

# RSC Northwest News

JISC Regional Support Centre of the Northwest



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*Delegates at the Exploiting Opportunities: Managing and Promoting JISC Collections event*



*Mike Smith from Southport College speaking at the event*

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## New Term – New Start

Welcome to the 4<sup>th</sup> edition of the RSC NW newsletter, the first of the new academic year which is of course, a very busy time for colleges. Consequently we have tried not to organise too many events and staff development opportunities early on in the year. However, rest assured that there is much in the pipeline and in this issue we have chosen to focus on staff development with updates on a number of initiatives.

There has been much going on within the RSC so far this term. This September we were delighted to receive a visitor from Australia, which was organised through the British Council. Peter Heilbuth is a Flexible Learning Projects Manager at East Gippsland Institute of TAFE (Technical and Further Education) [www.egtafe.vic.edu.au](http://www.egtafe.vic.edu.au). Peter was fortunate to receive a national scholarship to research online learning around the world and has spent time in both the UK and Canada. Flexible learning is very much a necessity in Victoria with its very dispersed population, and many departments within Peter's institution have abandoned the typical yearly intake of students in favour of a more flexible approach. The Government of the state of Victoria has centrally funded access to WebCT which is used by almost all of their largest colleges (<http://www.tafevc.com.au>). Peter left us very much bewildered by the number of agencies and acronyms in use within UK education, a feeling I am sure we can all relate to!

During October the RSC provided the venue for the National JISC RSC Learning and Teaching Resources Group. This group is made up of staff from other RSCs performing a similar role to Chrissie Mason our Learning Resources Advisor. Representatives came from all over the UK to meet in Blackpool and discuss issues associated with online learning resources. We would particularly like to thank Jo Richler of Wigan and Leigh College for her input at the meeting, which was very well received.

Also in October the RSC worked with colleagues from JISC on an event entitled "Exploiting Opportunities - Managing and Promoting, JISC Collections". This event was aimed primarily at Learning Resources and Library staff and offered advice on promoting online learning materials within colleges, tracking their usage, developing information skills and also providing an opportunity to meet some of the suppliers of JISC subsidised collections. Learning Resources and Library staff play a vital role within any college's e-learning strategy as dependency on electronic resources becomes commonplace.

In this issue of RSC Northwest News we introduce you to Laura Shaw, ILT Technical Development Officer at Preston College, bring you news about the closure of the JANET web cache service, provide updates on a number of JISC funded electronic reference collections and bring you details of the new JISC Plagiarism advisory service. Don't forget to check the back page for a listing of up and coming events in the region including details of our exciting new VLE programme, Ferl Practitioners Programme and ILT staff development day.

Keep an eye on the RSC Website at [www.rsc-northwest.ac.uk](http://www.rsc-northwest.ac.uk) for up to the minute details of forthcoming events.

**Jonathan Day - RSC Manager**  
[jday@rsc-northwest.ac.uk](mailto:jday@rsc-northwest.ac.uk)



*The National JISC RSC Learning and Teaching Resources Group meeting hosted by RSC NW in October*



*Peter Heilbuth from East Gippsland Institute of Tafe in Victoria, Australia on a visit to RSC Northwest*

# Focus On ... WebCT Development at Preston College



This month we are focusing on Laura Shaw, ILT Technical Development Officer, Preston College.

I have been working at Preston College as the ILT (Information Learning Technology) Technical Development Officer since April 2002. This is a new role that aims to provide teaching staff and ILT Champions with a technical expert to assist them in the use of technology in teaching.



My role includes providing help with projects either internet based or using the college VLE (Virtual Learning Environment) WebCT. I have developed a number of training courses, have run many WebCT training sessions and have a number of general ILT resource and web courses planned.

In the last six months I have concentrated on incorporating WebCT into college courses under the project name 'My Course'. As well as training this has involved improving staff motivation and enthusiasm. Having worked previously as a WebCT designer at the University of Central Lancashire I understand how using a VLE for the first time can be a daunting task. I have trained staff with varying levels of IT ability, and particularly enjoy helping and encouraging staff who might initially be hesitant or sceptical as to the use of a VLE in developing courses that students can learn from.

There will soon be an ILT department at Preston College which I know will mean the continued success with the 'My Course' project as I believe that a strong IT support system is essential when incorporating a VLE into college courses.

You can contact Laura via Benita Wiseman at the Regional Support Centre. [bw@blackpool.ac.uk](mailto:bw@blackpool.ac.uk)

## VACANCIES

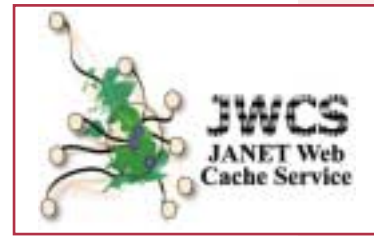
The Regional Support Centre of the Northwest are currently recruiting subject specialists who have experience of using ILT in teaching in the following subject areas:

- Art and Design
- Child Care
- Construction
- Engineering (inc Motor Vehicle)
- English
- Geography
- Health and Social Care
- History/Politics
- Maths
- Media Studies
- Physics
- Travel and Tourism

If you are interested in working with us, please apply to Benita Wiseman at [bw@blackpool.ac.uk](mailto:bw@blackpool.ac.uk)

## News From JANET

### CLOSURE OF THE JANET WEB CACHE SERVICE



The National Cache Service operated by JANET will be closed down on Tuesday 3rd December 2002.

This decision has been taken by the JISC following extensive consultation with the user community by UKERNA earlier this year. In order to enable any unforeseen problems to be resolved and to undertake an orderly shutdown, JANET request that your institution stop peering with the JWCS between now and 15th November.

Please note that although the National Cache Service is coming to an end, LOCAL CACHING at an institutional level continues to be encouraged as part of an ongoing local traffic management programme.

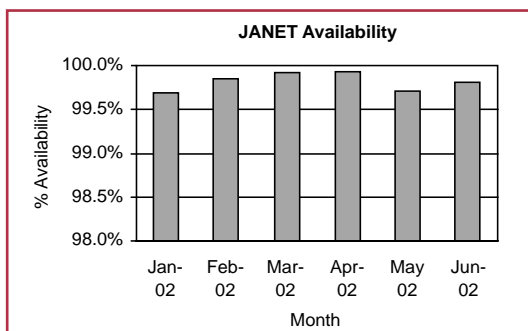
Please see [http://wwwcache.ja.net/JWCS\\_Closure/Closure\\_doc.pdf](http://wwwcache.ja.net/JWCS_Closure/Closure_doc.pdf) for further details including instructions on how to de-configure your local cache from peering with the JWCS. The JWCS staff will be available for advice and consultation throughout the transitional period and would like to thank everyone for their support of the JWCS over the years. For any help or advice please email [support@wwwcache.ja.net](mailto:support@wwwcache.ja.net)

Responses to the UKERNA consultation also showed that there is a need for a more extensive advisory service on caching than is currently provided. A new advisory service is due to commence early in 2003. UKERNA will be taking on the responsibility for the management of this new service.

**Ingrid Evans**  
User Liaison Officer  
JANET Web Cache Service

## JANET: 99.8% Availability

With over 400 Further Education Colleges in the UK connecting to the JANET network, it is essential that the network be reliable. The first 6 months of this year has seen JANET deliver exceptional network availability in excess of 99.8% (averaged across all FE organisations).



Due to the complex nature of the supporting infrastructure it is inevitable that issues can and will arise. In such an event the first priority is to prevent a break in service. If, however, a connection is lost there are four teams dedicated to restoring the service: Regional Network Operators, Regional Support Centres, JANET Operations Desk, and JANET Customer Services. The combined efforts of these teams has resulted in an average resolution time of just 3 hours for what can be extremely complex issues.

The current JANET network is already a world-class facility, however, it is recognised that against a background of demands from the community for higher bandwidth and increasingly resilient connections, JANET must continue to be developed to meet customer needs. To ensure that JANET delivers your requirements they welcome feedback from colleges and can be contacted at:

**JANET Customer Services**  
Tel: 01235 822212  
E-mail: [service@janet.ac.uk](mailto:service@janet.ac.uk)

# Focus on ... Staff Development

## ILT staff development and the LSDA national e-learning support network

*The Learning and Skills Development Agency (LSDA) is the managing agent for the new NLN ILT sector staff development programme, which will be operated by a partnership of sector organisations, supported from the Standards Fund and under the direction of the Learning and Skills Council's Institutional Support Task Group (ISTG).*



As well as management and evaluation of the staff development programme, LSDA will be responsible for a national programme of :

- events aimed at 'embedding ILT into the curriculum'
- events to develop web authoring and design skills
- the information and learning technology national **e-learning support network** which will create and support local area networks of staff development practitioners working in close partnership with JISC RSC's.

### How does it affect you?

All sector staff are invited to join in the new programme. You will be able to attend local and national events and/or receive information electronically. The learning technologies web site will support the activity taking place and further information on ILT staff development will be available from the NLN website [www.nln.ac.uk](http://www.nln.ac.uk). The **e-learning support network** complements the work of other organisations in your area and aims to stimulate the flow of information on the development of ILT and e-learning. It will work in close partnership with the JISC Regional Support Centre to enhance and support teaching and learning in institutions through staff development.

### What does it look like?

There will be termly regional meetings to discuss national trends and developments within a regional context. The network will develop a plan of regional activities which could include, for example, staff development and training events or release of staff time for small-scale projects in colleges based on the Module Q methodology within the ILT standards. There is a planned termly newsletter with local input - the E-Learning Support Network Co-ordinator for the Northwest is Steve Smith from Runshaw College [smith.sr@runshaw.ac.uk](mailto:smith.sr@runshaw.ac.uk)

The LSDA team continues its other work, including research and development on the ILT standards, ILT evaluation, learning centres, and e-learning 'interoperability'. DfES is commissioning further use of LSDA's data on learning centres to support the UK Online initiative; and LSDA is involved in the initiative to develop a UK e-learning conformance authority.

[www.learningtechnologies.ac.uk](http://www.learningtechnologies.ac.uk) supports these developments and gives further details of the activities planned.

**Geoff Foot, ILT Development Adviser, LSDA**

## Mentors on board to promote resources – but more still needed

An initiative to recruit a national team of "subject mentors" to promote the use of internet and ILT within learning has been partly successful, but more are still needed to complete the team.

In June this year the NLN Materials Development & Implementation Team (NLN-MDIT) at Becta was commissioned by the Learning and Skills Council (LSC) to recruit up to 30 national subject mentors to raise awareness and promote good practice in using internet and ILT learning resources within further education.



Chris Kelland, Education Officer NLN-MDIT at Becta, explains why these new roles are so important,

*"The subject mentors are vital to the success of the new materials and in helping to bring about a culture change. They will play a pivotal role in embedding the NLN resources into the college curriculum, and provide valuable information about resources produced by other agencies too."*

*"I'm very pleased that we have already appointed some subject mentors following our first advert but we still need mentors in Key Skills and Basic Education, Land based subjects, Sciences (including maths), Business Studies, Health Care, GAD and the service industries such as Hair & Beauty and Hospitality & Catering."*

Rob Englebright, a recently recruited subject mentor who currently works at Plumpton College in East Sussex is looking forward to starting his new role. Rob says,

*"This is an exciting time for the development of information technology resources in learning and I'm very keen to take the new materials out to colleges and show just how much can be achieved with them."*

The ILT subject mentors will complement the work of the JISC Regional Support Centres, but with a subject specific focus for their region. They will promote the use of NLN materials in the classroom, and other resources too, including those available from JISC.

If you are a lecturer who is interested in becoming a subject mentor you can obtain further details from the NLN web-site at [www.nln.ac.uk](http://www.nln.ac.uk) for more information.

