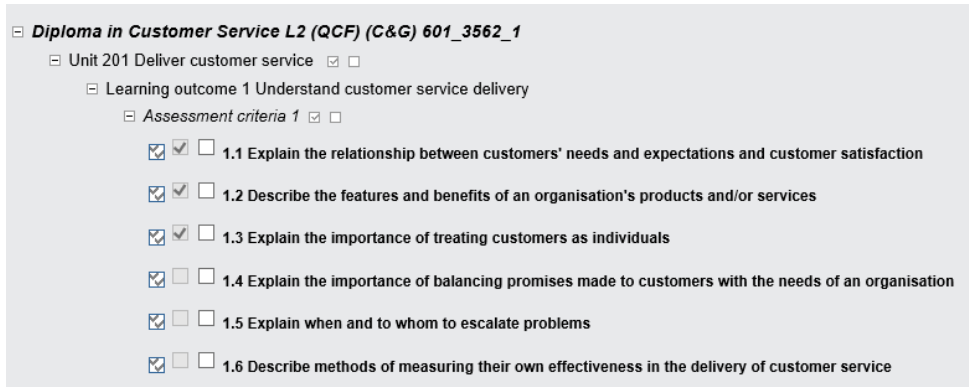


## Why can't the IQA/Assessor/Learner see the qualification progress?

The main reason why a learner cannot see the qualification progress in either the reporting area or the matrix is because although the learner may have ticked criteria the evidence has met, the qualified assessor hasn't confirmed it.

The e-portfolio requires a qualified assessor to tick criteria to confirm progress. They can do this in a couple of ways:

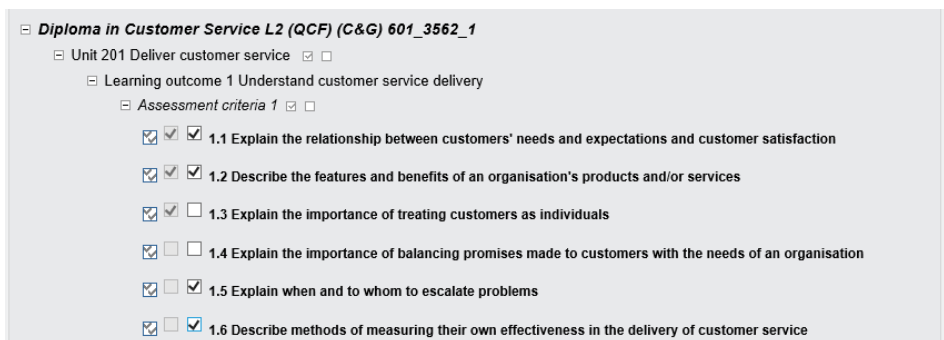
Firstly open the evidence and view criteria ticked by the learner:



Diploma in Customer Service L2 (QCF) (C&G) 601\_3562\_1

- Unit 201 Deliver customer service
- Learning outcome 1 Understand customer service delivery
  - Assessment criteria 1
    - 1.1 Explain the relationship between customers' needs and expectations and customer satisfaction
    - 1.2 Describe the features and benefits of an organisation's products and/or services
    - 1.3 Explain the importance of treating customers as individuals
    - 1.4 Explain the importance of balancing promises made to customers with the needs of an organisation
    - 1.5 Explain when and to whom to escalate problems
    - 1.6 Describe methods of measuring their own effectiveness in the delivery of customer service

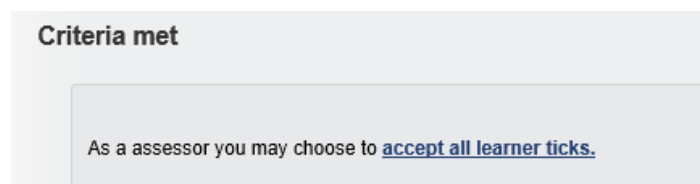
Then manually tick the criteria you agree have been met. This may differ from the learner.



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    - 1.6 Describe methods of measuring their own effectiveness in the delivery of customer service

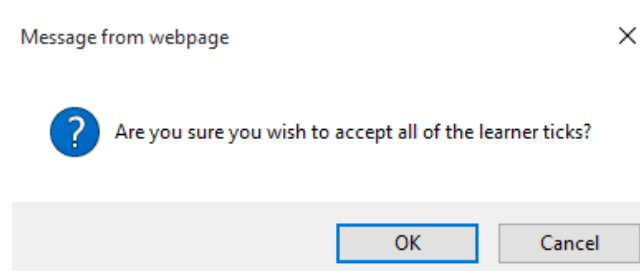
Alternatively the assessor can use the hyperlink "accept all learner ticks" and this automatically populates those criteria identified by the learner.



**Criteria met**

As a assessor you may choose to [accept all learner ticks.](#)

By selecting it you get a prompt:



Message from webpage

Are you sure you wish to accept all of the learner ticks?

OK Cancel

If there is a trainee assessor in the loop, the same principals apply.

The ticks can be manually completed to countersign the trainee assessor work.

**Diploma in Customer Service L2 (QCF) (C&G) 601\_3562\_1**

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  - 1.3 Explain the importance of treating customers as individuals
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  - 1.5 Explain when and to whom to escalate problems
  - 1.6 Describe methods of measuring their own effectiveness in the delivery of customer service

Or a new hyperlink appears allowing the qualified assessor to “accept all trainee assessor ticks”:

**Criteria met**

As a assessor you may choose to [accept all trainee assessor ticks.](#)

As a assessor you may choose to [accept all learner ticks.](#)

Again you see a prompt window appear:

