User guide for Digital Prison Monitoring Form

This brief document outlines how and when to use the form.

What:

- The DPM will show you a list of your current learners and the courses that they're studying. Learners appear on the list <u>4 weeks after being awarded their course</u>.

- There are options to let us know if a learner's course is:
Ongoing,
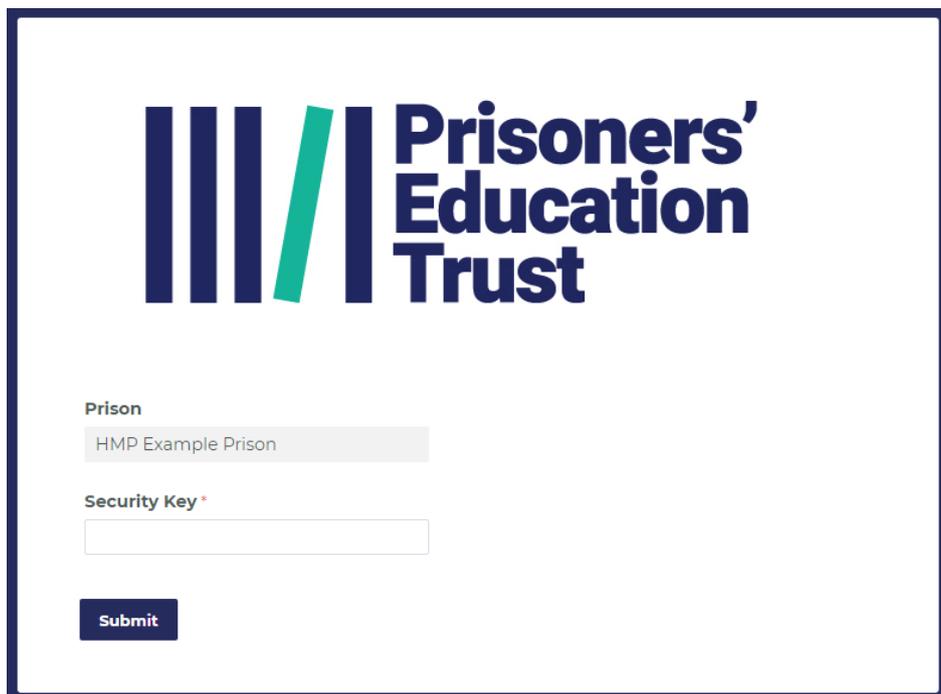Completed,
Stalled or Abandoned,
Transferred or Released.

When:

- The DPM can be used to update us about a specific learner or every learner all at once

- Please do confirm all ongoing learners as well as letting us know about any other changes

How:

Logging in

1. Access (click) the secure login link that we have provided to you. The screen will look like this:

2. Enter the Security Key that we have provided to you. This will be in a separate CJSM email to the link.

Using the form

Once logged in, you'll see a form that looks like this example below:

Error message(s)

1) If however you see the following error message in the top left-hand side of the screen, after having clicked your secure login link and entering your security key,

Please review the error(s) below.

Lookup returned no record and aborted connector execution.

<u>there is no problem</u>, this just means you do not have any current learners at your prison. Please continue and scroll down to the bottom and populate the 'Completed By' field and then click Submit. This will tell us that you have updated your prison information for that quarter.

2) If you see the above error message in the top left-hand side of the screen, **AND ALSO this one at the bottom of the screen:**

(Oops! There's a problem with the form)

<u>there is a problem</u>. So please do contact us as stated, and we will resolve this.

Progress

For each learner on the list, please let us know how their course is going:

- Ongoing – learner is still working on the course

- Completed – learner has finished their course

- Stalled – learner has paused their course
  (When selecting this option a textbox will appear for you to provide a reason)

- Abandoned – learner has stopped their course and do not intend to pick it back up.
  (When selecting this option a textbox will appear for you to provide a reason)

Transferred or Released

- Selecting the Transferred checkbox will cause a list of prisons to appear. You can select which prison a learner has moved to, or, select "Unknown" from the bottom of the list where you're not sure which prison.

- If a learner has been released, simply select the Released checkbox.

Course Materials

- Checking the 'Materials not Delivered' box will let us know that there's a problem with the learner receiving their materials. We will reach out to the course supplier and find a solution.

Completed by

- Please type your name in this field so we know who completed the form and who we should speak to about any issues raised.

Submit

- Once you've completed the above for each learner on the list and populated 'completed by', simply click Submit to finish the process.
- Our system will be updated with the results, and any learners that have completed or abandoned their courses will be removed from the list.
- We may be in touch to follow up about learners that have stalled or abandoned, so see if there's anything we can do to help.

For any help or support please do get in touch. You can reach us at:

accesstolearning@prisonerseducation.org.uk

or call our London office – 020 3752 5680