JISC Regional Support Centre of the Northwest

## Focus on ... Staff Development

### FENTO North West Region

The Further Education National Training Organisation (FENTO) aims to support high quality education and training across the Further Education and Adult and Community learning sector by promoting standards for a fully professional workforce. A team of nine Regional Development Officers offers information and updates on the standards in use on a regional basis.



My name is Maggie Ricketts and I am Course Manager for Teacher Education at City College Manchester. As FENTO North West Regional Development Officer I am very much aware of the challenges presented to colleges and organisations involved in education, training and the raising of standards for learners. High on the FENTO agenda for 2002-03 will be the support of good practice in the use of ICT to promote teaching and learning, whether in colleges, community and outreach settings or work-based training locations. Earlier this year the definitive version of the FENTO ILT Standards: the Application of ICT to Teaching and Supporting Learning were published, and are available on the FENTO website: [www.fento.org](http://www.fento.org)

Some awarding bodies and staff development organisations are now mapping aspects of training and awards to the standards, while colleges are developing a project-based approach to the standards use. FENTO will be hosting a series of regional and national seminars this year, with some events specifically focussed on ILT. Details of all the events are obtainable from the website, but the dates for the National ILT sessions are:

9 April in London  
25 June in Bristol

In addition, a range of developments and initiatives are planned for this year involving some input from FENTO, including a proposed framework for ICT staff development in the region, drawn together by the ISTG (Institutional Support Task Group) consortium.

If you would like to raise an issue for FENTO's consideration with regard to ILT standards and development, contact [mricketts@ccm.ac.uk](mailto:mricketts@ccm.ac.uk).

**Maggie Ricketts, FENTO Regional Development Officer, [mricketts@ccm.ac.uk](mailto:mricketts@ccm.ac.uk)**



### The Ferl Practitioner Programme

The Ferl Practitioners' Programme is a staff development programme, based on sound principles of teaching and learning and mapped to FENTO standards, which offers high quality interactive learning materials in CD-Rom and printed format. Ferl is delighted to be working with the Regional Support Centres who are offering training and support to colleges on the implementation of this programme at a regional level.

This fully interactive programme is designed to be an introductory course for practitioners in the principles and practice of ILT. Its modular structure will enable organisations to deliver the programme in a flexible way to fit in with the staff development model that has been established in your organisation.

Designed around strands, or recommended pathways through the learning modules, each has a particular audience in mind. Practitioners are, however, free to work through these modules in any order to suit their own individual or their organisation's needs. The flexible nature of the Programme ensures that delivery of the course can be tailored to the requirements of a wide range of practitioners.

RSC Northwest see this as an important step in supporting the development of ILT. We will be offering the following support to colleges in the region who are participating in the pilot of the programme.

#### **Tuesday 12th November 2002 at the Conference Room, Preston College.**

An initial Briefing Day for those with a direct involvement for overseeing the delivery of the Ferl Practitioners' Programme Pilot within their institution i.e. FPP Guide.

Arrangements for further training days are being made for the 19th and 20th of November.

Additionally, there will be helpdesk support via phone and email; an area of the RSC website dedicated to the FPP; and an email forum for all those of you who will be involved in the implementation and delivery of the programme.

The pilot programme will run from October through to the end of January 2003, with the roll-out of the full programme expected in late Spring 2003. For further information, log onto the Ferl web site. <http://ferl.becta.org.uk>

**William Fallon, Becta**

JISC Regional Support Centre of the Northwest

[www.rsc-northwest.ac.uk](http://www.rsc-northwest.ac.uk)

## Focus on ... Staff Development

### High Quality Internet Training for Further Education

Based at the University of Newcastle upon Tyne, Netskills has become widely recognised within the UK as a provider of high quality internet training and training materials for the further and higher education sectors.

