

# Procedure Manual VQManager

## External Verifiers

### Introduction

The purpose of this manual is to provide procedural training for all External Verifier user of VQManager.

Note: The term 'Learner' has been used throughout the system to represent a person undergoing a vocational qualification. Other synonyms could be **candidate** or **student**.

### System Structure

VQManager is a hierarchical system. It is made up of a number of Assessment Centres which can be actual places, or can be a virtual collection of people. The Assessment Centre has members grouped within it. These members include:


- Learners
- Assessors
- Internal Verifiers (Internal Quality Assurers)
- External Verifiers
- Other System Users

Each learner is allocated to an assessor who could have many learners. Internal Verifiers ensure that standards remain consistent and can have access to any of the assessors within the centre. External Verifiers ensure that consistency is maintained between Assessment Centres and can see any Assessors and Internal Verifiers. EVs also look at consistency of standards/criteria in particular being met.

### Logging onto VQManager

All users log in to VQManager in the same way. At the login screen, the user enters their:

- Username
- Password



The username and password are created by the Centre Administrator. Users can change their passwords in the Personal Details section. Logon to VQManager by using the following procedure:

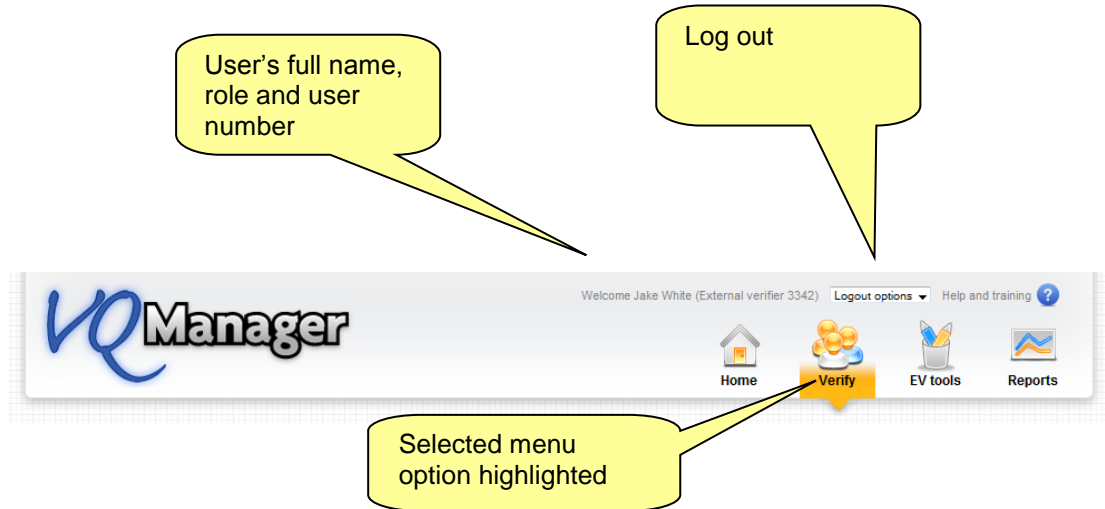
Step	Action
1	From the login page, type in your username in <b>Username</b> field.
2	Type in your password in the <b>Password</b> field.
3	Click on the <b>Login</b> link.

## User homepage

Each user type has a homepage customised to their requirements. This allows the user to get summarised information and quick access to different parts of the system.

## The menu bar

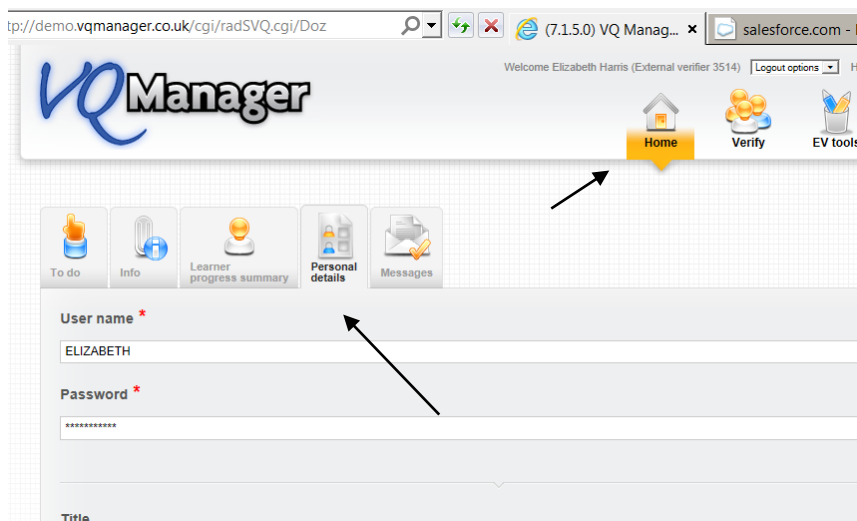
Each user type also has a menu bar customised to their functions. An example of this can be seen below.



## Personal Information

Users can change and update their personal information. This is originally set up by the Centre Administrator or comes from a Management Information System (MIS). Edit or view your personal details by following this procedure:

Step	Action
1	On the <b>Home</b> page, click on the <b>Personal Details</b> tab.
2	The personal details appear. If you wish to edit these, make the relevant changes.
3	Click in the <b>Save</b> button.

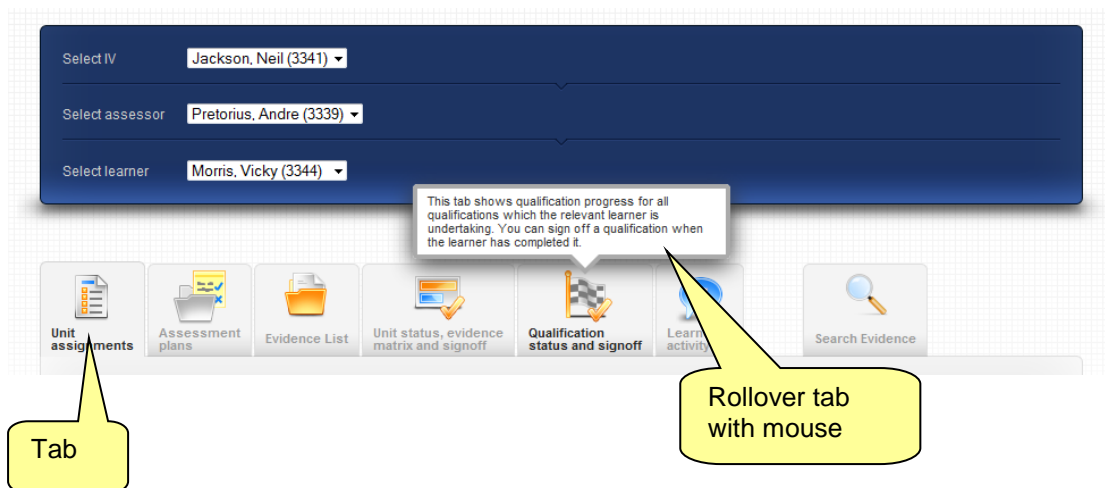


**Note:**

- The user name must be unique. VQManager will not allow you to add a user name which is identical to one already in use.
- Please use a password which is secure.
- Avoid creating passwords using:
  - Dictionary words in any language.
  - Words spelled backwards, common misspellings, and abbreviations.
  - Sequences or repeated characters. Examples: 12345678, 222222, abcdefg, or adjacent letters on your keyboard (qwerty).
  - Personal information. Your name, birthday, driver's license, passport number, or similar information.

**Help**

Each section on VQManager has rollover help attached. These sections are called tabs. The rollover help gives you information about the requirements of the tab itself as well as tips and hints and instructions on what to do. All the buttons and links also have mouse over information. An example can be seen below:

**Browsers**

VQManager uses technology which is incompatible with some old browsers. It is recommended that users upgrade their browsers to the latest version available. Updates are available for download from the internet free of charge.

