Countersigning within VQManager

The workflow should always go from learner to trainee to qualified and back through the trainee to the learner. [By clicking "save and send for countersigning" as a trainee, this will always send the work to the Qualified before going on to the IQA.]

Basic evidence workflow process

Learner submits evidence to trainee assessor
Evidence becomes visible to the trainee in the ToDo tab and to the qualified in the Info tab

Trainee assessor accepts evidence and forwards to qualified assessor
Evidence moves to the Evidence List for the trainee and for the qualified it moves from the Info tab to the ToDo tab,

Qualified assessor accepts evidence and submits for verification.

Verification process occurs
Evidence is visible and available for the verifier
Evidence moves to Evidence List tab for the qualified

Trainee rejecting learner evidence workflow process

Learner submits evidence to trainee assessor
Evidence becomes visible to the trainee in the ToDo tab and to the qualified in the Info tab

Trainee assessor rejects evidence and returns it to the learner
Evidence moves to the Info for the trainee and remains in the info tab for the qualified.

Learner re submits evidence to trainee assessor
Evidence becomes visible to the trainee in the ToDo tab and remains for the qualified in the Info tab

Trainee assessor accepts the evidence and forwards to the qualified
Evidence moves to the Evidence List for the trainee and appears in the ToDo tab for the qualified.

Qualified assessor accepts evidence and submits for verification.

Verification process occurs
Evidence is visible and available for the verifier
Evidence moves to Evidence List tab for the qualified

Qualified rejecting learner evidence workflow process

Learner submits evidence to trainee assessor
Evidence becomes visible to the trainee in the ToDo tab and to the qualified in the Info tab

Trainee assessor accepts evidence and forwards for countersigning
Evidence moves to the Evidence List for the trainee and moves to the ToDo tab for the qualified.

Qualified returns the evidence to learner via trainee
Evidence becomes visible to the trainee in the ToDo tab with qualified instructions to return to the learner, evidence moves into the Info tab for the qualified
If the qualified has confirmed any criteria at this stage the evidence becomes visible to the verifier in the evidence matrix. The verifier can open the evidence as view only but as it is not complete the verifier only sees the minimum details, they cannot open any attachments and cannot see the comments which are passing between the trainee and the qualified in respect on this evidence. These all become visible and can be verified once sent for verification

Trainee assessor returns the evidence to the learner
Evidence remains in the Evidence List for the trainee and also in the Info tab. For the qualified it moves to the Info tab and is visible in the Evidence List.

Learner re submits evidence to trainee assessor

Evidence becomes visible to the trainee in the ToDo tab and to the qualified in the Info tab. Evidence remains in the Evidence List

Trainee assessor accepts evidence and forwards for countersigning

Evidence remains in the Evidence List for the trainee and moves to the ToDo tab for the qualified.

Qualified assessor accepts evidence and submits for verification.

Verification process occurs

Evidence is completely visible and available for the verifier

Qualified interception of evidence workflow process

Learner submits evidence to trainee assessor

Evidence becomes visible to the trainee in the ToDo tab and to the qualified in the Info tab

Evidence is processed by the qualified from the Info tab

Evidence moves to the Evidence list for the trainee (view only) and the qualified (re-assess)

Verification process occurs

Evidence is visible and available for the verifier

If the qualified rejects this evidence by the learner, the evidence goes back to the learner without being processed by the trainee, and the trainee is still cut out of the loop when the learner resubmits the evidence as it goes straight to the qualified.

Evidence is always routed by role, not by individual user. So for example, removing one qualified assessor and assigning another qualified assessor will have no impact on evidence. The new assessor can just pick up where the old one left off. The same is relevant if you switch trainee assessor for trainee assessor, the new trainee picks up the work and everything is still visible. If work *is not visible* it will be because a qualified assessor has not been assigned to that learner.

The system will compensate when you add or remove a trainee assessor. If you remove a trainee assessor from the process for a particular learner, or add one in, the system will adjust the workflow states accordingly, so that assessors don't lose access to work they need to be able to assess.

If there was a trainee in the loop for a learner, and then you remove that trainee, the evidence will change states so that the qualified assessor will be able to assess it. (This is assuming there is not another trainee associated with the learner, in which case the evidence stays where it is.)

Questions

Q. We have a trainee assessor who has now left the company. In their inbox they have evidence that was returned to them by the learner. That evidence is sitting there and cannot be accessed by the qualified assessor. What would happen to that evidence if the learner is now re-allocated to another assessor (qualified or trainee)?

A. By assigning another assessor to that learner that pending evidence would be visible to the new assessor

Q. If a trainee assessor midway through a learners' portfolio becomes qualified and the CA changes their status from trainee to qualified, would the work from that point onwards be able to be signed off and go directly to the IV?

A. Any evidence that has been processed by the trainee waiting for countersignature will still need to be signed off by a qualified assessor. This could be the trainee, after their status is changed; or their current countersigning assessor before the change. We recommend that the pending evidence in countersigning process is countersigned before you change the trainees' status to avoid confusion.

Q. Can a trainee sign off a unit or a qualification?

A. Yes as unit and qual sign off are not controlled by the workflow. However it is good practise to train the trainee not to sign off units or quals, but to leave that for the qualified to do in case the qualified requires anything to be returned to the learner. This generally works well, and as a result we see few mistakes in this area.

Q. We use the Expert Witness function whereby the evidence is routed directly to the EW before reaching either the trainee or the qualified assessor. Does this affect the workflow at all?

A. No, it does not affect the workflow but does add another level of complexity so please contact us if you have any concerns about who is able to see what information at what stage.