Internet technology and the wealth of information on the web are creating exciting opportunities for new and effective methods of learning, teaching and assessment. In response to the growing requirement for training, Netskills, in association with JISC, are offering 50% off the usual training fees for the following two workshops:

1. Using the Internet for Learning and Teaching in FE
2. Effective e-Learning with VLEs

Full descriptions of both of these workshops can be found at :

<http://www.netskills.ac.uk/workshops/descriptions/index.html>

To find a workshop in your region, check our list of forthcoming workshops at:

<http://www.netskills.ac.uk/workshops/forthcoming.html>

Why not register for the Netskills/BTEC Professional Development Certificate in Web Development? Further information and a registration form for this accreditation scheme can be found on the Netskills accreditation pages at <http://www.netskills.ac.uk/accreditation/>

If you have any queries on Netskills regional workshops, workshops you would like held at your organisation, training materials available online or the accreditation scheme, please email Juliet Schroeder at [juliet.schroeder@ncl.ac.uk](mailto:juliet.schroeder@ncl.ac.uk)



## Electronic Reference Collections

### xreferplus and Oxford Reference Online

The JISC E-Books Working Group has been focusing its efforts on building an electronic reference portfolio of books that would be found on the shelves of every college and university library.

The portfolio has got off to a fantastic start with two major reference services, xreferplus and Oxford Reference Online:

- xreferplus is a collection of 120 high-quality general reference titles from 23 of the world's leading publishers
- Oxford Reference Online: the Core Collection brings together 100 authoritative dictionary and reference titles published by Oxford University Press across the full subject spectrum.
- Wiley electronic reference works are also included covering science, technology and engineering, and there has been a lot of interest from the FE community in several of the titles on offer.

All these services are available NOW - for further details, see <http://www.jisc.ac.uk/dner/collections/licensing.html>.

### What are the reference books you simply must have?

Do you have great ideas for what you would like to see in the JISC reference portfolio?

If so, Louise Edwards, the JISC Collections Manager would love to hear from you at [l.edwards@cranfield.ac.uk](mailto:l.edwards@cranfield.ac.uk).

# Introducing the JISC Plagiarism Advisory Service

A new national Plagiarism Advisory Service is being developed and run by the Information Management Research Institute (IMRI) at Northumbria University. The service, which is funded by the JISC, commenced in September 2002. The Plagiarism Advisory Service website at <http://www.northumbria.ac.uk/jiscpas> is the main delivery mechanism for the service. The service will provide generic advice and guidance to institutions, academics and students relating to both the prevention and detection of plagiarism.

Plagiarism is perceived by many to be a significant problem for education providers in this country due to the increasing availability of web based material, and the ease with which students are able to incorporate such material into their own work.

The Plagiarism Advisory Service aims to raise awareness of all of the issues surrounding plagiarism prevention and detection; promoting a holistic approach which encompasses the application of institutional policies and procedures, academic practice in relation to teaching and assessment and the development of student skills in essay writing and citation.

In addition, in these days of an increasingly diverse student population, the service recognises that cultural differences may often be at the heart of suspected instances of plagiarism. The Plagiarism Advisory Service, therefore, intends to develop educational material addressing this specific issue. One of the key areas of the service's remit is, however, the identification and dissemination of institutional and academic best practice in any of the areas associated with plagiarism prevention and detection.

The service website also hosts a link to the electronic plagiarism detection service, also funded by the JISC. This service is supplied by iParadigms, an American software company, and is available to all JISC funded sites. Institutions registering for the detection service will be able to check all student work against a database of previously submitted work as well as resources available on the web. It should be noted, however, that the detection software does not differentiate between properly acknowledged and cited text and text employed with no acknowledgement on the part of the student. The detection software does not, thus, identify plagiarised work, but rather highlights the possibility of plagiarised work. Any enquiries about the new service should be directed to

**Fiona Duggan, Plagiarism Advisory Service Manager at [f.duggan@northumbria.ac.uk](mailto:f.duggan@northumbria.ac.uk)**



## Digimap Extension for FE

EDINA welcomes JISC's and Ordnance Survey's decision to support the extension of Digimap into the FE sector from January 1st 2003 until December 31st 2004.

Digimap is an EDINA service that has delivered Ordnance Survey Map Data to UK Higher Education since January 2000. Data is available either to download to use with appropriate application software such as GIS or CAD, or as maps generated by Digimap online. Digimap allows users to view and print maps of any location in Great Britain at a series of predefined scales. Information about the Digimap service and how to arrange access to the service is available from <http://edina.ac.uk/digimap/>



The subscription cost will be £605 plus VAT per FE College per year. The agreement will run from January to December 2004 and subscribers will be expected to commit for the two years. Colleges will register using the same procedures as the current HE arrangement.

Colleges will also require an annual Ordnance Survey Educational Copyright Licence. If you are a Sixth Form College you will require a licence for establishments for 16 - 18 year olds (£88 + VAT). If you are a Further Education College you will require a licence for establishments for students over 18 years old (£145 + VAT). In order to obtain a licence you should contact the Ordnance Survey Copyright Licensing Department at: Ordnance Survey, Romsey Road, Southampton, SO16 4GU Tel: 02380 792913. Details of the licence can be found in a PDF document at <http://www.ordnancesurvey.co.uk/downloads/education/20086a4.pdf>

If you are interested in subscribing to the Digimap service or would like further information please contact the EDINA helpdesk by e-mail on [edina@ed.ac.uk](mailto:edina@ed.ac.uk) or by phone on 0131 650 3302.

# JISC Regional Support Centre of the Northwest

## Events Round-up [www.rsc-northwest.ac.uk](http://www.rsc-northwest.ac.uk)

Date	Event	Venue	How do I book a place?
<b>2002</b>			
<b>25th - 26th November</b>	Ferl Annual Conference	Hanover International Hotel, Hinckley	<a href="http://ferl.becta.org.uk">http://ferl.becta.org.uk</a>
<b>29th November</b>	Managing and Creating Visual Content	City College, Manchester	<a href="mailto:support@rsc-northwest.ac.uk">support@rsc-northwest.ac.uk</a>
<b>2nd December</b>	Managing the Organisational Design and Implementation of a VLE	Myerscough College	<a href="http://www.rsc-northwest.ac.uk">www.rsc-northwest.ac.uk</a>
<b>6th December</b>	Unlocking the Potential of ILT: Staff Development is the Key	Manchester College of Arts and Technology (MANCAT)	<a href="mailto:support@rsc-northwest.ac.uk">support@rsc-northwest.ac.uk</a>
<b>2003</b>			
<b>10th January</b>	Raising Standards Inspection and ILT	Lancashire College	<a href="http://www.rsc-northwest.ac.uk">www.rsc-northwest.ac.uk</a>
<b>29th January</b>	Beyond the Purchase Order – Jumpstart your VLE	Park Hall Hotel Charnock Richard	<a href="http://www.rsc-northwest.ac.uk">www.rsc-northwest.ac.uk</a>
<b>January - (date to be confirmed)</b>	ILT and Catering - The	To be Confirmed Right Mix	Contact Benita Wiseman <a href="mailto:bw@blackpool.ac.uk">bw@blackpool.ac.uk</a>
<b>5th February</b>	Managed Learning Environments with WebCT	Tameside College	<a href="http://www.rsc-northwest.ac.uk">www.rsc-northwest.ac.uk</a>
<b>6th February</b>	Getting the most from XRefer Plus	Preston College	<a href="mailto:support@rsc-northwest.ac.uk">support@rsc-northwest.ac.uk</a>
<b>12th February</b>	Effective Web Searching – Netskills workshop	Myerscough College	<a href="mailto:support@rsc-northwest.ac.uk">support@rsc-northwest.ac.uk</a>
<b>5th March</b>	Managed Learning Environments with Learnwise	West Cheshire College	<a href="http://www.rsc-northwest.ac.uk">www.rsc-northwest.ac.uk</a>
<b>2nd April</b>	Managed Learning Environments with Blackboard	North Trafford College	<a href="http://www.rsc-northwest.ac.uk">www.rsc-northwest.ac.uk</a>
<b>18th April</b>	ILT and Humanities, History, Geography and English	Manchester	Contact Colin Rossiney <a href="mailto:rossiney.c@runshaw.ac.uk">rossiney.c@runshaw.ac.uk</a>