**EXTERNAL VERIFIERS****Introduction**

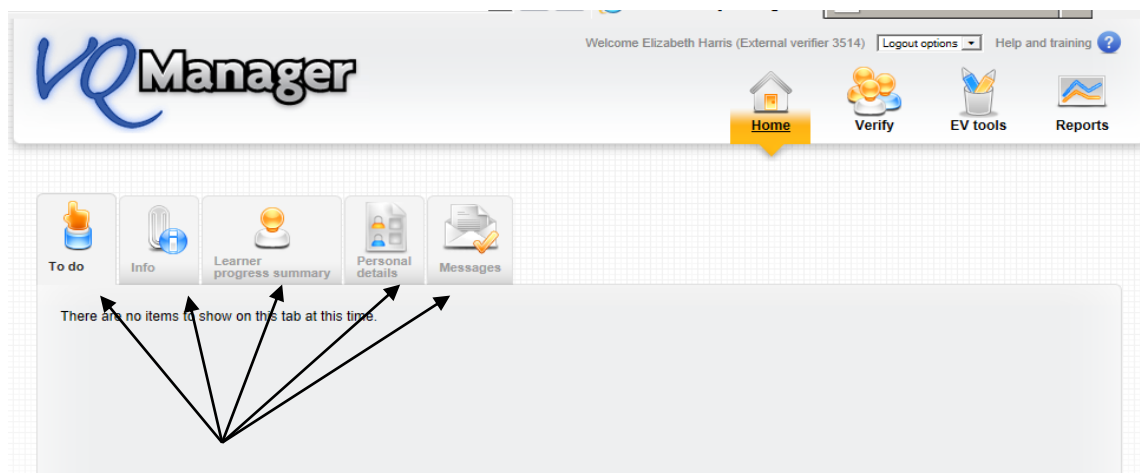
External Verifiers are tasked with ensuring that there is consistency in the way that Assessors are assessing evidence across assessment centres. EVs are responsible for:

- Verifying that Assessors are assessing evidence consistently by reviewing the assessments
- Checking that IVs in the centre are verifying to a consistent standard
- Writing assessment feedback reports to Assessors

## EV: Home page - Tabs

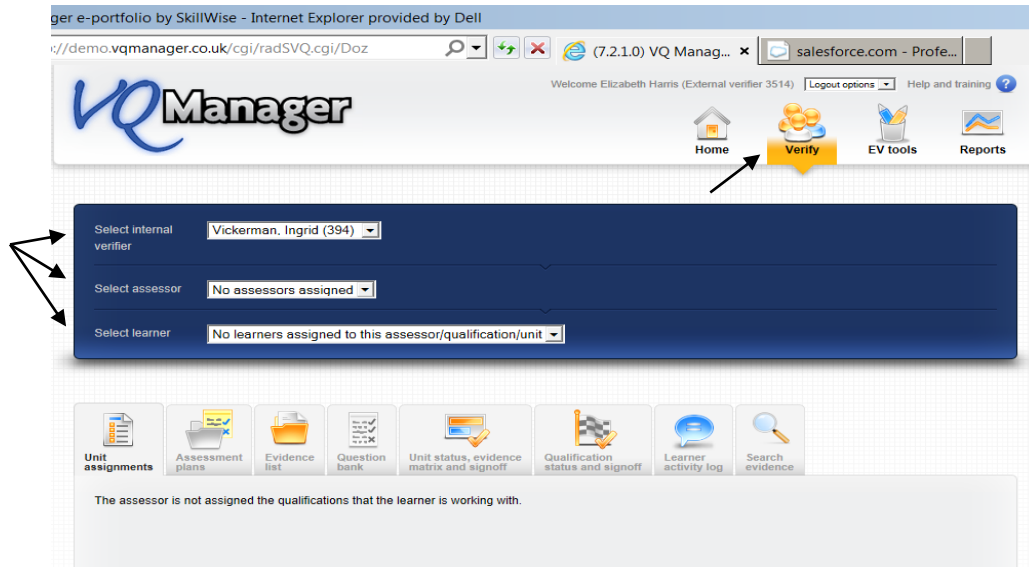
On the **Home** page the EV can find a number of tabs including:

Tab name	Information about tab
To do	The <b>To Do</b> page contains sections with outstanding tasks for the EV. Examples of these are: <ul style="list-style-type: none"> <li>Evidence returned by IV after action has been taken</li> </ul> <p>All items appearing on this page should be dealt with by the EV.</p>
Info	The <b>Info</b> tab contains items which are the responsibility of another user, but which the EV needs to monitor. Examples of these are: <ul style="list-style-type: none"> <li>Evidence awaiting action by IV</li> </ul>
Learner progress information	The <b>Learner progress summary</b> tab contains a progress snapshot for all learners allocated to specific assessors including: <ul style="list-style-type: none"> <li>Learner name</li> <li>Qualification name(s)</li> <li>Current completion percentage</li> <li>Qualification start date</li> <li>Qualification target completion date</li> <li>Estimated further days to complete qualification (based on current rate of completion)</li> <li>Guided Learning Hours (GLH) if applicable.</li> </ul>
Personal details	This tab allows the EV to change their personal details.
Messages	System <b>Messages</b> (e.g. notifications of system updates) can be found on this tab. These may be from SkillWise, or from the centre.



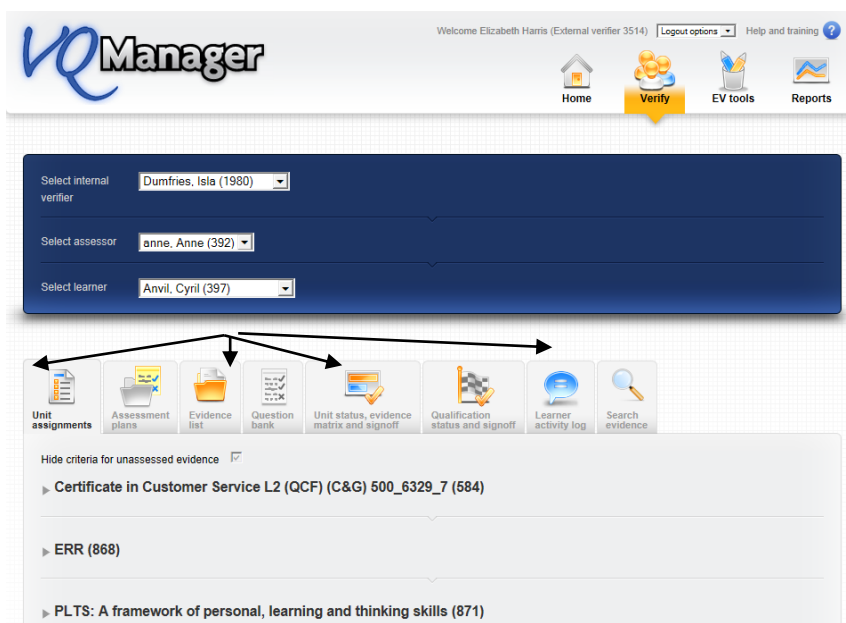
## Verify

The Verify menu option contains all information related to Learners that have been allocated to the EV. They are organised according to the IV and Assessor who have been working with them.



Follow this procedure:

Step	Action
1	Click on the <b>Verify</b> menu option.
2	Select an <b>IV</b> from the list
3	Select an <b>Assessor</b> from the list
4	Select a <b>Learner</b> from the list. Note: The tabs now contain information for the Learner selected including: Unit assignments Assessment/ Activity plans (if applicable to the centre) Evidence list Unit status, evidence matrix and sign off Qualification status and signoff Learner activity log



**Verify > Unit Assignments tab**

This tab contains a list of all units assigned to the Learner by their Assessor(s). View the units assigned to the Learner by following this procedure:

Step	Action
1	On the ' <b>Unit Assignments</b> ' tab (with the correct Assessor/ Learner combination selected) click on the qualification name. The units belonging to the qualification will appear
2	Click on the ' <b>Cancel</b> ' button.

Hide criteria for unassessed evidence

▼ **Certificate in Customer Service L2 (QCF) (C&G) 500\_6329\_7 (584)**

Unit number	Unit title	Credit value	
201	Delivery of Effective Customer Service (13366)	6	<input checked="" type="checkbox"/>
202	Supporting the Customer Service Environment (13367)	7	<input checked="" type="checkbox"/>
Total credit value for selected units		13	

▼ **ERR (868)**

Unit number	Unit title	
1	EER (Employment Responsibilities and Rights) (20669)	<input checked="" type="checkbox"/>

► **PLTS: A framework of personal, learning and thinking skills (871)**

Cancel

(7.2.1.0) VO Manager e-portfolio by SkillWise - Internet Explorer provided by D

## Verify > Assessment Plans

The **Assessment Plans** tab shows all assessment plans which have been assigned to the Learner.

