

# Procedure Manual VQManager - External Verifiers

## Introduction

The purpose of this manual is to provide procedural training for all External Verifier user of VQManager.

Note: The term 'Learner' has been used throughout the system to represent a person undergoing a vocational qualification. Other synonyms could be **apprentice, candidate** or **student**.

## Browsers

VQManager uses technology which is incompatible with some old browsers. It is recommended that users upgrade their browsers to the latest version available. Updates are available for download from the internet free of charge.

## System Structure

VQManager is a hierarchical system. The Assessment Centre has members grouped within it. These members include:

- Learners
- Assessors
- Internal Verifiers (Internal Quality Assurers)
- External Verifiers (External Quality Assurers)
- Other System Users – External person to the training organisation -(Employer- Line manager to the learner)
- Line Manager – Internal person within the training organisation

Each learner is allocated to an assessor who could have many learners. Internal Verifiers ensure that standards remain consistent and can have access to any of the assessors within the centre. External Verifiers ensure that consistency is maintained between Assessment Centres and can see any Assessors and Internal Verifiers. EVs also look at consistency of standards/criteria in particular being met.

## Logging onto VQManager

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

- Username
- Password

If you forget your username please select the "Forgotten your username" link.

If you forget your password, please select the "Forgotten your password" link.

Log in to VQManager by using the following procedure:

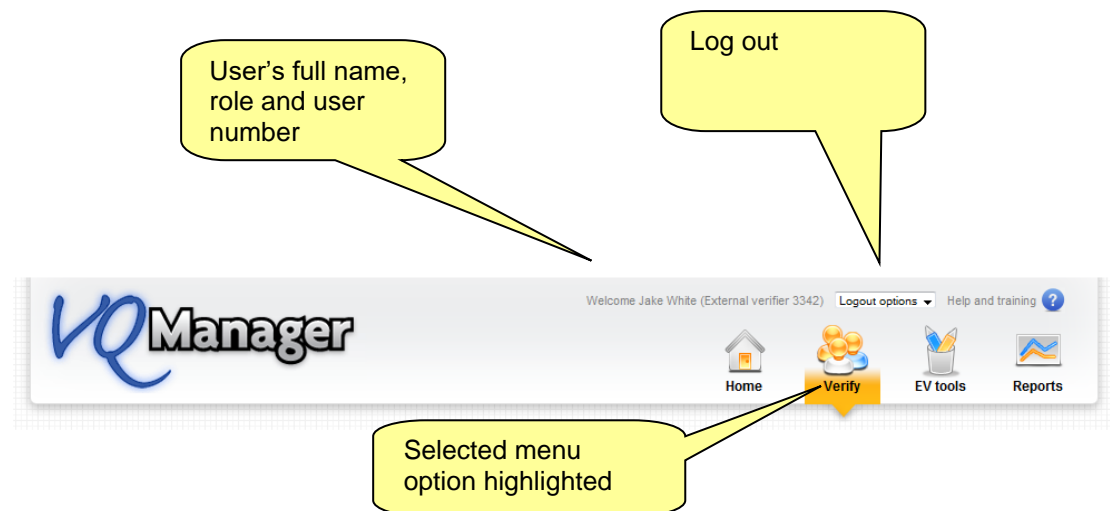
Step	Action
1	From the login page, type in your username in <b>Username</b> field.
2	Type in your password in the <b>Password</b> field.
3	Click on the <b>Login</b> link.

### 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 menu bar

Each user type also has a menu bar customised to their functions. An example of this can be seen below.



### Personal Information

The username and password are created by the Centre Administrator. Users can change their passwords in the Personal Details section. Users can also change and update their personal information. Edit or view your personal details by following this procedure:

Step	Action
1	On the <b>Home</b> page, click on the <b>Personal Details</b> tab.
2	The personal details appear. If you wish to edit these, make the relevant changes.
3	Click in the <b>Save</b> button.

VQManager

Welcome edwina curry (External verifier 134198) [Change user/Logout](#) [Help and training](#)

Home Verify EV tools Reports

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

User name \*

EDWINA

New password \*

Confirm new password \*

Cancel new password

Save Cancel

#### Note:

- The user name must be unique. VQManager will not allow you to add a user name which is identical to one already in use.
- Please use a password which is secure.

New password \*

Confirm new password \*

Cancel new password

Your password should meet these requirements:

- ✓ At least one letter
- ✗ At least one number
- ✗ At least 8 characters
- ✓ Different from user name

#### Help

Help can be found in the support area which is located in the Help and Training section. The link is located at the top of every page:

Welcome edwina curry (External verifier 134198) [Change user/Logout](#) [Help and training](#)

Select the hyperlink and scroll down to the section for External Verifiers:



This page provides you with all VQManager resources. Just click on the image for all the information and use the back button to return to this page.



Training Videos



Candidates and Learners



Assessor/Tutor



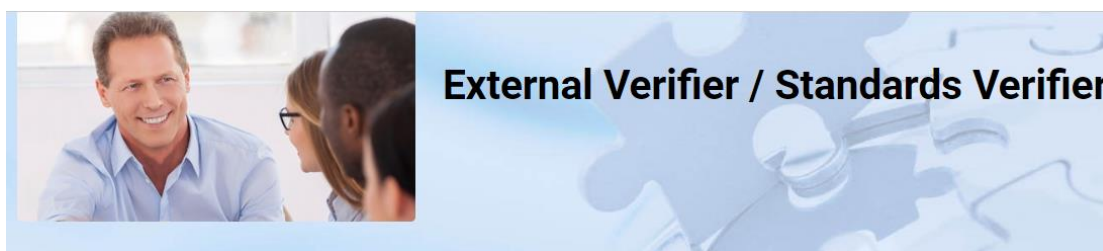
Internal Verifier/Internal Quality Assurance



External Verifier/ External Quality Assurance



Employer



This page provides all the downloads and resources required by the External Verifier/Standards Verifier. Just click on the hyperlink to see the information.

Downloads and Resources

(Click to select – opens in new window)

- [Guidance](#)
- [Report Writing](#)
- [Activity Log](#)
- [Password resetting/forgotten](#)
- [Routing of old EQA/EV Reports](#)

## Using VQManager

External Verifiers are tasked with ensuring that there is consistency in the way that Assessors are assessing evidence across assessment centres. EVs are responsible for:

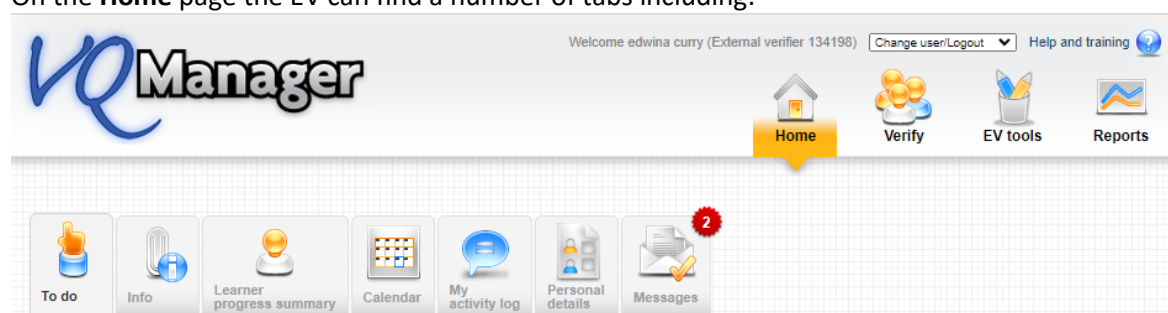
- Verifying that Assessors are assessing evidence consistently by reviewing the assessments
- Checking that IVs in the centre are verifying to a consistent standard
- Writing assessment feedback reports to Assessors

**The EV can use the system in two ways:**

- To read and review only anything within the learner's e-portfolio
- To read and review and also record feedback throughout the e-portfolio, within the e-portfolio in evidence, unit sign off, qualification sign off and writing assessor and IQA feedback reports.

## EV: Home page - Tabs

On the **Home** page the EV can find a number of tabs including:



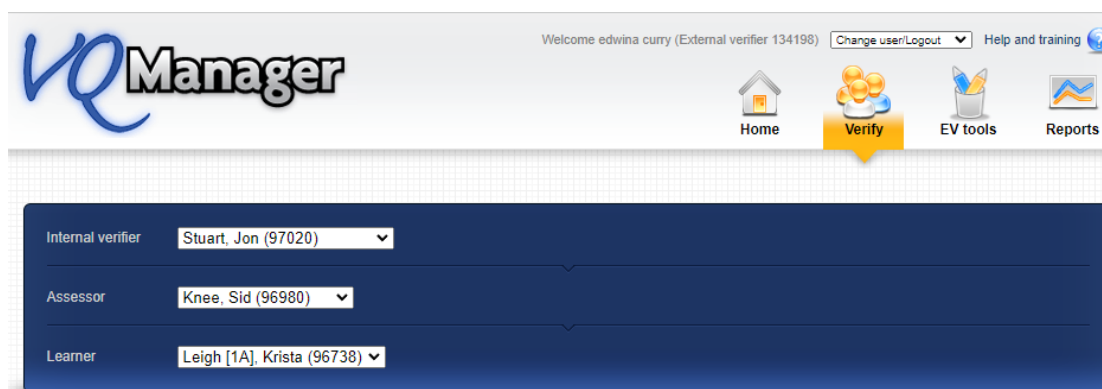
Tab name	Information about tab
To do	<p>The <b>To Do</b> page contains sections with outstanding tasks for the EV. Examples of these are:</p> <ul style="list-style-type: none"> <li>Evidence returned by IV after action has been taken</li> </ul> <p>All items appearing on this page should be dealt with by the EV.</p>
Info	<p>The <b>Info</b> tab contains items which are the responsibility of another user, but which the EV needs to monitor. Examples of these are:</p> <ul style="list-style-type: none"> <li>Evidence awaiting action by IV</li> </ul>
Learner progress information	<p>The <b>Learner progress summary</b> tab contains a progress snapshot for all learners allocated to specific assessors including:</p> <ul style="list-style-type: none"> <li>Learner name</li> <li>Qualification name(s)</li> <li>Current completion percentage</li> <li>Qualification start date</li> <li>Qualification target completion date</li> <li>Estimated further days to complete qualification (based on current rate of completion)</li> <li>Guided Learning Hours (GLH) if applicable.</li> </ul>
Calendar	<p>The tab allows you to see all activity for a learner over a period of time including:</p> <ul style="list-style-type: none"> <li>progress reviews,</li> <li>evidence added,</li> <li>units signed off</li> </ul>
My Activity Log	This tab allows you to add notes for reference, your CPD etc
Personal details	This tab allows the EV to change their personal details.
Messages	System <b>Messages</b> (e.g. notifications of system updates) can be found on this tab. These may be from SkillWise, or from the centre.

## Verify Tab

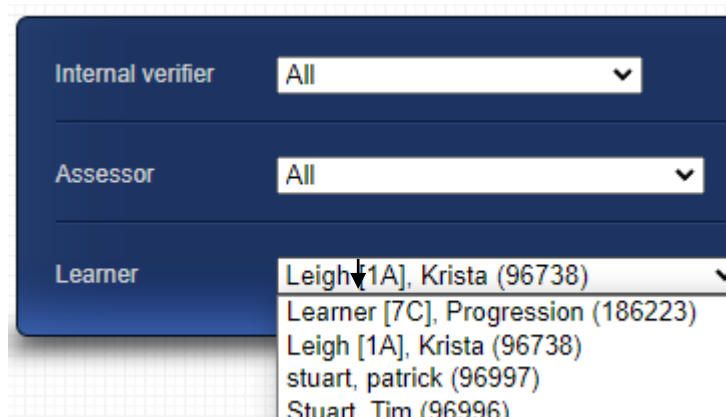
The Verify menu option contains all information related to Learners that have been allocated to the EV. They are organised according to the IV and Assessor who have been working with them. Each tab in this area needs the selectors to be used to view a learner's work.

Follow this procedure:

Step	Action
1	Click on the <b>Verify</b> menu option.
2	Select an <b>IV</b> from the list
3	Select an <b>Assessor</b> from the list
4	Select a <b>Learner</b> from the list.

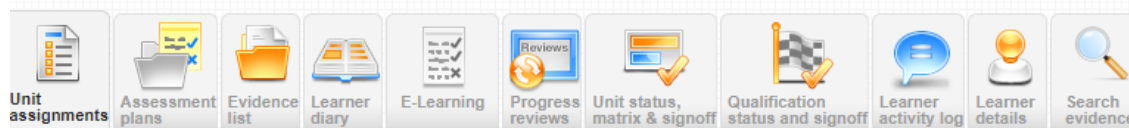


For ease, it is also possible to select **All** in the IV and assessor drop down area and just select the learner's name.



## Verify > Unit Assignments

This tab contains a list of all units assigned to the Learner by their Assessor(s).



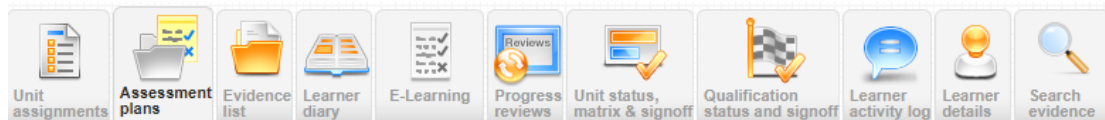
On this tab you can view:

- Units assigned
- Whether units are mandatory
- If a target completion date has been set
- What is the credit value for each unit
- Total credit value of units selected

▼ Diploma for Managers L3 (ILM) 603_1166_6 (2451) [Learner target dates: 01/01/2018 to 15/05/2024]					
Unit number	Unit title	Mandatory?	Target date	Credit value	
8410-300	Leading People - Knowledge (56813)	Yes		2	<input checked="" type="checkbox"/>
8410-301	Managing People - Knowledge (56814)	Yes		2	<input checked="" type="checkbox"/>
8410-302	Building Relationships - Knowledge (56815)	Yes		2	<input type="checkbox"/>
8410-303	Communication - Knowledge (56816)	Yes		2	<input type="checkbox"/>

## Verify > Assessment Plans

The **Assessment Plans** tab shows all assessment plans which have been assigned to the Learner.



The Summary view of the Assessment Plan tells you the following:

▼ Apprenticeship Team Leader/Supervisor L3 ST0384_01 Standards (2418)					
Units and assessment criteria covered	Date assigned	Target date	Description	Status	
1 K1, K2, S1, S2; 2 K1, K2, S1, S2; 3 K1, K2, S1, S2, S3; 4 S1, S2	08/11/2017	09/11/2017	managing people and developing relationships [1149]	 	<a href="#">View</a>
1 K1, K2; 2 K1, K2	11/01/2021	25/01/2021	unit 1 H&S [1501]	 	<a href="#">View</a>

- Units and criteria that the plan covers
- The date the plan was assigned to the Learner
- The target date (i.e. the date by when the plan must be complete)
- The name of the plan
- The status of the plan. If you roll your mouse over the icons, the status information can be seen (see image)

### Note:

- It is possible that the organisation has Assessment plans switched off. If this is the case, the Assessment Plans tab will not appear.
- Assessment plans could have a different name in an organisation, e.g. Activity Plans.
- Assessment Plans are located under the specific qualification on which they are based.
- If there is no Assessment Plan applied to the Learner for a specific qualification, the message 'There are no assessment plans applied to this learner' appears.

### ▼ BTEC Extended Diploma in Business L3 (QCF) (Edexcel) 500\_6746\_1 (701)


There are no assessment plans applied to this learner.

- Assessment Plans which are not based a specific qualification can be found in the 'Assessment Plans not linked to criteria' section. An example of this sort of plan would be one based on induction.

## Verify > Assessment Plan > View Assessment Plan

Follow this procedure to view an existing Assessment plan:

Step	Action
1	Select the Assessment Plan that you want to see by selecting the <b>View</b> hyperlink next to the relevant plan.
2	The selected Assessment Plan appears.
4	Close the plan by clicking on the <b>Cancel</b> button at the bottom of the screen.

▼ Assessment plans not linked to criteria				
Date assigned	Target date	Description	Status	
08/04/2015	22/04/2015	induction day [740]	 	<a href="#">View</a>

### Note:

The Assessment plan in its entirety appears. Areas of interest for the EV are:

- Target date that the assessor set for the completion of the plan
- Files that were attached to it for the Learner to read (if applicable)
- Assessor feedback and signoff for the plan (if applicable)
- Evidence comments – these are Assessor feedback comments written against evidence which meets some of the criteria contained in the plan
- Any specific Assessor notes written to the Learner in the Performance Criteria section
- Learner confirmation of the plan (if applicable)

## Verify > Evidence List

The **Evidence list** tab shows a summary list of all evidence logged for the selected Learner. This evidence is arranged by qualification. You can filter the evidence list which is displayed by using the following options:

- Select Qualification
- Select Unit

Select assessor  
anne, Anne (392)

Select learner  
Anderson, Charles (393)

Unit assignments

Assessment plans

Evidence list

Question bank

Unit status, evidence matrix and signoff

Qualification status and signoff

Learner activity log

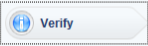

Search evidence

Select qualification  
Domestic Plumbing NVQ 3 (14)

Select unit  
All units

▼ Domestic Plumbing NVQ 3

Sort by oldest first

Date created	25/09/2012	Number	393/E/534	
Method	Professional discussion			
Qualification	Domestic Plumbing NVQ 3 3.1			
Description	Evidence from Charlie at confetti			
Last action	Assessor saved and sent for verification			
Date created	25/07/2012	Number	393/E/494	
Method	Work products			
Qualification	Please open the evidence to see the items covered			
Description	for Wavne			



## Verify > Evidence List > Open and view evidence

It tells you:

- Date evidence was created
- Unique evidence number
- Evidence method(s)
- Date the evidence occurred
- Qualification(s) and units the evidence refers to
- Description of evidence
- Date of last action and by whom

Date created	02/03/2022	Number	198295/E/1421
Method	Witness testimony, Professional discussion		
Qualification	Apprenticeship Team Leader/Supervisor L3 ST0384_01 Standards 1		
Date occurred	01/03/2022		
Description	synoptic project 1		
Last action	02/03/2022 - Assessor saved and sent for verification		

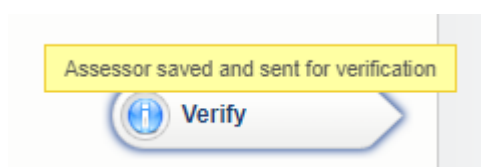


Follow this procedure to open the evidence:

Step	Action
1	Find the evidence item you wish to open
2	Click on the <b>Verify</b> arrow button to the right hand side of the evidence summary
3	The evidence item opens

### Note:

- The workflow state that the evidence is in can be seen if you roll your mouse over the arrow button. The pop-up will tell you what the last thing was that happened with the evidence



Evidence can be verified by following this procedure:

Step	Action
1	Once the evidence has opened, review the evidence.
2	Add a feedback comment in the <b>EV Comments</b> field.
3	Select one of the following links: <ul style="list-style-type: none"> <li>• <b>Mark as verified</b> This suggests that you are finished with the evidence (you may still edit your feedback if you wish)</li> <li>• <b>Save and return to IV for action</b> Send the evidence to the IV if there is something you need them to do</li> <li>• <b>Save and continue later</b> Select this when you want to work on the evidence yourself later.</li> <li>• <b>Cancel</b> When you wish to close the evidence without saving any changes.</li> </ul>

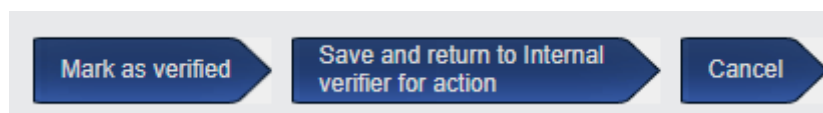
**Note:**

- The audit trail information is available for each evidence item in a section called **Audit Trail**. This will tell you exactly who has done what with the evidence item and when.

**Verify > Evidence List > Verify evidence > Return evidence for action**

VQManager allows EVs to return evidence to the IV for action. The IV will either respond or send the evidence back to the relevant Assessor. The Assessor can edit the evidence and resubmit it to the IV or even send it back to the Learner if necessary. The evidence will continue to use the same evidence number. Evidence can be returned for action by following this procedure:

Step	Action
1	Within the <b>Evidence</b> page, review the evidence.
2	Write a feedback comment to the IV / Assessor in the <b>EV Comments</b> field so that they know what action to take.
3	Click on the <b>Save and return to IV for action</b> button. This evidence is then placed on the IV's homepage for action. When it is complete, it will be returned to you and appear on your own To Do page.

**Note:**

- Evidence items which have an action requested are listed on the **Info** tab of the EV homepage under a section titled **Evidence returned to IV for action**. This allows you to keep track of these items.
- You may return evidence as many times as you wish in order to get it correct. A full audit trail is kept in the system of the progression of the evidence.

External verifier comments

Mark as verified

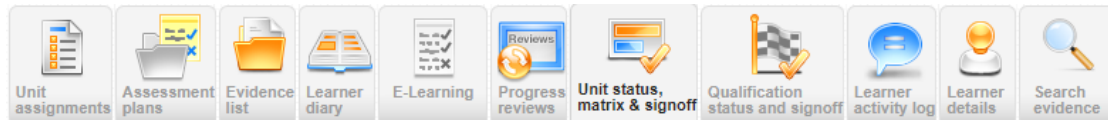
Save and return to Internal verifier for action

Cancel

When the Assessor / IV has completed the actions requested, they can resubmit the evidence to the EV with the requested amendments made. This evidence will appear in another new section on the **ToDo** tab of the EV homepage – **Resubmitted evidence**. This evidence can be EV'd as normal, and if necessary, submitted back again for further action.

## Verify > Unit status, evidence matrix and signoff

The External Verifier can review any assessment that an Assessor has made on the Learner's evidence. They can do this using **Unit status, evidence matrix and signoff** tab.



Step	Action
1	From the <b>Unit status, evidence matrix and signoff</b> tab, select the unit you want to review using the radio button.
2	Click on the <b>View progress and Verify</b> button
3	The evidence matrix for the selected unit appears.
4	Review evidence by clicking on the <b>Verify</b> link for each evidence item. This can be found in the <b>EV date</b> column.
	<b>Note:</b> <ul style="list-style-type: none"> <li>Please ensure that the <b>EV date</b> column is showing in the evidence matrix. This can be shown or hidden using the checkbox at the top of the screen.</li> <li>To see which evidence which has been reviewed by an IV, select the IV Date checkbox. If the evidence has been reviewed by the IV, the date that the review occurred will appear.</li> <li>If the evidence item has been reviewed by an EV, the <b>verify</b> link changes to a date – the date on which the review occurred.</li> </ul>
5	Once the evidence has opened, review the evidence.
6	Add a feedback comment in the <b>EV Comments</b> field.
7	Select one of the following links: <ul style="list-style-type: none"> <li><b>Mark as verified</b> This suggests that you are finished with the evidence (you may still edit it if you wish)</li> <li><b>Save and return to IV for action</b> Send the evidence to the IV if there is something you need them to do</li> <li><b>Save and continue later</b> Select this when you want to work on the evidence later.</li> <li><b>Cancel</b> Use this when you wish to cancel the review</li> </ul>
	<b>Note:</b> Evidence reviews can be edited at any time.

Unit assignments Assessment plans Evidence list Question bank Unit status, evidence matrix and signoff Qualification status and signoff Learner activity log Search evidence

☐ Date ☐ Assessor ☒ Summary ☐ Description ☐ Internal verifier date ☒ EV date ☒ Method ☒ Performance criteria ☒ Range statement  
☒ Knowledge and understanding

**Evidence matrix; Anderson, Charles; Domestic Plumbing NVQ 3**

**Unit: 13 Commission and decommission complex Systems and Components**

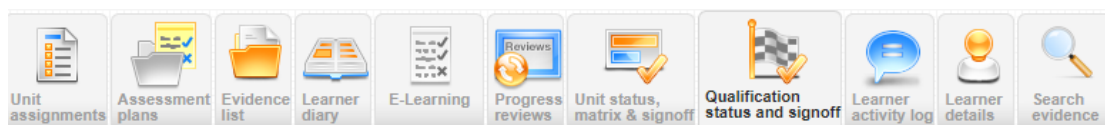
Evidence	Summary	EV date	Method										Performance criteria										Range statement			
			1	2	3	4	5	6	7	8	9	10	A	B	C	D	E	F	G	H	I	J	1	2	3	4
393/E/103	test pg		✓									✓														
393/E/172	13 May 08	Verify				✓						✓														
393/E/176	charles 10 May	Verify								✓		✓														
393/E/372	Gap filling for Charles - catch-up session	Verify		✓		✓	✓					✓	✓	✓	✓	✓	✓	✓	✓	✓	✓					
393/E/373	Gap filling session 2	Verify	✓				✓					✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Total		0%	2	1		2	2			1		2	5	2	2	2	2	2	2	2	2	1	1	1	1	
Recommended minimum												1	1	1	1	1	1	1	1	1	1	1	1	1		

Assessor

Write assessor feedback report Cancel

### Verify > Unit status, evidence matrix and sign off > Sign off unit

An IV can sign off an individual unit which has been assigned to the Learner after full compliance with the requirements.



Follow this procedure to view units that have been signed off by the IV:

Step	Action
1	From the Evidence matrix scroll to the bottom of the screen
2	Review the overall feedback comment for the unit (if applicable)
3	Review the rating of the evidence into the rating options provided: <ul style="list-style-type: none"> <li>Valid</li> <li>Current</li> <li>Authentic</li> <li>Sufficient</li> <li>Relevant</li> </ul>
4	Check whether the <b>Verified</b> checkbox is checked – this signs off the unit.
5	Click on: <ul style="list-style-type: none"> <li><b>Write feedback report</b> to go directly to the EV report for the Assessor</li> <li><b>Cancel</b> to cancel</li> </ul>

Unit assignments
Assessment plans
Evidence list
Question bank
Unit status, evidence matrix and signoff
Qualification status and signoff
Learner activity log
Search evidence

☐ Date
☐ Assessor
☒ Summary
☐ Description
☐ Internal verifier date
☒ EV date
☒ Method
☒ Performance criteria
☒ Range statement
☒ Knowledge and understanding

### Evidence matrix; Anderson, Charles; Management NVQ - L3

Unit: 8 Implement change

Evidence	Summary	EV date	Method										Performance criteria							Range statement							
			1	2	3	4	5	6	7	8	9	10	A	B	C	D	E	F	G	1	2	3	4	5	6	7	8
393/E/365	Evidence around implementing change	Verify	✓				✓					✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Total		0%	1				1					1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Recommended minimum												1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	

Assessor

Summative Assessment

Charles your excellent preparation helped us to sign off that unit in one session, well done.

☒ 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.

Learner

Learner's feedback
☐ Learner's confirmation

Internal verifier

Internal verifier feedback

That was well assessed, and Anne your pre-planning helped Charles to be successful first time. Well done.

Internal verifier evidence rating
☒ Valid
☒ Current
☒ Authentic
☒ Sufficient
☒ Relevant
☒ Verified

Write assessor feedback report
Cancel

## Verify > Qualification status and signoff

An IV can sign off a qualification after full compliance with the requirements. Follow this procedure to view a qualification signoff:

Step	Action
1	From the <b>Qualification status and signoff</b> tab select the qualification that you want to review using the radio button
2	Click on <b>View progress and sign off</b>
3	Note the unit completion summary. All these units should be 100% complete. Check the Assessor summative assessment (if applicable)
4	Check whether the Internal Verifier sign-off checkbox is checked
5	Click on the Cancel button

Qualifications	Start date	End date	Assessor sign-off date	Learner confirmed	Employer confirmed	Verified
Apprenticeship Team Leader/Supervisor L3 ST0384_01 Standards (2418)	11/07/2017	22/10/2024	03/10/2022		Requested	<input checked="" type="radio"/>

**Domestic Plumbing NVQ 3**

Start date: 12/02/2008  
End date: 06/10/2009  
Overall qualification % completion to date: 100 %

Num	Unit title	% Completed (Actual)	Date assigned	Signed off by assessor	Confirmed by learner	Verified
3	Installation or Maintenance of Systems and Components (180)	100	07/02/2011	12/03/2012	Requested	18/06/2013
13	Commission and decommission complex Systems and Components (181)	100	07/02/2011			

**Assessor**

**Internal verifier**

☒ Internal verifier sign-off

Cancel

## Verify > Learner activity log

Learners, Assessors, IVs and EVs can access and add to a learner-specific Activity Log.

Add to an Activity Log by following this procedure:

Step	Action
1	In the <b>Learner Activity Log</b> tab scroll down to the <b>Add new log</b> section. Select a Category for the new log by using the dropdown.
4	Type in a <b>Summary title</b> for the log.
5	Select the <b>date</b> on which the activity occurred.
6	Add some detail on the activity in the <b>Activity Detail</b> field.
7	<b>Upload and attach an electronic file</b> if relevant.
8	Click on the <b>Save</b> button. The new activity log item has been added.

**Note:**

- The summary information shows you the following information:
  - Date logged
  - Date of activity
  - Category
  - Folder the log can be filed into
  - Summary title
  - Activity detail (note, this can be seen as a rollover if the mouse is hovered over the speech bubble icon.
  - Attachments
  - Guided Learning Hours (if applicable)
  - Off the job training (if applicable)

**Note:**

- Activity logs may only be removed by the person who logged them.

## Search for evidence

You can search for a specific evidence item on the **Search Evidence** tab. In order to search for evidence you will need one of the following:

- Evidence number
- A specific word that can be found in the evidence summary description.

Select internal verifier: Dumfries, Isla (1980)

Select assessor: anne, Anne (392)

Select learner: Chatsworth, Peter (1957)

Unit assignments | Assessment plans | Evidence list | Question bank | Unit status, evidence matrix and signoff | Qualification status and signoff | Learner activity log | Search evidence

**List evidence where...**

The evidence number is 1957/E/

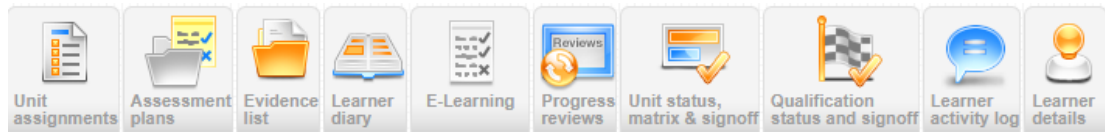
These words appear in the summary or description

Any of the above fields that are left blank won't be used in the search.

Search

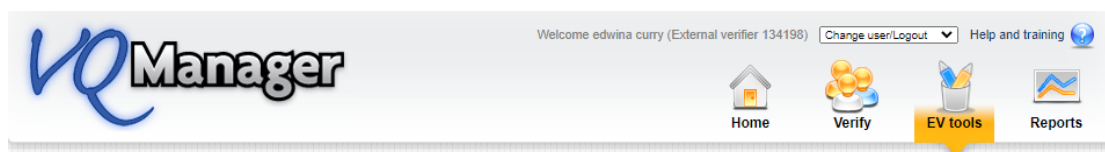
## Verify > Other tabs - Learner Diary, E-learning, Progress reviews,

All these additional tabs in **Verify** can be viewed using the same principles as before. Select the tab, find the item, select view



## EV Tools

The **EV Tools** section is the place where you will find all content and tools not associated with a specific Learner.

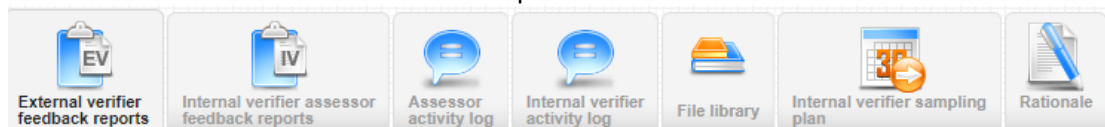


Tabs include

Tab name	Information about tab
EV feedback reports	This tab is the place where you can collate EV feedback comments into a feedback report for an IV.
IV Assessor feedback reports	This tab is the place where any IV feedback reports for a specific Assessor can be viewed
Assessor Activity log	The Assessor activity log is the tab where Assessors, EVs and IVs can log Activity, e.g. continuous professional development
Internal Verifier Activity log	The IV activity log is the tab where EVs and IVs can log Activity, e.g. continuous professional development
File Library	You can upload files you might need to your File Library. It may also contain files shared with you by a Centre Administrator.
Internal Verifier sampling plan	Here you can view the sampling plans created by IVs. Note that not all centres use the sampling plan.
Rationale	The Rationale tab allows IVs to create records of quality assurance intentions for an assessor. It also allows IVs to view, edit or complete existing rationales.

## EV tools > EV IV feedback reports

The External Verifier can write feedback reports for an IV.

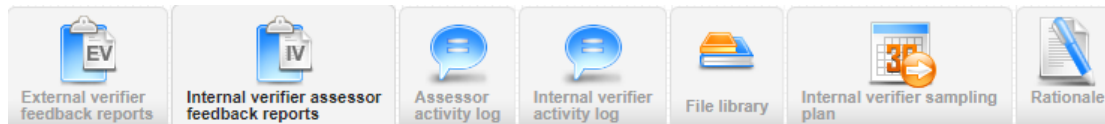




They can do it using the following procedure:

Step	Action
1	From the <b>EV IV feedback report</b> tab, select the relevant IV/ Assessor combination by choosing from the drop list.  Note that any existing feedback reports will appear in summary form below the selection area.
2	Click on <b>Write new report</b> to start a new feedback report to the IV.
3	Select a Learner from the list of Learners linked to the IV and Assessor.  Note: Any EV comments which you have created against this IV/assessor/ learner combination in the evidence will pull through to this report in the <b>Evidence</b> section.
4	Type in a name for your feedback report in the <b>Feedback report name</b> field.
5	Type in a review of the IV which consolidates the comments from the evidence.
6	Click on the <b>Save and submit to IV</b> button when you are happy with the feedback report.  Note: You can choose to save the feedback report and submit it to the IV at a later date. Click on the <b>Save</b> button. You can edit the report by selecting the radio button next to it in the summary list, and clicking on <b>Edit or view</b> .

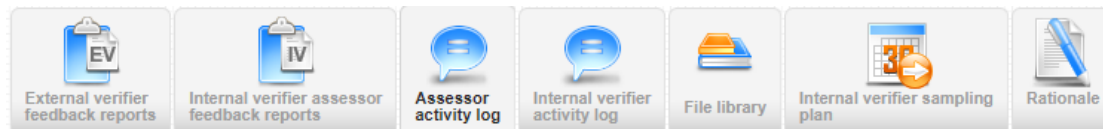
#### EV tools > IV Assessor feedback reports



If an IV has written a feedback report in VQManager, these will appear in this tab. Follow this procedure to review an existing IV report:

Step	Action
1	From the <b>IV assessor feedback report</b> tab, select the relevant IV/ Assessor combination by choosing from the drop list. A list of existing feedback reports will appear in summary form below the selection area.
2	Select the report that you would like to view.
3	Click on the <b>View</b> button.
4	The IV feedback report appears.
5	Click on <b>Cancel</b> to close the report.

### EV tools > Assessor Activity Log



Assessors, IVs and EVs can access and add to an assessor-specific Activity Log.

EVs can view or add a new **Assessor Activity Log** by following this procedure:

Step	Action
1	From the <b>Assessor activity log</b> tab, select the relevant IV/ assessor combination.
2	A view of all previous activity logs appears in the summary view. View an existing log by clicking on the <b>View</b> link or add a new log by filling in the information in the <b>Add New Log</b> section.
3	Select a <b>Category</b> by using the dropdown.
4	Type in a <b>Summary title</b> for the log.
5	Select the <b>date</b> on which the activity occurred.
6	Add some detail on the activity in the <b>Activity Detail</b> field.
7	<b>Upload and attach</b> an electronic file if relevant.
8	Click on the <b>Save</b> button. The new activity log item has been added.

### EV tools > IV Activity Log



IVs and EVs can access and add to an IV-specific Activity Log.

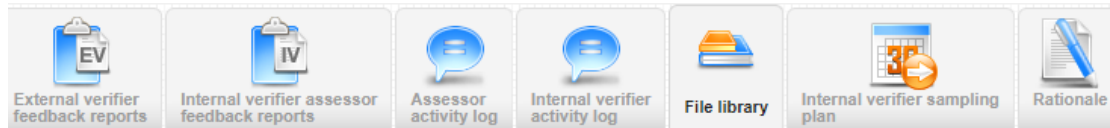
EVs can view or add a new **IV Activity Log** by following this procedure:

Step	Action
1	From the <b>IV activity log</b> tab, select the relevant IV.
2	A view of all previous activity logs appears in the summary view. View an existing log by clicking on the <b>View</b> link or add a new log by filling in the information in the <b>Add New Log</b> section.
3	Select a <b>Category</b> by using the dropdown.
4	Type in a <b>Summary title</b> for the log.
5	Select the <b>date</b> on which the activity occurred.
6	Add some detail on the activity in the <b>Activity Detail</b> field.
7	<b>Upload and attach</b> an electronic file if relevant.
8	Click on the <b>Save</b> button. The new activity log item has been added.

### Note:

- Activity logs may only be removed by the person who logged them

### EV tools > File Library

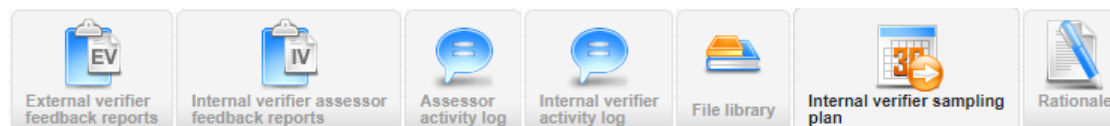


The EV has access to a personal file library which allows for the upload and storage of any electronic files. Upload files to the **File Library** by following this procedure:

Step	Action
1	On the <b>File Library</b> tab link click on the <b>Add files to library</b> section.
3	Browse your computer or external drive to find the relevant document(s).
4	Click on the ' <b>Upload files</b> ' button.
5	The uploaded file appears in the 'Uploaded Files' section. The view presents the following information: <ul style="list-style-type: none"> <li>• File type</li> <li>• File name</li> <li>• File description (which you may edit so that you know what the file is about)</li> <li>• File size</li> <li>• Date uploaded</li> </ul>
6	Click on the file name to open the file in a new window.
7	Click on <b>Save</b> to save the file library.

**Note:** The File Library may also contain files that a Centre Administrator has shared with you.

### EV tools > Internal Verifier sampling plan



The EV has access to view IV Sampling Plans by following this procedure:

Step	Action
1	On the Internal Verifier sampling plan tab select the IV, assessor and qualification you wish to view using the drop down area.
3	Click on the <b>View Plan</b> button
4	The plan is displayed showing the IV intentions for that qualification.
5	The view presents the following information: <ul style="list-style-type: none"> <li>• Learners allocated to this assessor and on this qualification</li> <li>• Percentage through the whole qualification</li> <li>• Units allocated to learner</li> <li>• Current status of each unit</li> <li>• Percentage complete for each unit</li> <li>• Any intention to sample</li> <li>• What is intended to be sampled</li> </ul>

	<ul style="list-style-type: none"> <li>• The date that sampling is intended to occur</li> <li>• Whether it is an interim or final sample</li> <li>• Any notes</li> <li>• Whether it has been sampled and the date</li> </ul>
--	--

