VQManager Assessor Manual Part 1

Browsers

VQManager uses technology which is incompatible with some old browsers. It is recommended that users upgrade their browsers to the latest version available which is free.

Logging onto VQManager https://www.skillwise.net/vqmanager/login/

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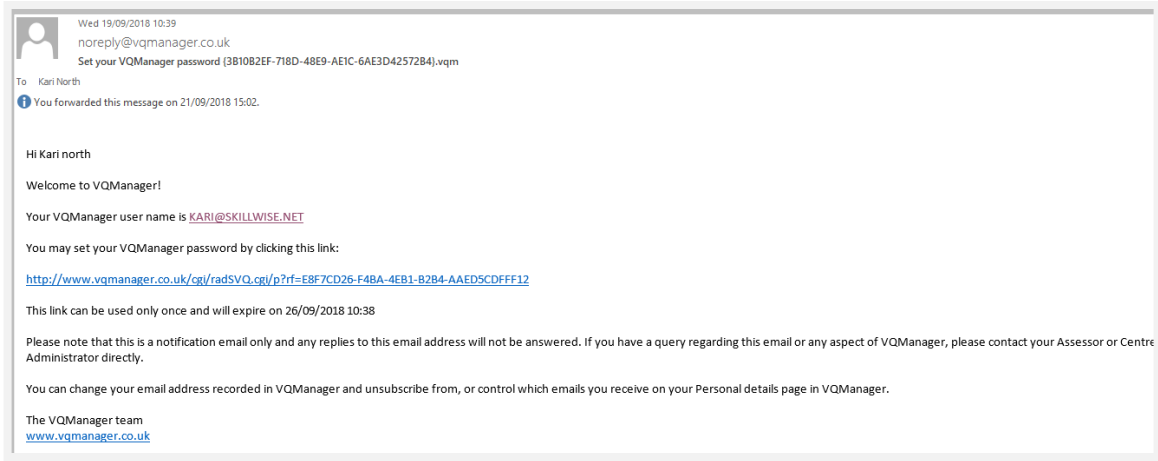- Username
- Password



Your Centre Admin will set you up with a live profile and you will be set an email from noreply@vqmanager.co.uk with a link in so you can access the e-portfolio. The first time you login you will be asked to set a new password that you will remember.

Wed 19/09/2018 10:39
noreply@vqmanager.co.uk
Set your VQManager password (3B10B2EF-718D-48E9-AE1C-6AE3D42572B4).vqm
To   Kari North
ⓘ You forwarded this message on 21/09/2018 15:02.

Hi Kari north

Welcome to VQManager!

Your VQManager user name is KARI@SKILLWISE.NET

You may set your VQManager password by clicking this link:

http://www.vqmanager.co.uk/cgi/radSVQ.cgi/p?rf=E8F7CD26-F4BA-4EB1-B2B4-AAED5CDFFF12

This link can be used only once and will expire on 26/09/2018 10:38

Please note that this is a notification email only and any replies to this email address will not be answered. If you have a query regarding this email or any aspect of VQManager, please contact your Assessor or Centre Administrator directly.

You can change your email address recorded in VQManager and unsubscribe from, or control which emails you receive on your Personal details page in VQManager.

The VQManager team
www.vqmanager.co.uk

If the link expires, the username in the email can be used to send a new link. Enter the username as it is displayed in the email into the VQManager username login field and select the "forgotton your password" link and a new email with a new link will be sent to you
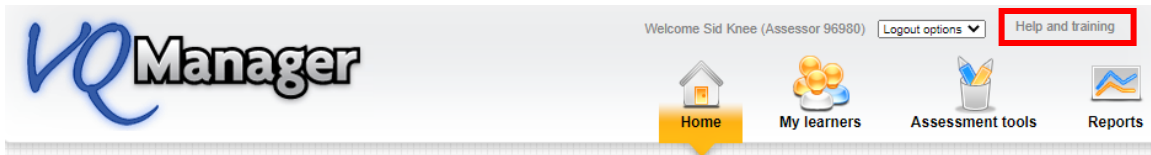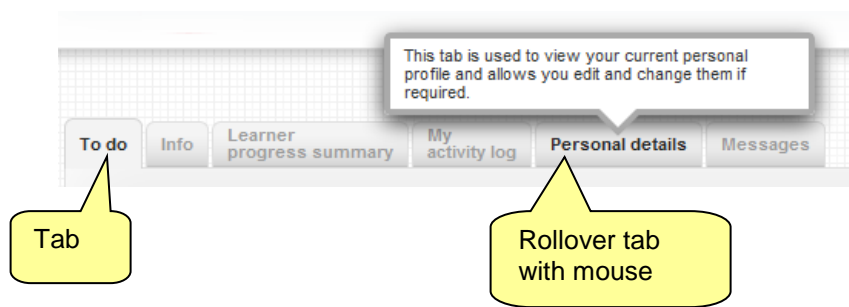
User homepage

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 tab you are currently using is highlighted in orange.
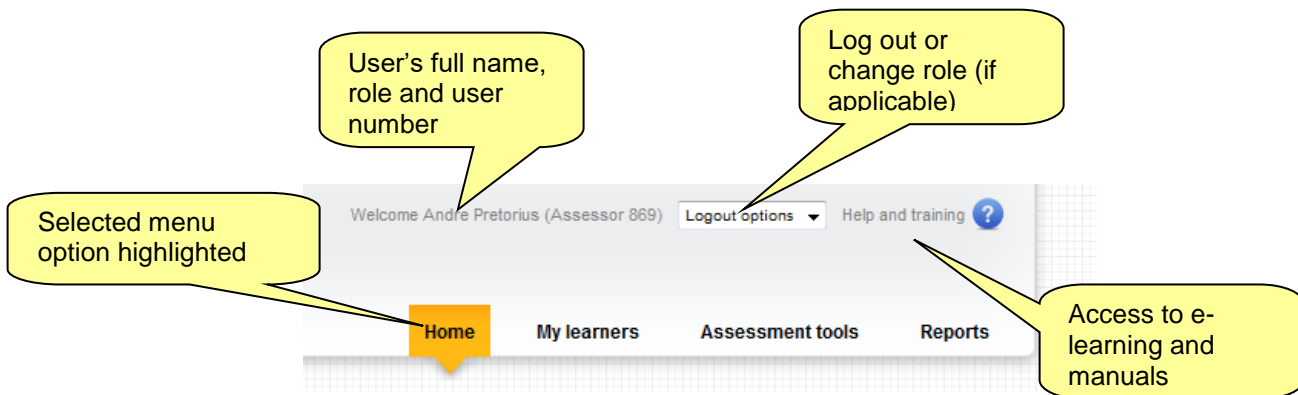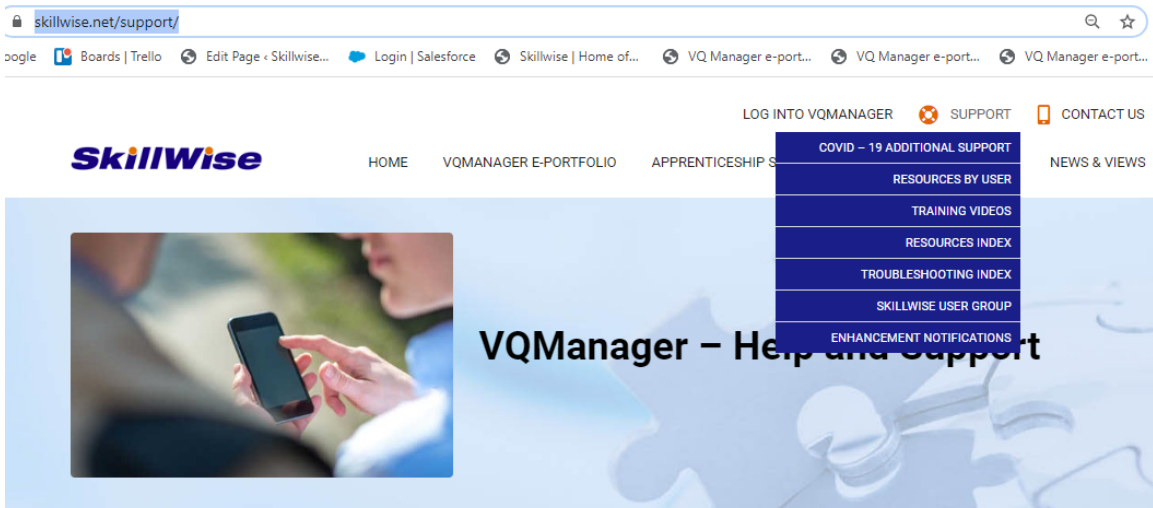

Help

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:

This tab is used to view your current personal profile and allows you edit and change them if required.

To do | Info | Learner progress summary | My activity log | Personal details | Messages

Tab

Rollover tab with mouse

Welcome Sid Knee (Assessor 96980) | Logout options | Help and training

Home | My learners | Assessment tools | Reports

The **Help and training** hyperlink at the top of the screen takes you to the support page https://www.skillwise.net/support/ - the password to access this area is **solution** (all lowercase).

skillwise.net/support/

oogle | Boards | Trello | Edit Page ‹ Skillwise... | Login | Salesforce | Skillwise | Home of... | VQ Manager e-port... | VQ Manager e-port... | VQ Manager e-port...

LOG INTO VQMANAGER | SUPPORT | CONTACT US

SkillWise | HOME | VQMANAGER E-PORTFOLIO | APPRENTICESHIP S | NEWS & VIEWS

COVID – 19 ADDITIONAL SUPPORT
RESOURCES BY USER
TRAINING VIDEOS
RESOURCES INDEX
TROUBLESHOOTING INDEX
SKILLWISE USER GROUP
ENHANCEMENT NOTIFICATIONS

VQManager – Help and Support

You must be logged in to access the e-portfolio support area. Scroll down and select the padlock icon to enter your password.

Here, you will find a range of training resources, support documents, details about forthcoming events such as user groups and a wealth of other useful information.

As an existing VQManager user you have access to this area and your centre administrator will be able to provide you with the password. Please note this is not the same as your VQManager credentials.

Changing roles

It is possible that a user could have more than one role assigned to them (e.g. assessor and IQA/IV). Users can switch between roles by clicking on the 'Change user/ logout' option at the top of the screen.
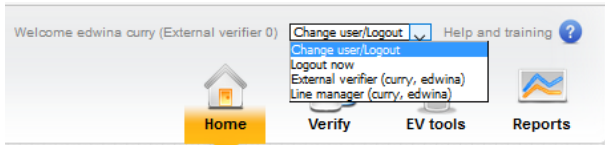
Assessor Introduction

There are 4 distinct menus that assessors can work in:
- Home page
- My learners
- Assessment tools
- Reports

Home – first top tab

Welcome Message

The Messages tab within home can be used by your company to specifically target a user types, i.e. learners, assessors (but not individuals), and you can have as many running at the same time as you like. You can add pictures and links to documents and websites etc. See the example below.

On this tab, you may also see messages from SkillWise regarding VQManager, these may include functionality updates as well as scheduled server updates.

Personal Information

Users can change their passwords in the **Personal Details** section. Login to VQManager by selecting the **change your password** hyperlink:

On this page in addition to changing your password, you can change and update your personal information. This information was originally set up by the Centre Administrator.

- Change mobile phone number
- Change email address
- Change automated email preferences - this last item has several options for you to select and you can decide how often you wish to receive the email prompts.

Email *

Kar@skillwise.net

Receive e-mail reminder for unassessed evidence

None ▼

Receive e-mail reminder for missed assessment plan target dates

None ▼

Receive e-mail reminder for missed progress review planned dates

None ▼
| None |
| Sunday |
| Monday |
| Tuesday |
| Wednesday |
| Thursday |
| Friday |
| Saturday |
| Daily |

Save ▸   Cancel ▸

To Do

You should consider this tab your "in tray" - everything which arrives onto this tab requires an action. Examples of categories include:

- Evidence re-submitted following action
- Evidence returned by IV for action
- Unassessed evidence
- Unsubmitted evidence
- Confirmation of OTJT hours
- Emails awaiting further processing
- New internal verifier reports (last 30 days)
- Upcoming (next 14 days) and overdue progress reviews
- New learners assigned (last 30 days)
- Upcoming (next 7 days) and overdue assessment plan delivery dates
- Assessment plans ready for signing off
- Learner or line manager overdue progression evaluations
- Your incomplete progression evaluations

All the tables are laid out in the same format: learner details on the left and a hyperlink to the item on the right.

Unassessed evidence

If the learner uploads evidence it will be located in this table in the **To Do** tab. Select the hyperlink on the right and open the evidence item.

Assessing work you should check these items:

- The correct evidence method is selected (editable)

- The title is correct – specific and relevant (editable)
- Description is full (editable)
- Attachment are attached. Can add additional attachments if required.
- Details of witness have been included (if required) so you may contact them if necessary.

- Criteria has been ticked off by the learner (if you require your learner to do this)
- Criteria has been ticked by you

- Feedback comments for the learner in assessor comment box

- If the work is complete – submit for IQA/IV or if it requires learenr input, return to learner for action.

Info

This second tab is for things which do not require your action but you might need to keep track of. They incude these sorts of items:

- Evidence awaiting action by Learner
- Evidence in progress with Trainee assessor (can be assessed if required)
- Evidence returned to Trainee assessor (not yet commenced)

Dashboard

Selecting the **Dashboard** tab will bring up a selection of graphs which include

- My Learners (Progress)
- Active Activity Plans (also known as Assessment Plans or Action Plans – these are not Activity Logs)
- Progress Reviews
- My Learner Log-ins
- Learner evidence (last time some was logged)
- Off the job Hours.

Please note that the information provided only includes learners with an 'active' status.

The page layout can be configured to your individual preference and importance of the information provided using the "setting" icon.
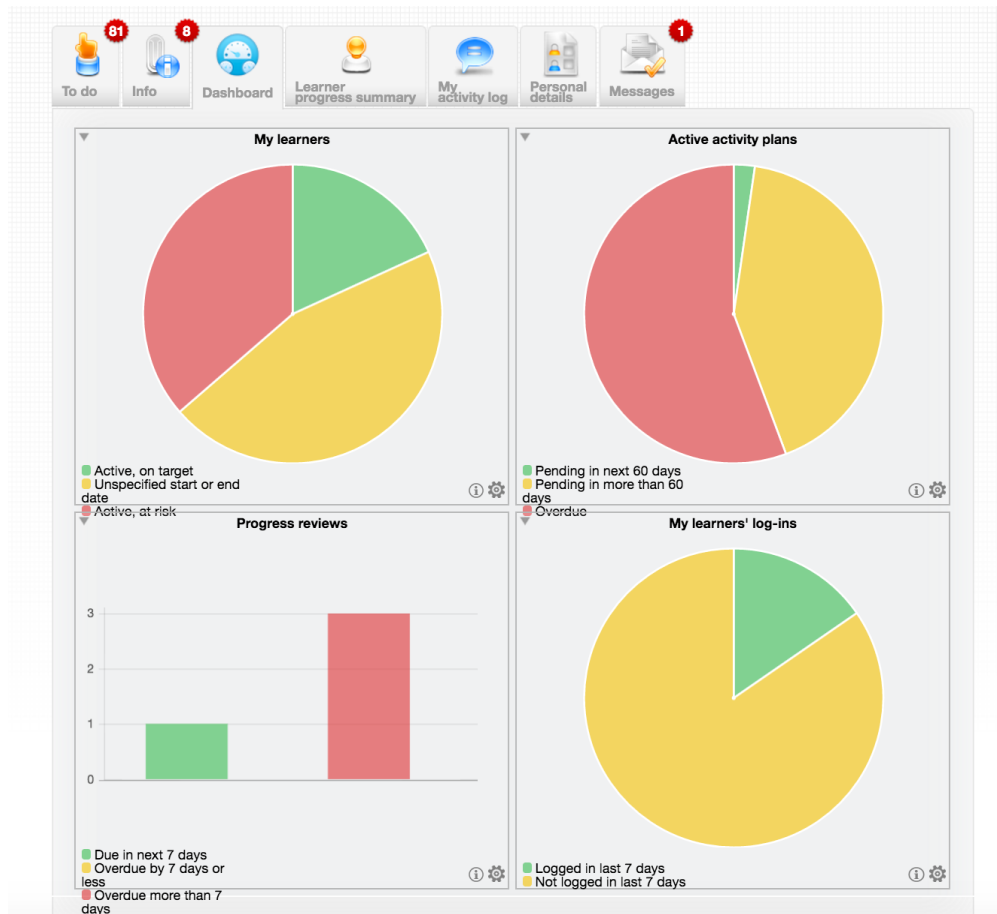
Hovering over the Red, Amber or Green areas of each graph will show a pop up displaying the number of your learners in that group. This example from My Learners shows 2 learners in the green (Active, On Target) group.
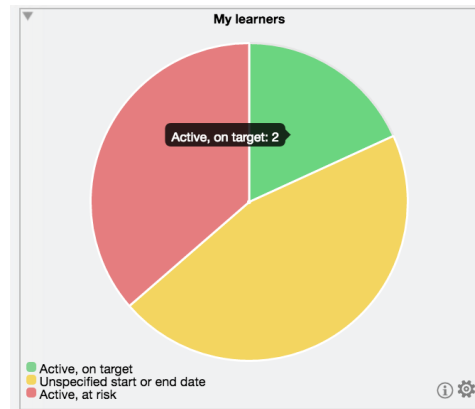
Clicking on an individual coloured area will open a pop-up with a list of learners included in that section. Clicking in the white area around the outside of the pie chart will report on all learners. By clicking on the name of the learner, the hyperlink will take you to that learner's e-portfolio. The reports can also be downloaded.

My Learners (My apprentices) – second top tab

Select the **My learners** menu option, and then select a learner from the list.

Unit Assignments

The qualifications which appear on the **Unit Assignments** tab are either linked to the learner by the Centre Administrator, or come from an integrated MIS system.

BTEC Diploma in Customer Service L3 (QCF) (Pearson) 601_3478_1 (1813)

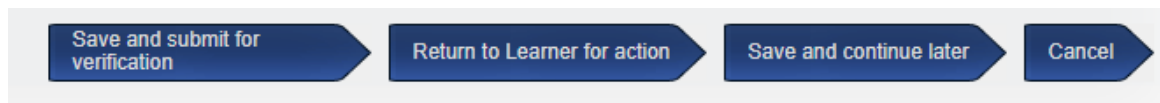| Unit number	Unit title	Credit value	Select all / Deselect all
1	Organise and Deliver Customer Service (40391)	5	☑
2	Understand the Customer Service Environment (40392)	5	☑
3	Resolve Customers' Problems (40393)	4	☑
4	Principles of Business (40394)	10	☑
5	Understand Customers and Customer Retention (40395)	4	☑
6	Manage Personal and Professional Development (40396)	3	☑
7	Develop Resources to Support Consistency of Customer Service Delivery (40397)	5	☐
8	Use Service Partnerships to Deliver Customer Service (40398)	3	☐
9	Resolve Customers' Complaints (40399)	4	☐

Once you have assigned the units to the learner, the learner can begin logging evidence.

Log Evidence

This tab is also available for you as an assessor so that you can also log evidence against a learner's e-portfolio for things like professional discussions and observations.
In the same way as the learner completed this form above, you should:

- Select the correct evidence method(s)
- Add Summary description of evidence – specific and relevant
- Add a description
- Attach relevant documents.
- Tick off relevant criteria
- Add feedback comments for the learner in assessor comment box
- If the work is complete – submit for IQA/IV or if it requires learenr input, return to learner for action.
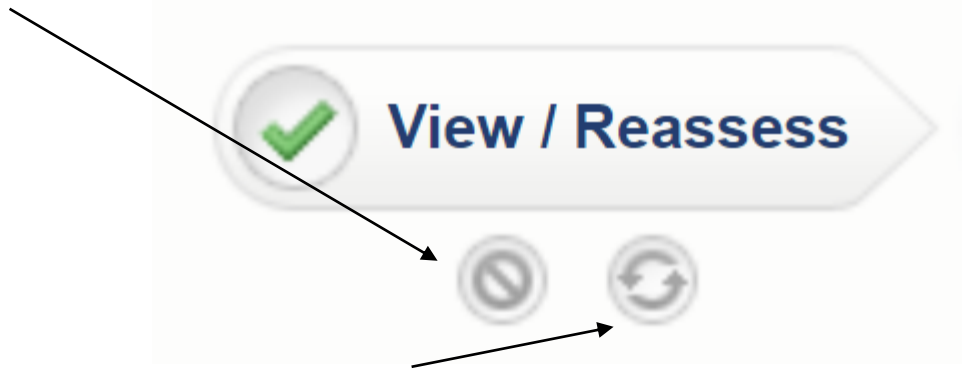

Evidence List

The evidence list is where all the evidence can be located.

