

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



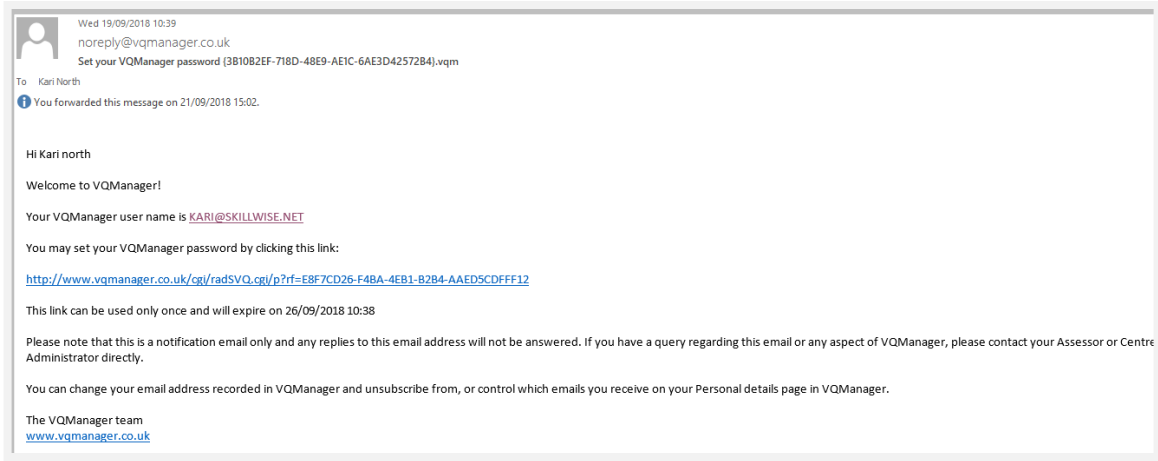
Username or email
vqmanager
Forgotten your username?

Password
.....
Forgotten your password?

Login

Whilst every reasonable care is taken, SkillWise UK cannot accept responsibility for loss or issues arising from the loss or compromise of data within VQManager. It is the user's responsibility to ensure that no sensitive documents are uploaded to VQManager.

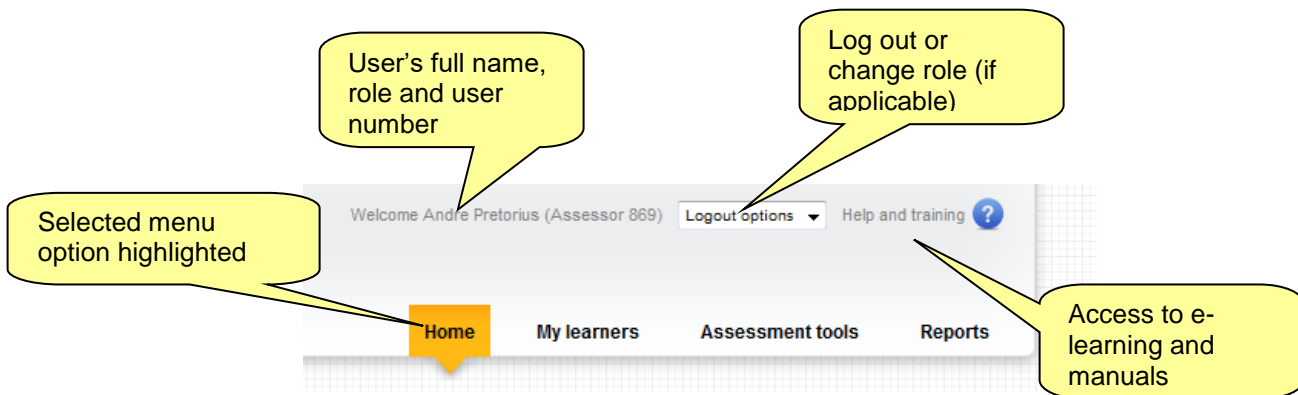
Your Centre Admin will set you up with a live profile and you will be set an email from noreply@vqmanager.co.uk with a link in so you can access the e-portfolio. The first time you login you will be asked to set a new password that you will remember.