The Summary view of the Assessment Plan tells you the following:

Units and performance criteria covered	Date assigned	Target date	Description
101 101.1.1, 101.1.2, 101.1.3, 101.1.4, 101.1.5, 101.1.6; 101 101.2.1, 101.2.2, 101.2.3, 101.2.4, 101.2.5, 101.2.6, 101.2.7	09/03/2011	09/04/2011	101 Prepare yourself to deliver good customer service

- Units and criteria that the plan covers
- The date the plan was assigned to the Learner
- The target date (i.e. the date by when the plan must be complete)
- The name of the plan
- The status of the plan. If you roll your mouse over the icons, the status information can be seen (see image)

### Note:

- It is possible that the organisation has Assessment plans switched off. If this is the case, the Assessment Plans tab will not appear.
- Assessment plans could have a different name in your organisation, e.g. Activity Plans.
- Assessment Plans are located under the specific qualification on which they are based.
- If there is no Assessment Plan applied to the Learner for a specific qualification, the message 'An assessment plan has not been linked to this candidate yet' appears.
- Assessment Plans which are not based a specific qualification can be found in the 'Assessment Plans not linked to criteria' section. An example of this sort of plan would be one based on induction.

## Verify > Assessment Plan > View Assessment Plan

Follow this procedure to view an existing Assessment plan:

Step	Action
1	Select the Assessment Plan that you want to view by using the radio button next to the relevant plan.
2	Click on the <b>View Assessment Plan</b> button at the bottom of the screen.
3	The selected Assessment Plan appears.
4	Close the plan by clicking on the <b>Cancel</b> button at the bottom of the screen.

### Note:

The Assessment plan in its entirety appears. Areas of interest for the EV are:

- Target date that the assessor set for the completion of the plan
- Files that were attached to it for the Learner to read (if applicable)
- Assessor feedback and signoff for the plan (if applicable)
- Evidence comments – these are Assessor feedback comments written against evidence which meets some of the criteria contained in the plan
- Any specific Assessor notes written to the Learner in the Performance Criteria section
- Learner confirmation of the plan (if applicable)

Units and performance criteria covered	Date assigned	Target date	Description	Status	Select
1.1.1.1, 1.1.2, 1.1.4; 2.1.2.1, 1.2.2, 1.2.3, 1.2.5, 1.2.6; 2.2.2.1, 2.2.2	22/03/2012	29/03/2012	Dealing with a difficult customer		

▼ ERR (868)  
You have not applied an assessment plan to this learner yet.

▼ PLTS: A framework of personal, learning and thinking skills (871)  
You have not applied an assessment plan to this learner yet.

▼ Assessment plans not linked to criteria

Date assigned	Target date	Description	Status	Select
30/06/2008	30/06/2008	CS plan at ORP - Feedback		
30/06/2008	18/07/2008	CS plan at ORP - Feedback		

[View assessment plan](#)

Select learner:

Unit assignments

Assessment plans

Evidence list

Question bank

Unit status, evidence matrix and signoff

Qualification status and signoff

Learner activity log

Search evidence

▼ Assessment plan

Name:

Assigned by:

Target date:

Notes:

▼ Files

Date uploaded	File description	Source	Size
12/05/2008	learning content, h&sc I2 units 1-3.doc	Shared with you by anne, Anne (392)	25 KB

▶ Time recording

▶ Learner confirmation

[Cancel](#)



## Verify > Evidence List

The **Evidence list** tab shows a summary list of all evidence logged for the selected Learner. This evidence is arranged by qualification. You are able to filter the evidence list which is displayed by using the following options:

- Select Qualification
- Select Unit

The screenshot shows the Evidence List interface. At the top, there are dropdown menus for 'Select assessor' (anne, Anne (392)) and 'Select learner' (Anderson, Charles (393)). Below these are navigation icons for Unit assignments, Assessment plans, Evidence list, Question bank, Unit status, evidence matrix and signoff, Qualification status and signoff, Learner activity log, and Search evidence. The main area has two filters: 'Select qualification' (Domestic Plumbing NVQ 3 (14)) and 'Select unit' (All units). Below the filters, there is a section for 'Domestic Plumbing NVQ 3' with a 'Sort by oldest first' option. A table lists evidence items with columns for Date created, Method, Qualification, Description, and Last action. Each item has a 'Verify' button.

Date created	Method	Qualification	Description	Last action	Number
25/09/2012	Professional discussion	Domestic Plumbing NVQ 3 3.1	Evidence from Charlie at confetti	Assessor saved and sent for verification	393/E/534
25/07/2012	Work products	Please open the evidence to see the items covered for Wavne			393/E/494

## Verify > Evidence List > Open and view evidence

The **Evidence list** tab shows evidence logged for the selected Learner. This evidence is arranged by qualification. An example of an evidence summary is shown below. It tells you:

- Date evidence was created
- Unique evidence number (highlighted in red below)
- Evidence method(s)
- Qualification(s) and units
- Description of evidence

The screenshot shows an evidence summary card. It includes a notification bubble: 'Qualified Assessor edited evidence and saved to continue later'. The card displays the following information:

Date created	09/03/2011	Number	24087/E/325
Method	Work products, Direct observation		
Qualification	NVQ in Customer Services L2 C&G 101		
Description	Direct observation of Kurt in the workplace - 9 march 2011		

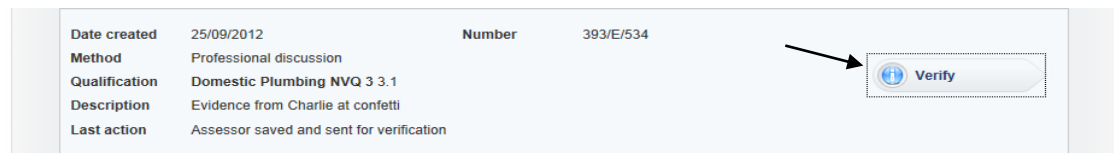
There is an 'Edit' button with a checkmark icon and a 'Verify' button with a magnifying glass icon.

Follow this procedure to open the evidence:

Step	Action
1	Find the evidence item you wish to open
2	Click on the open arrow button to the right hand side of the evidence summary
3	The evidence item opens

**Note:**

- The workflow state that the evidence is in can be seen if you roll your mouse over the arrow button. The pop-up will tell you what the last thing was that happened with the evidence (see image above).



**Verify > Evidence List > Verify evidence**

Once evidence has been assessed (and possibly sampled by the IV), the EV may choose to review it. The Evidence list tab shows all evidence logged for the selected Learner. Evidence which has been assessed can be accessed from:

- The **Evidence List** tab – with the word **Verify** to the right of it.
- The Evidence matrix which can be found in the **Unit status, evidence matrix and signoff** tab. This is probably the preferable place to sample evidence as it's easier to see what you have covered, and what has not yet been verified.

Evidence can be verified by following this procedure:

Step	Action
1	Click on the <b>Verify</b> button to the right of the evidence summary item.
2	Once the evidence has opened, review the evidence.
3	Add a feedback comment in the <b>EV Comments</b> field.
4	Select one of the following links: <ul style="list-style-type: none"> <li><b>Mark as verified</b> This suggests that you are finished with the evidence (you may still edit your feedback if you wish)</li> <li><b>Save and return to IV for action</b> Send the evidence to the IV if there is something you need them to do</li> <li><b>Save and continue later</b> Select this when you want to work on the evidence yourself later.</li> <li><b>Cancel</b> Use this when you wish to close the evidence without saving any changes.</li> </ul>

**Note:**

- The audit trail information is available for each evidence item in a section called **Audit Trail**. This will tell you exactly who has done what with the evidence item and when.

Unit assignments

Assessment plans

**Evidence list**

Question bank

Unit status, evidence matrix and signoff

Qualification status and signoff

Learner activity log

Search evidence

**Evidence**

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**Evidence methods**

Work products  
 Witness testimony  
 Written questions  
 Simulation / storyboard  
 Professional discussion

Direct observation  
 Oral questions  
 Candidate feedback statement  
 Accredited prior learning  
 User defined option

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**Evidence number**

393/E/534

Date

25/09/2012

---

**Summary evidence description**

Evidence from Charlie at confetti

---

**Description of evidence**

Sent from my iPhone

---

**Audit trail**

Date	Time	Action	User	Role	Status
25/09/2012	14:42:07	Uploaded file photo.jpg	anne, Anne (392)		
25/09/2012	14:42:07	Assessor saved and sent for verification	anne, Anne (392)	Assessor	Q0100QI

Current work flow status: 122 (Q0100QI)

**Last action: Assessor saved and sent for verification**

---

	Date uploaded	File description	Uploaded by	Size
	25/09/2012	photo.jpg	anne, Anne (392)	2253 KB

---

**Authenticate evidence**

---

**Criteria met**

Navigate to and select the relevant Unit, Element, Assessment criteria, Range or Knowledge and Understanding items against which the evidence is to be logged.

Open all checked items

---

**Comments**

**Assessor comments (anne, Anne)**

Good evidence

---

**Comments to trainee assessor (This comment is not visible to the learner)**

---

**Internal verifier comments**

---

**External verifier comments**

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**Verify > Evidence List > Verify evidence > Return evidence for action**

VQManager allows EVs to return evidence to the IV for action. The IV will either respond or send the evidence back to the relevant Assessor. The Assessor can edit the evidence and resubmit it to the IV or even send it back to the Learner if necessary. The evidence will continue to use the same evidence number. Evidence can be returned for action by following this procedure:

Step	Action
1	Within the <b>Evidence</b> page, review the evidence.
2	Write a feedback comment to the IV / Assessor in the <b>EV Comments</b> field so that they know what action to take.
3	Click on the <b>Return to IV for action</b> button. This evidence is then placed on the IV's homepage for action. When it is complete, it will be returned to you and appear on your own To Do page.

**Note:**

- Evidence items which have an action requested are listed on the **Info** tab of the EV homepage under a section titled **Evidence returned to IV for action**. This allows you to keep track of these items.
- You may return evidence as many times as you wish in order to get it correct. A full audit trail is kept in the system of the progression of the evidence.

External verifier comments

Mark as verified Save and return to Internal verifier for action Cancel

When the Assessor / IV has completed the actions requested, they can resubmit the evidence to the EV with the requested amendments made. This evidence will appear in another new section on the **ToDo** tab of the EV homepage – **Resubmitted evidence**. This evidence can be EV'd as normal, and if necessary, submitted back again for further action.

**Verify > Unit status, evidence matrix and signoff**

The External Verifier can review any assessment that an Assessor has made on the Learner's evidence. They can do it using the following procedure:

Step	Action
1	From the <b>Unit status, evidence matrix and signoff</b> tab, select the unit you want to review using the radio button.
2	Click on the <b>View progress and Verify</b> button
3	The evidence matrix for the selected unit appears.
4	Review evidence by clicking on the <b>Verify</b> link for each evidence item. This can be found in the <b>EV date</b> column.
	<p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• Please ensure that the <b>EV date</b> column is showing in the evidence matrix. This can be shown or hidden using the checkbox at the top of the screen.</li> <li>• To see which evidence which has been reviewed by an IV, select the IV Date checkbox. If the evidence has been reviewed by the IV, the date that the review occurred will appear.</li> <li>• If the evidence item has been reviewed by an EV, the <b>verify</b> link changes to a date – the date on which the review occurred.</li> </ul>
5	Once the evidence has opened, review the evidence.
6	Add a feedback comment in the <b>EV Comments</b> field.
7	<p>Select one of the following links:</p> <ul style="list-style-type: none"> <li>• <b>Mark as verified</b> This suggests that you are finished with the evidence (you may still edit it if you wish)</li> <li>• <b>Save and return to IV for action</b> Send the evidence to the IV if there is something you need them to do</li> <li>• <b>Save and continue later</b> Select this when you want to work on the evidence later.</li> <li>• <b>Cancel</b> Use this when you wish to cancel the review</li> </ul>
	<b>Note:</b> Evidence reviews can be edited at any time.

Select learner: **Davies, Ien (698)**

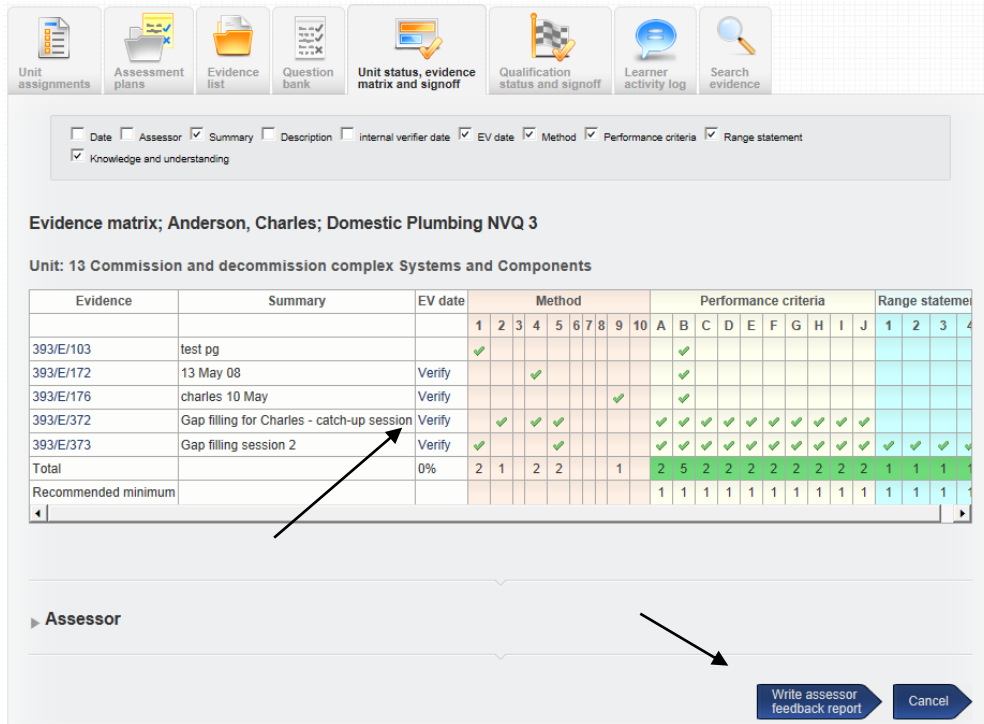
Unit assignments | Assessment plans | Evidence list | Question bank | **Unit status, evidence matrix and signoff** | Qualification status and signoff | Learner activity log | Search evidence

▼ Domestic Plumbing NVQ 3 (14)

Start date: 15/12/2008      Overall qualification % completion to date: 10 %  
End date: 15/06/2009

Num	Unit title	% Completed (Actual)	Date assigned	Signed off by assessor	Confirmed by learner	Verified
3	Installation or Maintenance of Systems and Components (180)	21	15/12/2008			Ⓢ
13	Commission and decommission complex Systems and Components (181)	0	15/12/2008			Ⓢ

[View Progress and sign-off](#)



**Verify > Unit status, evidence matrix and sign off > Sign off unit**

An IV can sign off an individual unit which has been assigned to the Learner after full compliance with the requirements. Follow this procedure to view units that have been signed off by the IV:

Step	Action
1	From the Evidence matrix scroll to the bottom of the screen
2	Review the overall feedback comment for the unit (if applicable)
3	Review the rating of the evidence into the rating options provided: <ul style="list-style-type: none"> <li>• Valid</li> <li>• Current</li> <li>• Authentic</li> <li>• Sufficient</li> <li>• Relevant</li> </ul>
4	Check whether the <b>Verified</b> checkbox is checked – this signs off the unit.
5	Click on: <ul style="list-style-type: none"> <li>• <b>Write feedback report</b> to go directly to the EV report for the Assessor</li> <li>• <b>Cancel</b> to cancel</li> </ul>



Unit assignments
 Assessment plans
 Evidence list
 Question bank
 Unit status, evidence matrix and signoff
 Qualification status and signoff
 Learner activity log
 Search evidence

Date
 Assessor
 Summary
 Description
 Internal verifier date
 EV date
 Method
 Performance criteria
 Range statement

Knowledge and understanding

**Evidence matrix; Anderson, Charles; Management NVQ - L3**

Unit: 8 Implement change

Evidence	Summary	EV date	Method										Performance criteria							Range statement							
			1	2	3	4	5	6	7	8	9	10	A	B	C	D	E	F	G	1	2	3	4	5	6	7	8
393/E/365	Evidence around implementing change	Verify		✓																							
Total		0%		1		1																					
Recommended minimum																											

▼ Assessor

**Summative Assessment**

Charles your excellent preparation helped us to sign off that unit in one session, well done.

I confirm that the student has demonstrated competence by satisfying all the skills and knowledge criteria for this unit. I therefore deem this unit to be signed off.

▼ Learner

**Learner's feedback**

Learner's confirmation

▼ Internal verifier

**Internal verifier feedback**

That was well assessed, and Anne your pre-planning helped Charles to be successful first time. Well done.

**Internal verifier evidence rating**

Valid

Current

Authentic

Sufficient

Relevant

Verified

Write assessor feedback report
Cancel

## Verify > Qualification status and signoff

An IV can sign off a qualification after full compliance with the requirements. Follow this procedure to view a qualification signoff:

Step	Action
1	From <b>the Qualification status and signoff</b> tab select the qualification that you want to review using the radio button
2	Click on <b>View progress and sign off</b>
3	Note the unit completion summary. All these units should be 100% complete. Check the Assessor summative assessment (if applicable)
4	Check whether the Internal Verifier sign-off checkbox is checked
5	Click on the Cancel button

Select assessor: **anne, Anne (392)**

Select learner: **Anderson, Charles (393)**

Unit assignments | Assessment plans | Evidence list | Question bank | Unit status, evidence matrix and signoff | **Qualification status and signoff** | Learner activity log | Search evidence

Qualifications	Start date	End date	Assessor sign-off date	Verified
Domestic Plumbing NVQ 3 (14)	12/02/2008	06/10/2009		18/06/2013
Local Tax SVQ - L3 (3)	22/05/2008	22/05/2008		
Management NVQ - L3 (2)	09/09/2011	09/09/2012		

**View Progress and sign-off**

▼ **Domestic Plumbing NVQ 3**

Start date: 12/02/2008      Overall qualification % completion to date: 100 %  
End date: 06/10/2009

Num	Unit title	% Completed (Actual)	Date assigned	Signed off by assessor	Confirmed by learner	Verified
3	Installation or Maintenance of Systems and Components (180)	100	07/02/2011	12/03/2012	Requested	18/06/2013
13	Commission and decommission complex Systems and Components (181)	100	07/02/2011			

► **Assessor**

▼ **Internal verifier**

Internal verifier sign-off

**Cancel**

## Verify > Learner Activity Log

Learners, Assessors, IVs and EVs can access and add to a learner-specific Activity Log. Add to an Activity Log by following this procedure:

Step	Action
1	In the <b>Learner Activity Log</b> tab scroll down to the <b>Add new log</b> section. Select a <b>Category</b> for the new log by using the dropdown.
4	Type in a <b>Summary title</b> for the log.
5	Select the <b>date</b> on which the activity occurred.
6	Add some detail on the activity in the <b>Activity Detail</b> field.
7	<b>Upload and attach an electronic file</b> if relevant.
8	Click on the <b>Save</b> button. The new activity log item has been added.

### Note:

- The summary information shows you the following information:
  - Date logged
  - Date of activity
  - Category
  - Summary title
  - Activity detail (note, this can be seen as a rollover if the mouse is hovered over the speech bubble icon.
  - Attachments
  - Guided Learning Hours (if applicable)
- Activity logs may only be removed by the person who logged them.
- Assessors, Learners and IVs can add activity log items to the list

The screenshot displays the 'Learner activity log' section of a software interface. At the top, there is a navigation bar with icons for 'Unit assignments', 'Assessment plans', 'Evidence list', 'Question bank', 'Unit status, evidence matrix and signoff', 'Qualification status and signoff', 'Learner activity log' (highlighted), and 'Search evidence'. Below this, the 'Previous logs' section shows a table with columns: Date logged, Activity date, Category, Summary title, Logged by, Start time, End time, Duration minutes, and GLH?. Two log entries are visible: one from 07/02/2012 for '12 Week Review' and another from 17/07/2013 for 'Other'. Below the table is the 'Add new log' form, which includes a 'Category' dropdown menu (set to '12 Week Review'), a 'Summary title' text field, an 'Activity date' field (set to '22/10/2013') with a 'no date' checkbox, and an 'Activity detail' text area. At the bottom of the form, there are sections for 'Guided learning hours' and 'Upload and attach files in support of this activity log'. Finally, 'Save' and 'Cancel' buttons are located at the bottom right of the form area.

## Search for evidence

You can search for a specific evidence item on the **Search Evidence** tab. In order to search for evidence you will need one of the following:

- Evidence number
- A specific word that can be found in the evidence summary description.

Select internal verifier: Dumfries, Isla (1980)

Select assessor: anne, Anne (392)

Select learner: Chatsworth, Peter (1957)

Unit assignments | Assessment plans | Evidence list | Question bank | Unit status, evidence matrix and signoff | Qualification status and signoff | Learner activity log | **Search evidence**

**List evidence where...**

The evidence number is 1957/E/

These words appear in the summary or description

Any of the above fields that are left blank won't be used in the search.

Search

## EV Tools

### Introduction

The **EV Tools** section is the place where you will find all content and tools not associated with a specific Learner. Tabs include

Tab name	Information about tab
EV Assessor feedback reports	This tab is the place where you can collate EV feedback comments into a feedback report for a specific Assessor.
IV Assessor feedback reports	This tab is the place where any IV feedback reports for a specific Assessor can be viewed
Assessor Activity log	The Assessor activity log is the tab where Assessors, EVs and IVs can log Activity, e.g. continuous professional development
File Library	You can upload files you might need to your File Library. It may also contain files shared with you by a Centre Administrator.
Internal Verifier sampling plan	Here you can view the sampling plans created by IVs. Note that not all centres use the sampling plan.

### EV tools > EV Assessor feedback reports

The External Verifier can write feedback reports for an Assessor. They can do it using the following procedure:

Step	Action
1	From the <b>EV assessor feedback report</b> tab, select the relevant IV/ Assessor combination by choosing from the drop list.  Note that any existing feedback reports will appear in summary form below the selection area.
2	Click on <b>Write new report</b> to start a new feedback report to the Assessor.
3	Select a Learner from the list of Learners linked to the Assessor.  Note: Any EV comments which you have created against this assessor/ learner combination in the evidence will pull through to this report in the <b>Evidence</b> section.
4	Type in a name for your feedback report in the <b>Feedback report name</b> field.
5	Type in a review of the Assessor which consolidates the comments from the evidence.
6	Click on the <b>Save and submit to assessor</b> button when you are happy with the feedback report.  Note: You can choose to save the feedback report and submit it to the Assessor at a later date. Click on the <b>Save</b> button. You can edit the report by selecting the radio button next to it in the summary list, and clicking on <b>Edit or view</b> .

The screenshot shows the VQManager dashboard. At the top left is the logo. The top right shows the user name 'Elizabeth Harris (External verifier 3514)' and navigation icons for Home, Verify, EV tools (highlighted), and Reports. Below the navigation is a menu with icons for External verifier assessor feedback reports, Internal verifier assessor feedback reports, Assessor activity log, File library, and Internal verifier sampling plan. The main content area has two dropdown menus: 'Select internal verifier' (set to 'Dumfries, Isla (1980)') and 'Select assessor' (set to 'anne, Anne (392)'). Below these is a table with columns: Date created, Report name, Date submitted, and Select. The table contains one row: 22/09/2011, August 2011 report, 22/09/2011. At the bottom right are buttons for 'Write new report' and 'Edit or view'.