Deleting evidence: this is a permanent move, only the "owner" of the evidence can delete it, and never if it has been assessed and verified.

The other icon allows you to **reuse** a piece of evidence if it has been locked by the verifier

Reviewing learner progress

Assessors can review learner progress in 4 places:

1. On the assessor Homepage under the **Learner Progress Summary** tab
2. On the **Dashboard** tab
3. On the **Unit status, evidence matrix and signoff** tab for the relevant learner
4. On the **Reports** menu option – there are many reports showing slightly different views.

Unit Signoff

Assessors can sign off a unit from the **Unit status, evidence matrix and signoff** tab for the relevant learner, select the unit that you want to view and signoff. You can always use the "**sign off multiple units**" hyperlink if you have more than one to sign off. Note that the same comment and confirmation option will be applied to all of the units you have selected.

▼ Apprenticeship Team Leader/Supervisor L3 ST0384_01 Standards (2418)

Start date: 11/07/2017   Overall qualification % completion to date: 69 %

End date: 09/10/2019

Sign off multiple units

Num	Unit title	% Completed (Actual)	Date assigned	Target date	Signed off by assessor	Confirmed by learner	Verified	Progress and sign-off
1	Interpersonal Excellence - managing people and developing relationships (56005)	100	30/10/2017					Edit / view
2	Organisational Performance - delivering results (56006)	100	30/10/2017			29/04/2020	Requested	Edit / view
3	Personal Effectiveness - managing self (56007)	16	30/10/2017					Edit / view

Rose [2A], Honey
Apprenticeship Team Leader/Supervisor L3 ST0384_01 Standards

Unit: 1 Interpersonal Excellence - managing people and developing relationships

Assessor sign off date:
Internal verifier sign off date:

Learning outcome: 1 Leading People

Evidence	Summary	Method										Assessment criteria			
		1	2	3	4	5	6	7	8	9	K1	K2	S1	S2
198295/E/1035	Interpersonal Excellence - managing people and developing relationships		✓		✓							✓	✓	✓	✓
198295/E/1215	title		✓		✓							✓	✓	✓	✓
198295/E/1231	title		✓		✓							✓	✓	✓	✓
198295/E/1264	title				✓								✓	✓	✓
Total			3		4							3	4	4	4
Recommended minimum												1	1	1	1

▼ Assessor

Summative Assessment

13:24 GMT 15/06/2020

☐ 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.

☐ Request learner to confirm unit completion?
If this box is checked when the unit is signed off the learner will be requested to confirm that the evidence provided is a result of their own work.

Please Note:

- By signing off the unit you will be indicating to your internal verifier that it is ready for assessment.
- The rights assigned to your centre allows you to reverse your signing off of a unit at any time before it has been signed off by an Internal verifier.

Evidence comments | Save | Cancel

The declaration is the actual unit sign off. Select the second declaration if you wish your learner to read your comments, acknowledge the units sign off and add his/her own comments too.

If you select the blue arrow **Evidence comments**, a pop up will appear which will show the evidence state and also any comments the assessor made on that particular piece of evidence.

Signing off a Qualification

Signing off a qualification moves everything at qualification level to 100% complete regardless of whether the qualification is 100% complete or not.

Select the qualification you wish to sign off:

▼ Assessor

Summative Assessment

13:30 GMT 15/06/2020

☐ I confirm that this candidate has achieved all the requirements for the units listed.

Please Note:

- Signing off a qualification will notify your Centre Administrator that it is ready for certification.
- You are allowed to reverse your signing off of a qualification at any time before it has been signed off by an Internal verifier.

▸ Internal verifier

[Save] [Cancel]

Again there is a declaration which needs checking, there is no requirement for the learner to add comments at this stage.