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

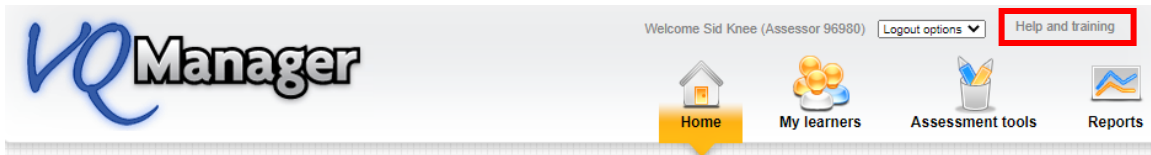
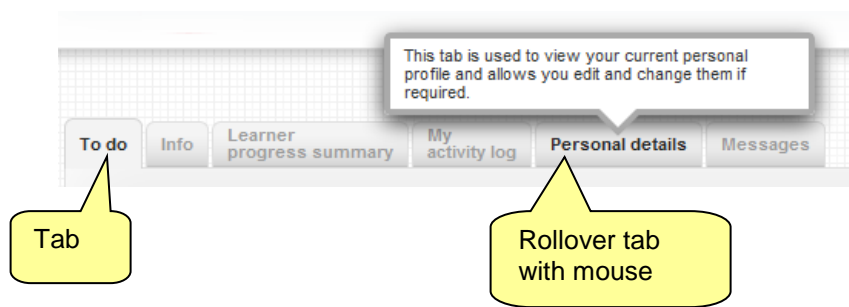
User homepage

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.

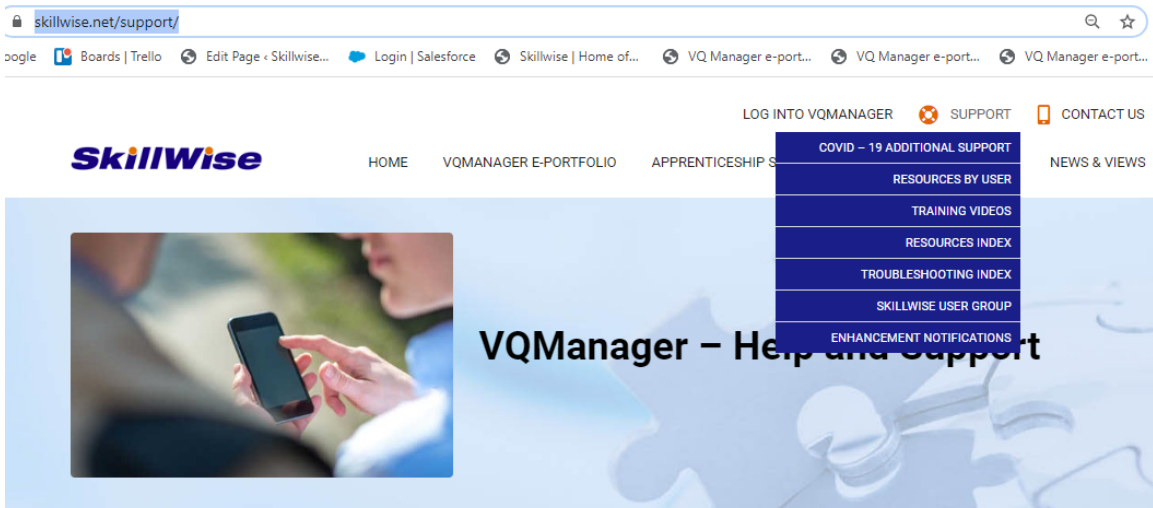


Help

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:



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).



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

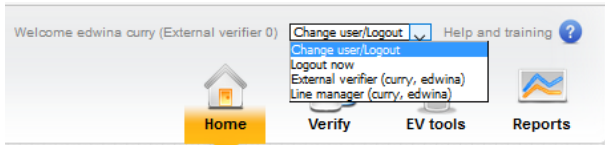
Here, you will find a range of training resources, support documents, details about forthcoming events such as user groups and a wealth of other useful information.

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.

The screenshot shows a dashboard with a navigation bar at the top containing icons for 'To do', 'Info', 'My progress summary', 'File library', 'Personal details', and 'Messages'. Below the navigation bar is a large grey box with the following text:

Help for this page

Welcome to Great Heights Training!

Thank you for choosing us as the training provider for your Assessor Course.

There are a lot of demands for good Assessors and at Great Heights Training we strive to make sure that we train people who will become very good Assessors of the highest standards. We will make sure we support you all the way so that you can complete your course successfully in the time-frame that you want.

To start your course and understand the process, please click on the link below and watch the induction video.

Induction Video

If you want to speak to an Assessor, please contact our Lead Assessor Lorretta Oluitan at lorretta@greathightstraining.co.uk or on the following number: [07957 789720](tel:07957789720).

If you have any questions, please e-mail office@greathightstraining.co.uk

Don't show this message again

Personal Information

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

The screenshot shows the VQManager interface. At the top, it says 'Welcome Sid Knee (Assessor 96980)' and 'Logout options'. Below this is a navigation bar with 'Home', 'My learners', 'Assessment tools', and 'Reports'. A secondary navigation bar includes 'To do' (144), 'Info' (18), 'Dashboard', 'Learner progress summary', 'Calendar', 'My activity log', 'Personal details', 'My VQManager network', and 'Messages' (2). A yellow tooltip points to the 'Personal details' icon, stating: 'This tab is used to view your current personal profile and allows you to edit and change your details if required.'

The 'Personal details' section contains the following form fields:

- User name ***: Input field containing 'SID@KNDEMO'
- New password ***: Input field with masked characters '.....'
- Confirm new password ***: Input field with masked characters '.....'

At the bottom of the form is a link: 'Cancel new password'

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.

The screenshot shows the VQ Manager interface with a navigation bar at the top containing icons for To do (144), Info (18), Dashboard, Learner progress summary, Calendar, My activity log, Personal details, My VQManager network, and Messages (2). Below the navigation bar, there are three sections:

- Evidence re-submitted following action:** A table with columns: Learner, Date resubmitted, Evidence number, Qualification, and an action button.

Learner	Date resubmitted	Evidence number	Qualification	
Leigh [1A], Krista(96738)	24/09/2018	96738/E/756	No qualification / criteria selected	Reassess
- Evidence returned by IV for action:** A table with columns: Learner, Date returned, Evidence number, Qualification, Internal verifier, and an action button.

Learner	Date returned	Evidence number	Qualification	Internal verifier	
Leigh [1A], Krista(96738)	01/08/2017	96738/E/810	Diploma in Customer Service L2 (QCF) (C&G) 601_3562_1 201, 207	Stuart, Jon(97020)	Rework
- Unassessed evidence:** A table with columns: Learner, Date received, Evidence number, Qualification, and an action button.

Learner	Date received	Evidence number	Qualification	
Leigh [1A], Krista(96738)	10/07/2014	96738/E/750	BTEC Extended Diploma in Business L3 (QCF) Edexcel 500_6746_1 1	Assess
Leigh [1A], Krista(96738)	05/10/2016	96738/E/915	Diploma in Customer Service L2 (QCF) (C&G) 601_3562_1 201	Countersign

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.

The screenshot shows the VQ Manager interface with the 'Evidence' section selected. The top navigation bar includes 'Home', 'My learners', 'Assessment tools', and 'Reports'. The 'Evidence' section contains a form with the following fields:

- Evidence methods:** A list of checkboxes for selecting evidence methods. 'Witness testimony' is selected.

<input type="checkbox"/> Work products	<input type="checkbox"/> Direct observation
<input checked="" type="checkbox"/> Witness testimony	<input type="checkbox"/> Oral questions
<input type="checkbox"/> Written questions	<input type="checkbox"/> Candidate feedback statement
<input type="checkbox"/> Simulation / storyboard	<input type="checkbox"/> Accredited prior learning
<input type="checkbox"/> Professional discussion	
- Evidence number:** A text input field containing '198295/E/1273'.
- Date:** A text input field containing '15/06/2020'.

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.

Summary evidence description (max. 80 characters)

Description of evidence (max. 1000 words)

B I U Normal

▶ Audit trail

▶ Upload and attach files in support of this evidence

▶ Authenticate evidence

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

Criteria met

Select the relevant assessment plan against which the evidence is to be logged or navigate to the relevant Unit, Element, performance Criteria, Range or Knowledge and Understanding item.

101 Prepare yourself to deliver good customer service

Addressing customer requests - within the rules

Open all checked items

Open all linked items

Close all

Diploma in Creative and Digital Media Competence L3 {QCF} {OCR} 500_8357_0

Unit X1 Contribute to good working relationships (CV4)

Unit X2 Ensure your own actions reduce risks to health and safety (CV4)

Unit F1 Manage and market yourself as a freelancer (CV9)

Unit P1 Contribute ideas for production (CV6)

Unit P5 Identify sources of information (CV5)

Element P5.1 Be able to identify sources of information

Performance criteria P5.1

1.1 Identify different types of research resources available, explaining their suitability for particular productions

1.2 Identify potential sources of information relevant to the research brief

1.3 Establish... to identify their potential to contribute to the brief

1.4 Mainta... to date records of all information sources

Learner's ticks

Tick the criteria that the evidence actually meets

- Feedback comments for the learner in assessor comment box

Comments

Learner comments to assessor (Rose [2A], Honey)

By submitting this evidence for assessment, I confirm that it is the result of my own work.

12:05 GMT 15/06/2020

my testimony

Assessor comments (Knee, Sid)

14:12 GMT 15/06/2020

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

Save and submit for verification

Return to Learner for action

Save and continue later

Cancel

Info

This second tab is for things which do not require your action but you might need to keep track of. They include 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)

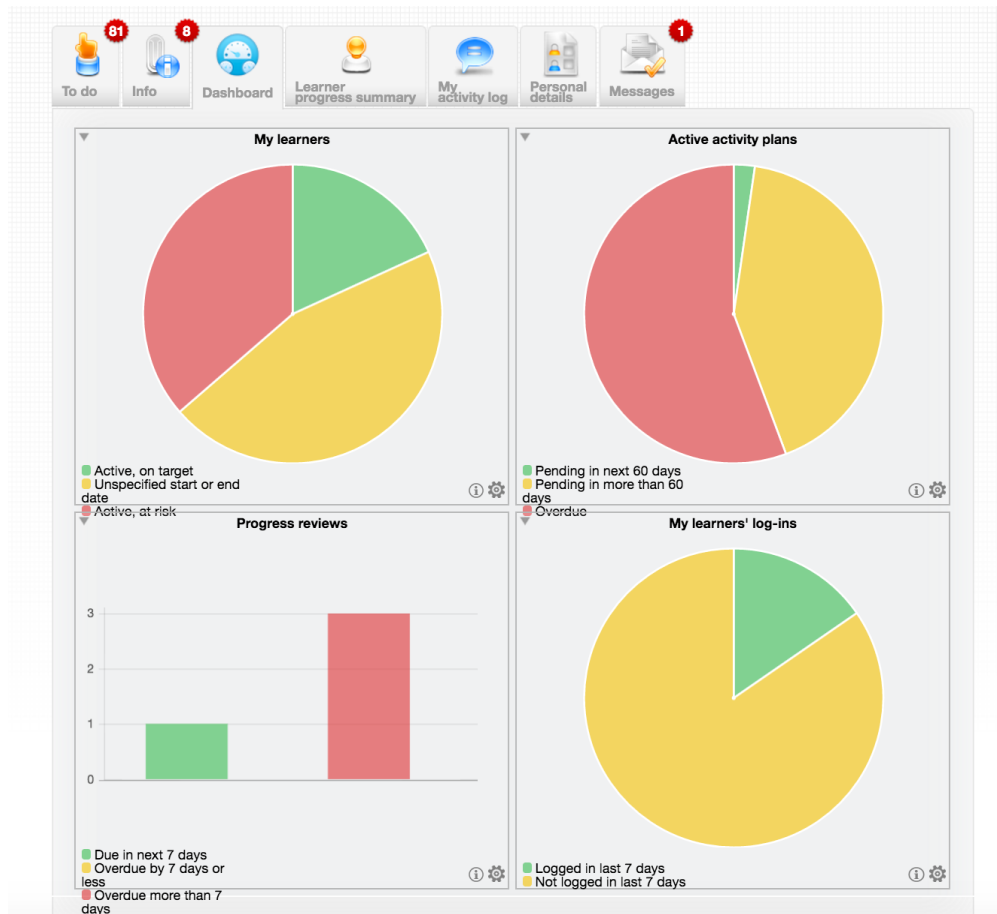
Dashboard

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

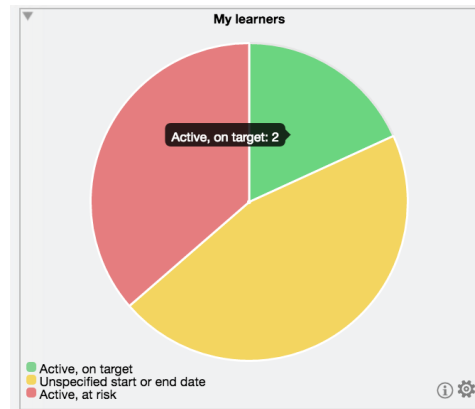
- My Learners (Progress)
- Active Activity Plans (also known as Assessment Plans or Action Plans – these are not Activity Logs)
- Progress Reviews
- My Learner Log-ins
- Learner evidence (last time some was logged)
- Off the job Hours.

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: Active, on target
 Report generated for: Edna Krabbappel (Assessor)
 Date: 22/08/2016 14:20

Target date Difference between actual and target % Employer Curriculum area

Learner	Actual % completion at today's date	Target % completion at today's date	Target date	Difference between actual and target %
James T, Kirk (701)	100	100	02/09/2009	0
Welford, James (872)	26	14	01/07/2017	0

Download Close

My Learners (My apprentices) – second top tab

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

Unit assignments Assessment plans

Hide criteria for unassigned units

► NVQ Certificate [Learner target]

Unit assignments Progress reviews Unit status, evidence matrix & signoff Qualification status & signoff Learner activity log Learner details Search evidence

Units - General Construction L2 (QCF) QUE857 (CSkills) 600_3744_1 (1275)

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	<input checked="" type="checkbox"/>
2	Understand the Customer Service Environment (40392)	5	<input checked="" type="checkbox"/>
3	Resolve Customers' Problems (40393)	4	<input checked="" type="checkbox"/>
4	Principles of Business (40394)	10	<input checked="" type="checkbox"/>
5	Understand Customers and Customer Retention (40395)	4	<input checked="" type="checkbox"/>
6	Manage Personal and Professional Development (40396)	3	<input checked="" type="checkbox"/>
7	Develop Resources to Support Consistency of Customer Service Delivery (40397)	5	<input type="checkbox"/>
8	Use Service Partnerships to Deliver Customer Service (40398)	3	<input type="checkbox"/>
9	Resolve Customers' Complaints (40399)	4	<input type="checkbox"/>

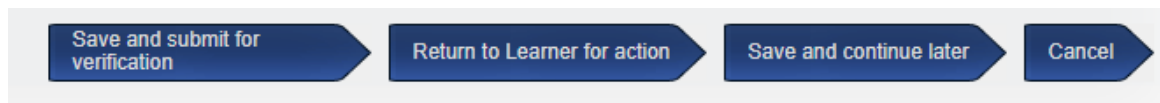
Once you have assigned the units to the learner, the learner can begin logging evidence.

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 learner input, return to learner for action.



Evidence List

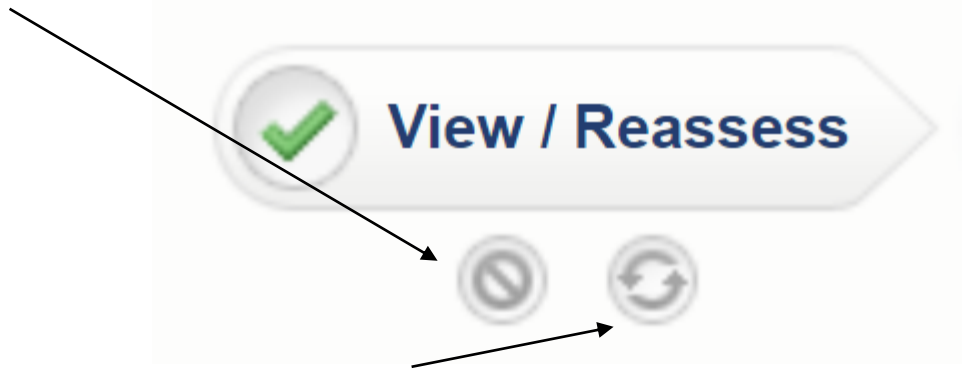
The evidence list is where all the evidence can be located.

The Evidence List interface includes the following components:

- Navigation Tabs:** Unit assignments, Assessment plans, Log evidence, Evidence list (active), Learner diary, Question bank, Progress reviews, Unit status, evidence matrix & signoff, Qualification status & signoff, Learner activity log, Learner details, Search evidence.
- Filters:**
 - Qualification: Apprenticeship Team Leader/Supervisor L3 ST0384_01 Standards (2418)
 - Unit: 1. Interpersonal Excellence - managing people and developing relationships (56005)
 - Method: All methods
- Section Header:** ▼ Apprenticeship Team Leader/Supervisor L3 ST0384_01 Standards
- Sort by:** oldest first
- Evidence List:**

Date created	Method	Qualification	Description	Last action	Actions
11/05/2020	Work products, Written questions	Apprenticeship Team Leader/Supervisor L3 ST0384_01 Standards 1	title	11/05/2020 - Learner submitted evidence to Assessor	Assess
07/04/2020	Oral questions	Apprenticeship Team Leader/Supervisor L3 ST0384_01 Standards 1	title		View / Reassess

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

Date Assessor Summary Description Internal verifier dates EV date Method Assessment criteria Range statement
 Knowledge and understanding

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.

Evidence number	Evidence summary	Evidence state	Comment date	Assessor	Comments
59030/E/1742	personal development + management story line	Assessor saved and sent for verification	01/05/2013	Hill, Wendy (71533)	Well done Simon very comprehensive pieces of evidence covering all units.
59030/E/2443	Subordinate PDP/Written paper on a meeting I chaired	Assessor saved and sent for verification	09/09/2013	Hill, Wendy (71533)	Well done Simon, good pieces of evidence demonstrating how you participate in meetings, support and develop your staff to improve team performance, make decisions and communicate.
59030/E/2624	Witness testimony supporting PDP in evidence 2443	Assessor saved and sent for verification	03/12/2013	Hill, Wendy (71533)	Witness has supports all previous evience on developing staff, helping with difficulties and oportunites, developing relationships, communicating

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.

Qualifications	Start date	End date	Assessor sign-off date	Verified
Apprenticeship Team Leader/Supervisor L3 ST0384_01 Standards (2418)	11/07/2017	09/10/2019		<input checked="" type="radio"/>
Diploma for Managers L3 (ILM) 603_1166_6 (2451)	01/01/2018	15/05/2019		<input type="radio"/>
Apprenticeship Team Leader/Supervisor L3 ST0384_AP01 Programme of Delivery (Blue Sky) (2462)	31/10/2018	24/10/2019		<input type="radio"/>
Personal Data (Blue Sky) (2461)	31/10/2018	16/10/2019		<input type="radio"/>
NVQ Certificate in Construction Operations - General Construction L2 (QCF) QUE857 (CSkills) 600_3744_1 (1275)	01/01/2020	30/01/2020	29/04/2020	<input type="radio"/>

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.