Date created	Report name	Date submitted	Select
22/09/2011	August 2011 report	22/09/2011	

This screenshot shows the 'Write new report' form. It includes dropdowns for 'Select assessor' (anne, Anne (392)) and 'Select learner' (Chatsworth, Peter (1957)). The form is divided into sections: 'Report details' with a 'Feedback Report Name' field and a 'Date' field (22/10/2013); 'External verifier' with a 'Review of assessor' text area; and 'Evidence' with a text area containing 'No external verifier comments recorded for this assessor'. At the bottom are buttons for 'Save and submit to assessor', 'Save', and 'Cancel'.

## EV tools > IV Assessor feedback reports

If an IV has written a feedback report in VQManager, these will appear in this tab. Follow this procedure to review an existing IV report:

Step	Action
1	From the <b>IV assessor feedback report</b> tab, select the relevant IV/ Assessor combination by choosing from the drop list. A list of existing feedback reports will appear in summary form below the selection area.
2	Select the report that you would like to view.
3	Click on the <b>View</b> button.
4	The IV feedback report appears.
5	Click on <b>Cancel</b> to close the report.

### Note:

- The summary information shows you the following information:
  - Date created
  - Report name
  - Learner name
  - IV name
  - Date submitted
  - Date read by Assessor
  - Assessor comments? (if applicable)
  - Documents attached? (if applicable)
- IV reports must be acknowledged by the relevant assessor

Welcome Elizabeth Harris (External verifier 3514) | Logout options | Help and training ?

Home Verify EV tools Reports

External verifier assessor feedback reports Internal verifier assessor feedback reports Assessor activity log File library Internal verifier sampling plan

Select internal verifier: Vickerman, Ingrid (394)

Select assessor: anne, Anne (392)

Date created	Report name	Learner	Internal verifier	Date submitted	Date read by assessor	Assessor comments ?	Documents attached ?	Select
13/11/2008	Interim Report [4]	Anderson, Charles	Vickerman, Ingrid	13/11/2008		No	No	<input checked="" type="radio"/>
06/10/2009	Interim report, October 2009 [6]	Nigmann, Carl	Vickerman, Ingrid	06/10/2009	06/10/2009	Yes	No	<input type="radio"/>
15/11/2011	November report [7]	Clancey, Charles	Vickerman, Ingrid	15/11/2011		No	No	<input type="radio"/>
21/03/2012	impoerant comments - please read! [8]	Anderson, Charles	Vickerman, Ingrid	21/03/2012		No	No	<input type="radio"/>
06/09/2012	[9]	Ipson, Charles	Vickerman, Ingrid	06/09/2012		No	No	<input type="radio"/>

View

External verifier assessor feedback reports   Internal verifier assessor feedback reports   Assessor activity log   File library   Internal verifier sampling plan

Select internal verifier: Vickerman, Ingrid (394)

Select assessor: anne, Anne (392)

▼ Report details

**Feedback Report Name**  
November report

**Learner**  
Clancey, Charles

**Date**  
15/11/2011

▼ Internal verifier

**Review of assessor**  
You're doing well but be more careful with mapping.

► Assessor

▼ Evidence

Evidence number: 3631/E/389   Assessor: anne, Anne  
Date created: 15/11/2011   Candidate: Clancey, Charles  
Date IV'd: 24/09/2013

Notes from evidence:  
That wasn't great, please re-think the mapping  
27/6 thanks that mapping is better

Cancel

## EV tools > Assessor Activity Log

Assessors, IVs and EVs can access and add to an assessor-specific Activity Log. EVs can view or add a new **Assessor Activity Log** by following this procedure:

Step	Action
1	From the <b>Assessor activity log</b> tab, select the relevant IV/ assessor combination.
2	A view of all previous activity logs appears in the summary view. View an existing log by clicking on the <b>View</b> link or add a new log by filling in the information in the <b>Add New Log</b> section.
3	Select a <b>Category</b> by using the dropdown.
4	Type in a <b>Summary title</b> for the log.
5	Select the <b>date</b> on which the activity occurred.
6	Add some detail on the activity in the <b>Activity Detail</b> field.
7	<b>Upload and attach</b> an electronic file if relevant.
8	Click on the <b>Save</b> button. The new activity log item has been added.



**Note:**

- The summary information shows you the following information:
  - Date logged
  - Date of activity
  - Category
  - Summary title
  - Activity detail
  - Attachments
- Activity logs may only be removed by the person who logged them
- Assessors and IVs can add activity log items to the list

Welcome Elizabeth Harris (External verifier 3514) | Logout options | Help and training ?

**VQ Manager**

Home Verify EV tools Reports

External verifier assessor feedback reports Internal verifier assessor feedback reports **Assessor activity log** File library Internal verifier sampling plan

Select internal verifier: Seymoure, Ingrid (2238)

Select assessor: No assessors assigned

▼ Previous logs

Date logged	Activity date	Category	Summary title	Logged by	Activity detail	Attachments
19/09/2011	18/09/2011	Other	12 week review	anne, Anne		View
21/09/2011		Other	Completed 12 week reviews for Charles, Cyril and Eve	anne, Anne		View
18/09/2012	18/09/2012	Other	Rationale for IV C servs	Vickerman, Ingrid		View

▼ Add new log

Category: Course

Summary title: [Text Field]

Activity date: 22/10/2013

no date

Activity detail: [Text Field]

► Upload and attach files in support of this activity log

Save Cancel

## EV tools > File Library

The EV has access to a personal file library which allows for the upload and storage of any electronic files. Upload files to the **File Library** by following this procedure:

Step	Action
1	On the <b>File Library</b> tab link click on the <b>Add files to library</b> section.
3	Browse your computer or external drive to find the relevant document(s).
4	Click on the <b>'Upload files'</b> button.
5	The uploaded file appears in the 'Uploaded Files' section. The view presents the following information: <ul style="list-style-type: none"> <li>• File type</li> <li>• File name</li> <li>• File description (which you may edit so that you know what the file is about)</li> <li>• File size</li> <li>• Date uploaded</li> </ul>
6	Click on the file name to open the file in a new window.
7	Click on <b>Save</b> to save the file library.

**Note:** The File Library may also contain files that a Centre Administrator has shared with you.

The screenshot shows the 'File Library' interface. At the top, there are navigation tabs: 'External verifier assessor feedback reports', 'Internal verifier assessor feedback reports', 'Assessor activity log', 'File library' (selected), and 'Internal verifier sampling plan'. Below the tabs, the 'Add files to library' section is expanded, showing a file upload area with a 'Browse...' button, a limit of '5 files (78.1 Mb total) maximum', and an 'Upload Files' button. Below this, the 'Uploaded files' section is expanded, displaying a table with the following data:

	Date uploaded	File description	Source	Size	Delete
	22/10/2013	ev report.docx	Uploaded by you	18 KB	

At the bottom right of the interface, there are 'Save' and 'Cancel' buttons.

## EV tools > Internal Verifier sampling plan

The EV has access to view IV Sampling Plans by following this procedure:

Step	Action
1	On the Internal Verifier sampling plan tab select the IV, assessor and qualification you wish to view using the drop down area.
3	Click on the <b>View Plan</b> button
4	The plan is displayed showing the IV intentions for that qualification.
5	<p>The view presents the following information:</p> <ul style="list-style-type: none"> <li>• Learners allocated to this assessor and on this qualification</li> <li>• Percentage through the whole qualification</li> <li>• Units allocated to learner</li> <li>• Current status of each unit</li> <li>• Percentage complete for each unit</li> <li>• Any intention to sample</li> <li>• What is intended to be sampled</li> <li>• The date that sampling is intended to occur</li> <li>• Whether it is an interim or final sample</li> <li>• Any notes</li> <li>• Whether it has been sampled and the date</li> </ul>

**Note:** Not all centres use sampling plans.

External verifier assessor feedback reports | Internal verifier assessor feedback reports | Assessor activity log | File library | **Internal verifier sampling plan**

Welcome edwina curry (External verifier 134198) | Logout options | Help and training

Home | Verify | **EV tools** | Reports

Select internal verifier: Stuart, John (97020)

Select assessor: Knee, Sid (96980)

Select qualification: Business Administration NVQ Level 3 (11)

Unit not assigned  
  Unit assigned  
  Assessor signed-off  
  Internal verifier signed-off  
  Sample planned  
  Sample completed

**Internal verifier sampling plan**

		110	301	302
Leigh Krista (96738)	17%	7%	35%	
		Planned: <input checked="" type="checkbox"/> 09/04/2013 Type: Interim Assessment cycle: [dropdown] Assessment plans: [dropdown]	Planned: <input checked="" type="checkbox"/> 07/04/2014 Type: Final Assessment cycle: [dropdown] Evidence methods: [dropdown] Click to select: WP, WT, WQ	Planned: <input type="checkbox"/> Type: Select Assessment cycle: [dropdown]
		Sampled: <input checked="" type="checkbox"/> 17/04/2013	Sampled: <input type="checkbox"/>	Sampled: <input type="checkbox"/>
		110	301	302

## Reports

The sections which follow contain information about the reports which EVs can draw within VQManager.

