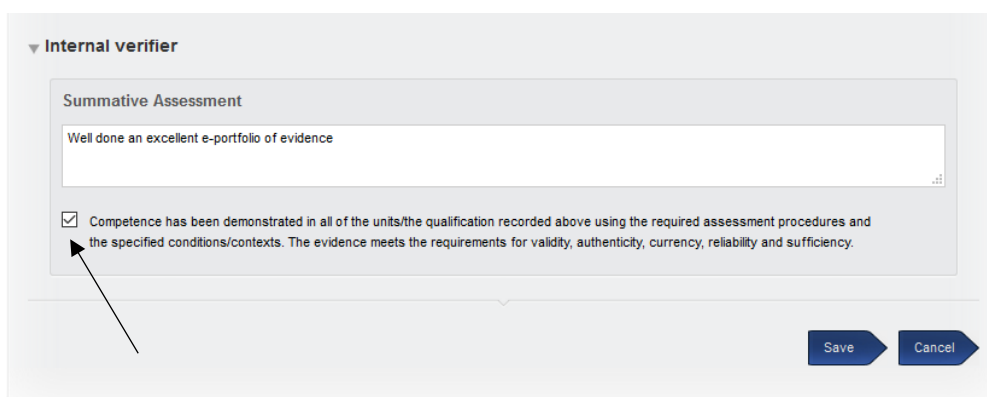


## Frequently asked questions

### How does my IQA reverse a qual sign-off?

If your IQA has signed a qualification off in error and needs this action to be reversed, there is now the option to switch this function on for your centre. If you are unsure if it has, please contact SkillWise support to check whether this has been activated for your centre. [support@skillwise.net](mailto:support@skillwise.net)

Once this is activated the IQA can untick the sign off box and this will reverse the decision.



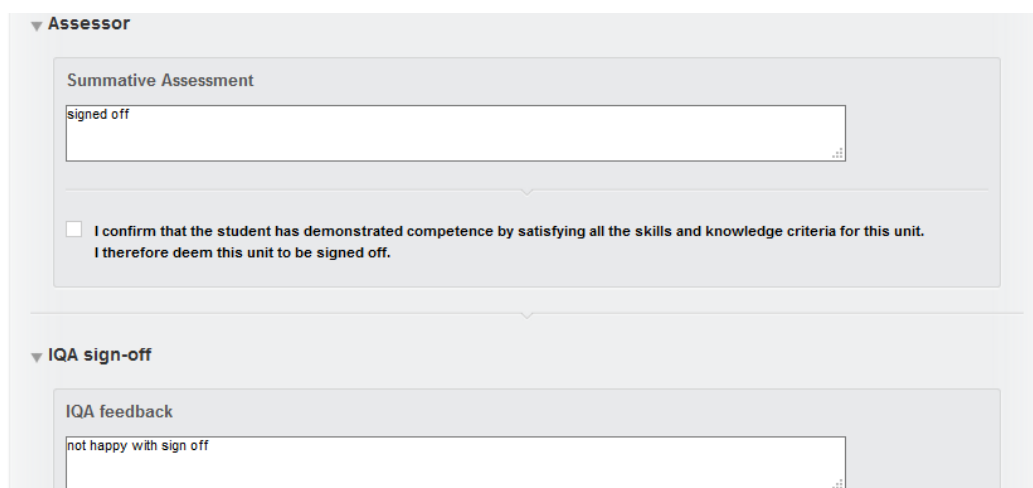
The screenshot shows the 'Internal verifier' section of a system. It features a 'Summative Assessment' text area containing the text 'Well done an excellent e-portfolio of evidence'. Below this is a checkbox that is checked, with the text: 'Competence has been demonstrated in all of the units/the qualification recorded above using the required assessment procedures and the specified conditions/contexts. The evidence meets the requirements for validity, authenticity, currency, reliability and sufficiency.' An arrow points to this checkbox. At the bottom right, there are 'Save' and 'Cancel' buttons.

### IQA/IVs is also able to reverse assessor unit and qualification sign off where they disagree with the assessor's decision.

The IQA/IV should write comments in the Summative Assessment box at this point, visible to the assessor, saying why they have reversed the sign off.

400	Configuring Microsoft Windows Vista client (2007)	9	0	19/02/2015				<input type="radio"/>
402	Supporting and troubleshooting applications on a Windows Vista client for consumer support technicians (2008)	9	100	11/02/2015	05/04/2016	Requested		<input type="radio"/>

The example below shows the assessor sign off before and after the IQA/IV reverses the sign off:



The screenshot shows the 'Assessor' section. It features a 'Summative Assessment' text area containing the text 'signed off'. Below this is an unchecked checkbox with 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 the assessor section is an 'IQA sign-off' section with an 'IQA feedback' text area containing the text 'not happy with sign off'.

The date then disappears from the assessor sign off column in the summary table.

400	Configuring Microsoft Windows Vista client (2007)	9	0	19/02/2015	<input type="radio"/>
402	Supporting and troubleshooting applications on a Windows Vista client for consumer support technicians (2008)	9	0	11/02/2015	<input checked="" type="radio"/>

***NOTE: The Centre Administrator receives an email notification to indicate that the qualification sign off has been reversed in both instances i.e. when the assessor or the IQA/IV reverse this. The sign off notification which appears in the Centre Administrator's To Do tab also disappears.***