

VQManager enhancements October 2016

Dashboards

Please see separate document


Criteria in the gap analysis report is now removed when the unit is signed off by an IV/IQA.

▼ BTEC Certificate in Retail Knowledge L3 (QCF) (Edexcel) 500_7312_6 (1167)

Start date: Not provided		Overall qualification % completion to date: 36 %				
End date: Not provided						

Num	Unit title	% Completed (Actual)	Date assigned	Signed off by assessor	Confirmed by learner	Verified
26	Understanding Customer Service in the Retail Sector (29091)	100	22/02/2013	17/01/2014	Requested	signed off 18/09/2014 not sampled 18/09/2014
27	Understanding the Management of Risks to Health and Safety on the Premises of a Retail Business (29092)	0	22/02/2013			
30	Understanding the Retail Selling Process (29093)	0	22/02/2013			

In the Gap Analysis report once the IV/IQA has signed off the unit, any criteria from that unit will disappear from the Gap Analysis report.

 Progress

GAP analysis (10/10/2016); AAA_Test_Learner_1, AAA_Test_Learner_1; BTEC Certificate in Retail Knowledge L3 (QCF) (Edexcel) 500_7312_6

Qualification	Unit	Element	Assessment criteria
1167	BTEC Certificate in Retail Knowledge L3 (QCF) (Edexcel) 500_7312_6		
	26	Understanding Customer Service in the Retail Sector	
		1	Understand the effect of customer service on retail business
		1.1	Explain the importance of customer loyalty to a retail business
		1.2	Explain the relationship between standards of customer service and customer loyalty
		2	Understand how retail businesses ensure customer service standards are met
		2.1	Explain how a team's work needs to be organised so as to ensure that customer service standards can be consistently met
		2.2	Describe common contingencies which can affect a team's ability to meet customer service standards and explain how the effects on the business can be minimised
		3	Understand how customer complaints are resolved in a retail business
		3.1	Describe the procedures used by retail businesses for resolving a variety of complaints, including how the customer is kept informed
		3.2	Describe techniques for negotiating with customers to reach a solution acceptable to both parties
		3.3	Explain how resolving complaints can turn the customer's dissatisfaction into delight
		4	Understand how customer service is monitored in a retail business
		4.1	Explain why it is important to monitor the delivery and effectiveness of customer service in a retail business
		4.2	Describe the main methods which are used to monitor customer service in retail businesses
		4.3	Explain the techniques used by line managers to monitor the customer service delivered by themselves and their teams
	27	Understanding the Management of Risks to Health and Safety on the Premises of a Retail Business	
		1	Understand the health and safety responsibilities of employees and employers
		1.1	Explain the role and responsibilities of nominated health and safety representatives in risk prevention and management, under relevant legislation
		1.2	Explain the role and responsibilities of nominated health and safety representatives in relation to substances hazardous to health

Assessors now have the Learner Details tab added under My Learners, previously seen only by the IQA/IV has under their Verify tab:

The data available -

Title, First name, Last name, DOB, Gender, ULN, Address, Phone numbers, E-mail address, Awarding body enrolment number, Date registered

The screenshot shows the VQ Manager web application. At the top, there's a header with the VQ Manager logo, a welcome message for Edna Krabbappel (Assessor 6), and links for 'Change user/Logout' and 'Help and training'. Below the header is a navigation bar with icons for Home, My learners (highlighted), Assessment tools, and Reports. A 'Select learner' dropdown menu is set to 'Gillett, Graham (38)'. Below this is a row of icons for various functions: Unit assignments, Learner journey records, Log evidence, Evidence list, Question bank, Progress reviews, Unit status, evidence matrix & signoff, Qualification status & signoff, Learner activity log, Learner details (highlighted), and Search evidence. The 'Learner details' section is expanded, showing fields for Title (set to 'None'), Forename (Graham), and Surname/family name.

Unit sign off - emphasis changed to encourage the learners to leave comments.

This screenshot shows the 'Learner' feedback form before the update. It has a section titled 'Learner's feedback (if required)' with a text input field. Below the field is a checkbox with the text 'I confirm that the evidence provided is a result of my own work. Please check this box if you agree with the statement and provide any feedback in the field provided to complete the unit.'

The 'if required' has been removed:

This screenshot shows the 'Learner' feedback form after the update. The section is now titled 'Learner's feedback' and the input field is labeled 'Learner's comments'. The checkbox and confirmation text remain the same. At the bottom right, there are 'Save' and 'Cancel' buttons.