### Reports > Learner Status Details

This report gives personal information about each candidate including contact information. Follow this procedure to view the report:

Step	Action
1	From the <b>Reports</b> menu option, click on the <b>Learner Status Details</b> tab.
2	Select: <ul style="list-style-type: none"> <li>• <b>View report</b> to see the report onscreen.</li> <li>• <b>Download report</b> to download report to CSV (can be read in Excel)</li> </ul>
3	Click on <b>Cancel</b> to close the report

The screenshot shows the VQManager interface. At the top, there is a navigation bar with the VQManager logo, a user greeting 'Welcome Elizabeth Harris (External verifier 3514)', and links for 'Logout options' and 'Help and training'. Below this are icons for 'Home', 'Verify', 'EV tools', and 'Reports'. The 'Reports' icon is highlighted with a yellow background. Below the navigation bar, there are four tabs: 'Learner status details', 'Progress', 'Qualification tracker', and 'Usage'. The 'Learner status details' tab is selected. Below the tabs, there are two buttons: 'View report' and 'Download report'. An arrow points from the 'Reports' icon in the navigation bar to the 'Learner status details' tab, and another arrow points from the 'Learner status details' tab to the 'View report' button.

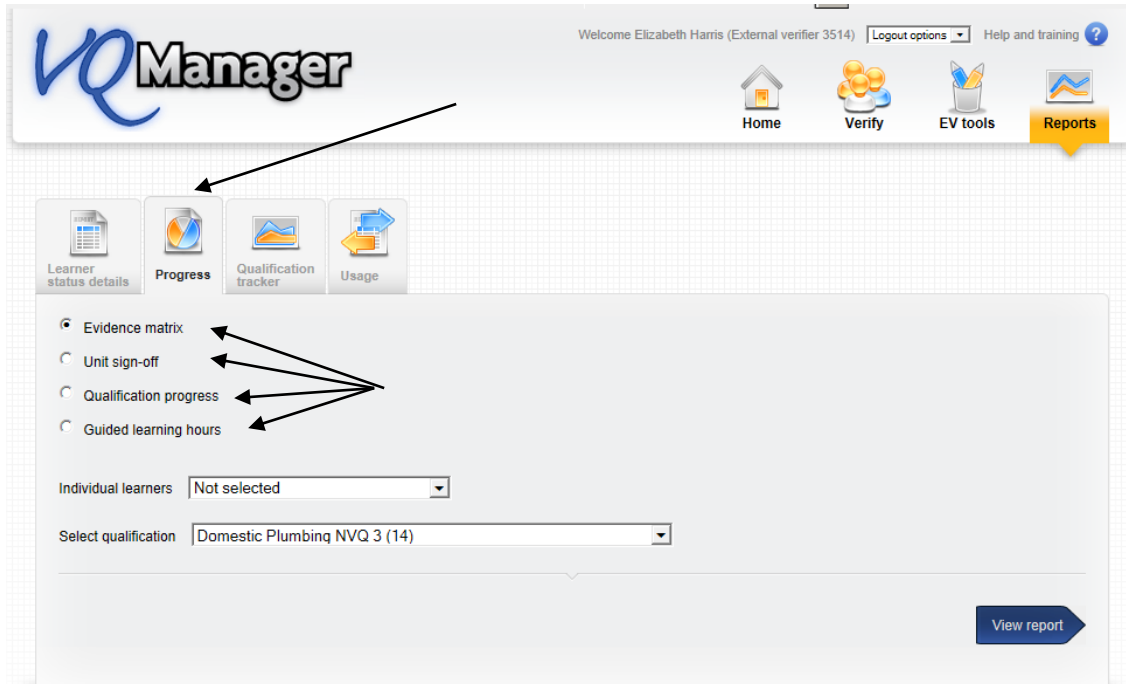
The screenshot shows the 'Learner Status Details Report' table. The table has the following columns: First name, Surname, Status, Assessors, Internal verifiers, Qualification, Target start, Target End, Days planned, Days used to date, Current completion percentage %, Estimated further days, Actual / Estimated total days, and Actual Estim comp. The table contains four rows of data.

First name	Surname	Status	Assessors	Internal verifiers	Qualification	Target start	Target End	Days planned	Days used to date	Current completion percentage %	Estimated further days	Actual / Estimated total days	Actual Estim comp
screen	001	Active	Dougall, Kevin		PLTS: A framework of personal, learning and thinking skills	17/07/2013	17/07/2014	365	97	0			
charles	11	Active	11, anne; Green, Alain	Vickerman, Ingrid; Smith, Ivor; kerschov, irina; Dumfries, Isla	Certificate in Equality and Diversity L2 (NCFE) - question bank - Demo version	26/09/2012	26/09/2012	391	0				
charles	11	Active	11, anne; Green, Alain	Vickerman, Ingrid; Smith, Ivor; kerschov, irina; Dumfries, Isla	Domestic Plumbing NVQ 3	07/02/2011	07/02/2013	731	988	0			
charles	11	Active	11, anne; Green, Alain	Vickerman, Ingrid; Smith, Ivor; kerschov, irina; Dumfries, Isla	Management NVQ - L3	07/02/2011	07/02/2013	731	988	0			

**Reports > Progress**

Follow this procedure to view the report:

Step	Action
1	From the <b>Reports</b> menu option, click on the <b>Progress</b> tab.
2	Select: <ul style="list-style-type: none"> <li>• The type of progress report you would like to see</li> <li>• The learner that you would like to see</li> <li>• The qualification that you would like to see</li> </ul>
3	Click on <b>View report</b> to see the report
4	Click on <b>Cancel</b> to close the report.



There are 4 progress reports which you can view:

- **Learner Evidence Matrix Report**  
This report shows the evidence matrix for the selected learner/ qualification combination for all units assigned to the learner.

Evidence	Summary	EV date	Method										Performance criteria										Range			
			1	2	3	4	5	6	7	8	9	10	A	B	C	D	E	F	G	H	I	J	1	2	3	4
393/E/359	Organogram	Verify	✓									✓	✓	✓	✓	✓	✓	✓	✓	✓	✓					
393/E/363	company organogram	Verify	✓									✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			✓	✓	
393/E/371	Charles managing a team meeting	Verify		✓								✓	✓	✓	✓	✓	✓	✓	✓	✓	✓					
393/E/402	Observed Charles designing an organogram	Verify		✓	✓							✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			✓	✓	
393/E/416	Holding a team meeting	Verify		✓	✓							✓	✓	✓	✓	✓	✓	✓	✓	✓	✓					
393/E/465	task 1	Verify									✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓					
393/E/554	activities in arena	Verify			✓	✓						✓	✓	✓	✓	✓	✓	✓	✓	✓	✓					
393/E/421	leading a meeting	Verify		✓	✓							✓	✓	✓	✓	✓	✓	✓	✓	✓	✓					
Total		0%	2	5	3						1	7	6	4	4	7	5	2	3	4	2			2	1	1
Recommended minimum												1	1	1	1	1	1	1	1	1	1			1	1	1

- **Unit signoff Report**

This report shows the unit summary for all Learners assigned to a particular qualification

One of the ways of commencing external verification is to view the situation for an Assessor's Learners at a unit level. The **Unit sign-off report** is a good way of doing this.

Follow this procedure to view the **Unit sign-off report**:

Step	Action
1	From the <b>Reports</b> page, select the <b>Unit sign-off report</b> using the radio button.
2	Select the Assessor from the 'Candidates of Assessor' drop list. All the units for the Assessor's candidates for the specific qualification will appear in the list.
3	Click on the ' <b>View Report</b> ' link.
4	<p>The report displays.</p> <p>Note that 4 dates can appear for each unit. These dates represent from top down:</p> <ul style="list-style-type: none"> <li>• Date assessor assigned unit to learner</li> <li>• Date assessor signed off unit</li> <li>• Date learner claimed competence in the unit (if required)</li> <li>• Date IV signed off unit (if applicable).</li> </ul> <p>This can also be seen in the system if you roll your mouse cursor over a date.</p>

Note that each cell could also have a colour associated with it:

- Grey: unit not assigned to Learner
- White: unit in progress
- Yellow: unit signed off by Assessor
- Green: unit signed off by IV.

The screenshot shows the VQManager interface. At the top, there is a navigation bar with the VQManager logo, a user greeting 'Welcome Elizabeth Harris (External verifier 3514)', and links for 'Logout options' and 'Help and training'. Below the navigation bar are icons for 'Home', 'Verify', 'EV tools', and 'Reports'. The 'Reports' icon is highlighted with a yellow tooltip. Below the navigation bar, there are four main menu items: 'Learner status details', 'Progress', 'Qualification tracker', and 'Usage'. The 'Progress' menu item is selected, and a sub-menu is displayed with four radio button options: 'Evidence matrix', 'Unit sign-off', 'Qualification progress', and 'Guided learning hours'. The 'Unit sign-off' option is selected and highlighted with a black arrow. Below the radio buttons, there are two dropdown menus: 'Learners of assessor' (set to 'anne, Anne (392)') and 'Select qualification' (set to 'Domestic Plumbing NVQ 3 (14)'). At the bottom right of the sub-menu, there is a 'View report' button.

Management NVQ - L3

Unit sign-off

		1	2	3	4
Anderson Charles (393)	46%	84% 09/09/2011	26% 09/09/2011	26% 09/09/2011	35% 09/09/2011

- Qualification progress**

This report shows the qualifications that have been assigned to each Learner, their progress, and the extrapolated completion date of the Learner working at their current rate. This allows you to easily see if a learner is on target to complete in time or not.

Qualification progress (22/10/2013)

Learner	Assessor	Qualification	Current completion
001, screen	Dougall, Kevin	PLTS: A framework of personal, learning and thinking skills	0 %
11, charles	Green, Alain	Certificate in Equality and Diversity L2 (NCFE) - question bank - Demo version	0 %
		Domestic Plumbing NVQ 3	0 %
		Management NVQ - L3	0 %
		NVQ Diploma in Hairdressing L2 {QCF} {C&G} 500_6355_8	0 %
Alfreton, Perry	anne, Anne	BTEC Certificate in Knowledge of Providing Security Services L2 {QCF} (Edexcel) 600_0939_1	20 %
		Certificate in Providing Security Services L2 (QCF) (Edexcel) 600_0010_7	8 %
		ERR	100 %
		PLTS: A framework of personal, learning and thinking skills	16 %
Anderson, Charles	anne, Anne	Domestic Plumbing NVQ 3	100 %
		Local Tax SVQ - L3	24 %
		Management NVQ - L3	46 %

- **Guided Learning Hours**

This report shows the number of Guided Learning Hours logged for a specific Learner/qualification combination if applicable. Not all centres record Guided Learning Hours.

GLH achieved  GLH in progress or not required

**Guided learning hours (22/10/2013); Ipson, Charles**

Qualification	Current qual % completion	GLH logged on the job	GLH logged off the job	GLH logged total	GLH required on the job	GLH required off the job	GLH required total	GLH shortfall/surplus
Ability and Diversity L2 (NCFE) - question bank - Demo version	33 %	0:00	1:00	1:00	1:40	1:40	3:20	-2:20
Wood Occupations (Construction) - Bench Joinery L2 (QCF) (Cskills C&G) 500_9017_3	100 %	n/a						
Work of personal, learning and thinking skills	60 %	n/a						
	37 %	n/a						

Cancel

### Reports > Qualification tracker

This report keeps track of Learner progress on a monthly basis so that progress can be seen over time. Follow this procedure to view the report:

Step	Action
1	From the <b>Reports</b> menu, click on the <b>Qualification tracker</b> tab.
2	Select: <ul style="list-style-type: none"> <li>• Qualifications to include (or all qualifications)</li> <li>• Whether you want to see the learners belonging to a specific assessor (or all assessors)</li> <li>• The start date for the report</li> <li>• The end date for the report</li> </ul>
3	Click on: <ul style="list-style-type: none"> <li>• <b>View report</b> to see the report online</li> <li>• <b>Download report</b> to download the report to CSV</li> </ul>
4	The report can be seen. <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• The tracker report will not download or view properly in the Internet Explorer v6 or v7 browsers.</li> </ul>



Welcome Elizabeth Harris (External verifier 3514) [Logout options](#) [Help and training](#) ?

Home Verify EV tools Reports

Learner status details Progress Qualification tracker Usage

Select qualifications: All qualifications

Select learners of assessor: All assessors

Overall qualification completion percentage as recorded at the end of each month

Start date (inc): 23/09/2013

End date (inc): 23/10/2013

View qualification report Download qualification report

Welcome Elizabeth Harris (External verifier 3514) [Logout options](#) [Help and training](#) ?

Home Verify EV tools Reports

Learner status details Progress Qualification tracker Usage

On target
  No results
  Off target

**Qualification tracker (23/10/2013)**

Learner	Employer	Assessor	Qualification
001, screen	ASDA Branch office in Slough	Dougall, Kevin	PLTS: A framework of personal, learning and thinking skills
11, charles		11, anne	Certificate in Equality and Diversity L2 (NCFE) - question bank - Demo version
			Domestic Plumbing NVQ 3
			Management NVQ - L3
			NVQ Diploma in Hairdressing L2 {QCF} {C&G} 500_6355_8
Alfreton, Perry	ASDA	anne, Anne	BTEC Certificate in Knowledge of Providing Security Services L2 {QCF} {Edexcel} 600_09
			Certificate in Providing Security Services L2 (QCF) (Edexcel) 600_0010_7
			ERR
			PLTS: A framework of personal, learning and thinking skills
Anderson, Charles		anne, Anne	Domestic Plumbing NVQ 3
			Local Tax SVQ - L3
			Management NVQ - L3

## Reports > Usage

This report shows the number of times that users have logged into VQManager within the date range selected.

Follow this procedure to view the report:

Step	Action
1	From the <b>Reports</b> menu, click on the <b>Usage</b> tab.
2	Select: <ul style="list-style-type: none"> <li>• The <b>start date</b> for the report</li> <li>• The <b>end date</b> for the report</li> <li>• If you want to include users who haven't logged in at all in the period selected</li> </ul> <p>Note that your centre will automatically be selected</p>
3	Click on the <b>View report</b> button

Welcome Elizabeth Harris (External verifier 3514) | Logout options | Help and training ?

Home Verify EV tools Reports

Learner status details Progress Qualification tracker Usage

**Usage report; 22/09/2010 to 22/10/2013; VQ Manager Demo Centre**

Centre	User name	Number of logins
VQ Manager Demo Centre	001, screen (4228)	2
VQ Manager Demo Centre	11, anne (561)	18
VQ Manager Demo Centre	11, charles (566)	6
VQ Manager Demo Centre	12, anne (562)	0
VQ Manager Demo Centre	12, charles (567)	0
VQ Manager Demo Centre	13, anne (563)	0
VQ Manager Demo Centre	13, charles (568)	0
VQ Manager Demo Centre	14, anne (564)	0
VQ Manager Demo Centre	14, charles (569)	0
VQ Manager Demo Centre	15, anne (565)	0
VQ Manager Demo Centre	15, charles (570)	0