

Work observed by

Recordings made

Discussed in supervision

These data allow the trainee to detail who observed their work.

The second field documents whether or not recordings were made of trainee's clinical sessions with this client

The third documents whether the recorded work was discussed in supervision

This screen also allows the trainee to enter information relating to a new set of options, specifically, the Health Profession Council's Statements of Proficiency. Areas of proficiency achieved (self assessment) are noted in ACE.

THESE CHANGES ARE NOT IMPLEMENTED BY ALL COURSES USING ACE – MAKE SURE YOU ARE CLEAR ABOUT WHAT IS REQUIRED FOR YOUR COURSE.

ACE has also be reprogrammed to take advantage of new software and the updated server. While the functions and reporting features remain essentially the same, they are accessed differently and also look different to the original ACE. The main changes are in the way Reports are accessed and the appearance of the charts. These differences are noted in the appropriate section of the User Guide. Please consult these sections for information about the operation of the new system.

Changes introduced for December 2011 (Ver. 11.3)

ACE now produces cross-tabulated charts in addition to the single variable charts. Access via the Reports Tab and Cross tab. Suggestions for additional cross-tabs or other analyses are welcome.