A new pop up message box appears when the learner clicks to save, if the comments box has been left blank:

The screenshot shows a learner sign-off page. At the top, there is a confirmation box with a checked checkbox and the text: "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." Below this is a section titled "Learner" with a sub-section "Learner's feedback" containing an empty text box. A pop-up message box is displayed over the feedback area, stating: "dev.vqmanager.co.uk says: You have not entered any feedback. Click OK to save without leaving feedback. Click Cancel to return to the unit sign off page." The pop-up has "OK" and "Cancel" buttons. At the bottom of the page, there are "Save" and "Cancel" buttons.

Add filter and 'remove' tick boxes to list of Assessment Plan report

(In the below screen shots, the assessment plans are called learner journeys)

▼ Learner journey record reports

Date	Learner journey record	
10/12/2015	Practice Paper	View report
19/01/2016	Identifying Literary Devices or Techniques	View report
20/01/2016	Identifying Influence/Persuasion	View report
10/02/2016	Identifying Language Techniques	View report
16/02/2016	Practice Reading Paper - Social Media	View report
17/03/2016	Plan for the completion of outcome 1 of 331	View report
17/03/2016	Plan for the completion of outcome 2 of unit 331	View report
10/02/2016	More Language Techniques	View report
18/02/2016	Sentences - and how to punctuate them.	View report
02/03/2016	Capital letters	View report
02/03/2016	Using Commas to Separate Clauses	View report
07/03/2016	Using Apostrophes	View report
07/03/2016	Planning your writing	View report
15/04/2016	Persuasive Writing	View report
09/03/2016	Format	View report
04/07/2016	Undertake a practice exam paper August 2011 Level 2	View report
22/06/2016	Plan for the first direct observation	View report
19/08/2016	Plan for the completion of outcome 4 and 5 of unit 331	View report

As this stands, the list just grows and grows through the life of the qualification.

By default this will now only show the assessment plans reported upon in the last 30 days in the info tab:

You can select the hyperlink to switch and show all assessment plans.

There is also a 'remove' tick box, so the learner can remove any entries in this table that they don't need to see any more.

Allow sorting of File Library files into folders

We have now added the ability to sort the File Library into folders.

All existing files previously uploaded will be in the default folder until moved elsewhere. Newly uploaded files will also initially go into the default folder, including those uploaded by your Centre Administrators/File Librarians.

Date uploaded	File description	Source	Size	Delete	Select
10/01/2013	AAA This document is necessary when you are doing new work with new learners to the organisation	Shared with you by vqmtc, vqmtc (5)	394 KB		<input type="checkbox"/>
24/01/2013	Glossary of assessment terms for use in assessments.	Shared with you by vqmtc, vqmtc (5)	40 KB		<input type="checkbox"/>

If you wish to move files between folders tick the box against the file to be moved in the select column.

The screenshot shows the 'File library' section of a software interface. At the top, there are several tabs: 'View, edit or apply single learner journey record templates', 'Apply multiple learner journey record templates', 'Create new learner journey record templates', 'File library' (selected), 'IQA assessor feedback reports', and 'External verifier feedback reports'. Below these tabs, there is a section titled 'Add files to library' and a section titled 'Uploaded files'. Under 'Uploaded files', there is a sub-section 'Default folder' with the text 'Move selected files here'. Below this, there is a table with columns: 'Date uploaded', 'File description', 'Source', 'Size', 'Delete', and 'Select'. The table contains two rows of files. The first row has a date of '10/01/2013', a description 'AAA This document is necessary when you are doing new work with new learners to the organisation', a source of 'Shared with you by vqmtc, vqmtc (5)', a size of '394 KB', and a 'Delete' button. The second row has a date of '24/01/2013', a description 'Glossary of assessment terms for use in assessments.', a source of 'Shared with you by vqmtc, vqmtc (5)', a size of '40 KB', and a 'Delete' button. An arrow points to the 'Delete' button in the first row.

There is a new link at the bottom of the page which allows you to "Create new folder" option.

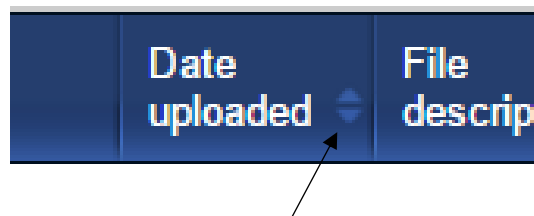
The screenshot shows a section of the interface with a link that says 'Move selected files to a new folder'. An arrow points to this link. Below the link, there are two buttons: 'Save' and 'Cancel'.

Once created click on the "move selected files here" link.

The screenshot shows a section titled 'New folder' with a text input field. Below the input field, there is a table with columns: 'Date uploaded', 'File description', 'Source', 'Size', 'Sharing', 'Delete', and 'Select'. Above the table, there is a link that says 'Move selected files here' and a warning that says 'Delete this folder (files will be moved to default folder)'.

You can edit the new folders name, but the default one cannot be renamed.

All columns have an up/down arrow so they can be sorted within the tables as required.



As the link implies, if you delete any folder, all the uploaded files will be automatically moved to the default folder.

Delete this folder (files will be moved to default folder)

Adding more visibility in IV/IQA Feedback Report tab

IVs can now see the following in the IV/IQA Feedback report tab:

1. An option to see all reports, regardless of which assessor they are for. The 'list all reports' button should take the user to a list of all reports authored by themselves.

Date created	Report name	Learner	IQA	Assessor	Date submitted	Date read by assessor	Assessor comm.	Files attached	Select
27/05/2015	Report evidence 63 [28]	Primo, Roger	vqmiv, vqmiv	Gillespie, Mary	27/05/2015		No	No	<input type="radio"/>
21/11/2006	Feedback so far [1]		vqmiv, vqmiv	Krabbappel, Edna	21/11/2006	23/06/2009	Yes	Yes	<input checked="" type="radio"/>

2. When an assessor's name is selected, the IV/IQA can see all reports, regardless of who wrote the report.

Welcome vqmiv vqmiv (IQA 14) Logout options Help and training ?

Home Verify **IQA tools** Reports

IQA assessor feedback reports External verifier feedback reports Assessor activity log IQA sampling plan Rationale

Select assessor: **All**

- All
- Flanders, Ed (39)
- Gillespie, Mary (318)
- Krabbappel, Edna (6)**
- Sampson, Holly (958)
- StressAss, StressAss (323)
- Svqmoneass, Yales (721)
- Svqmoneass, Zack (720)
- Woska, Tim (707)
- Woska, Valerie (592)

Date created	Report name	Learner	IQA	Assessor	Date submitted	Date read by assessor	Assessor comm.	Files attached	Select
27/05/2015	Report evidence 63 [28]	Primo, Roger	vqmiv, vqmiv	Gillespie, Mary	27/05/2015		No	No	<input type="radio"/>
21/11/2006	Feedback so far [1]		vqmiv, vqmiv	Krabbappel, Edna	21/11/2006	23/06/2009	Yes	Yes	<input checked="" type="radio"/>

When the assessor is selected, the IV/IQA sees a new button to show all reports for that assessor, with a column for the name of the authoring IV/IQA. The IV/IQA can only edit the reports they wrote themselves. Others are 'view only'.

Select assessor **Krabbappel, Edna (6)** ▼

All reports for selected assessor

Write new report

Edit or view

Date created	Report name	Learner	IQA	Date submitted	Date read by assessor	Assessor comm.	Files attached	Select
23/06/2009	A11111111111 [6]	Flanders, Rod	vqmiv, vqmiv	not yet submitted		No	No	<input type="radio"/>
23/06/2009	A11111111111 [7]	Flanders, Rod	vqmiv, vqmiv	not yet submitted		No	Yes	<input type="radio"/>
23/06/2009	B2222222222222 [8]	Flanders, Rod	vqmiv, vqmiv	not yet submitted		No	Yes	<input type="radio"/>
16/09/2010	III [11]	Bangisa, Janice	vqmiv, vqmiv	not yet submitted		No	No	<input type="radio"/>
16/09/2010	I2222222222222222 [12]	Bangisa, Janice	vqmiv, vqmiv	not yet submitted		No	No	<input type="radio"/>
16/09/2010	I3333333333333333 [13]	Bangisa, Janice	vqmiv, vqmiv	not yet submitted		No	No	<input type="radio"/>
14/08/2014	general review August [23]	Wolfson, Graham	vqmiv, vqmiv	not yet submitted		No	No	<input type="radio"/>
21/11/2006	Feedback so far [1]		vqmiv, vqmiv	21/11/2006	23/06/2009	Yes	Yes	<input checked="" type="radio"/>