**Note:** Not all centres use sampling plans.

Internal verifier

Assessor

Qualification  
Apprenticeship Customer Service Practitioner L2 ST0072\_02 Standards (2392)

Employer

Curriculum area

Learner

☐ Unit not assigned
 ☐ Unit assigned
 ☐ Assessor signed-off
 ☐ Internal verifier signed-off
 ☐ Sample planned
 ☐ Interim sample
 ☐ Final sample
 ☐ Sample completed
 ☐ Not sampled

**Internal verifier sampling plan**

**Apprenticeship Customer Service Practitioner L2 ST0072\_02 Standards**

		Whole qualification	1	2	3
<b>Learner:</b> Leigh [1A] Krista (96738) <b>Assessor:</b> Knee, Sid (96980)... <b>Start:</b> 02/11/2020 <b>End:</b> 21/11/2021	71%	100%  Planned: <input type="checkbox"/> <input type="checkbox"/> Type: <input type="text" value="Select"/> Assessment cycle: <input type="text" value="Select"/>  Sampled in: <input type="checkbox"/> <input type="checkbox"/> sampl. plan: <input type="checkbox"/> <input type="checkbox"/>	100%  Planned: <input type="checkbox"/> <input type="checkbox"/> Type: <input type="text" value="Select"/> Assessment cycle: <input type="text" value="Select"/>  Sampled in: <input type="checkbox"/> <input type="checkbox"/> sampl. plan: <input type="checkbox"/> <input type="checkbox"/>	100%  Planned: <input type="checkbox"/> <input type="checkbox"/> Type: <input type="text" value="Select"/> Assessment cycle: <input type="text" value="Select"/>  Sampled in: <input type="checkbox"/> <input type="checkbox"/> sampl. plan: <input type="checkbox"/> <input type="checkbox"/>	100%  Planned: <input type="checkbox"/> <input type="checkbox"/> Type: <input type="text" value="Select"/> Assessment cycle: <input type="text" value="Select"/>  Sampled in: <input type="checkbox"/> <input type="checkbox"/> sampl. plan: <input type="checkbox"/> <input type="checkbox"/>

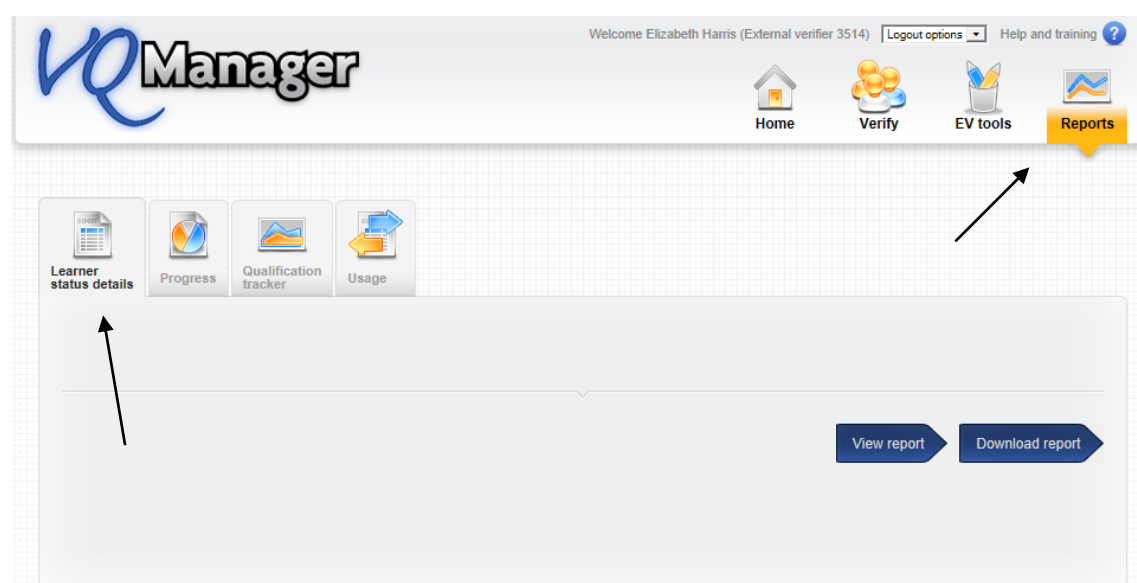
## Reports

The sections which follow contain information about the reports which EVs can draw within VQManager.

### Reports > Learner Status Details

This report gives personal information about each candidate including contact information. Follow this procedure to view the report:

Step	Action
1	From the <b>Reports</b> menu option, click on the <b>Learner Status Details</b> tab.
2	Select: <ul style="list-style-type: none"> <li>• <b>View report</b> to see the report onscreen.</li> <li>• <b>Download report</b> to download report to CSV (can be read in Excel)</li> </ul>
3	Click on <b>Cancel</b> to close the report



The screenshot shows the VQManager web application interface with the Learner Status Details Report displayed. The report is titled "Learner Status Details Report" and contains a table with the following data:

First name	Surname	Status	Assessors	Internal verifiers	Qualification	Target start	Target End	Days planned	Days used to date	Current completion percentage %	Estimated further days	Actual / Estimated total days	Actual Estimation completion
screen	001	Active	Dougall, Kevin		PLTS: A framework of personal, learning and thinking skills	17/07/2013	17/07/2014	365	97	0			
charles	11	Active	11, anne; Green, Alain	Vickerman, Ingrid; Smith, Ivor; kerschov, irina; Dumfries, Isla	Certificate in Equality and Diversity L2 (NCFE) - question bank - Demo version	26/09/2012	26/09/2012		391	0			
charles	11	Active	11, anne; Green, Alain	Vickerman, Ingrid; Smith, Ivor; kerschov, irina; Dumfries, Isla	Domestic Plumbing NVQ 3	07/02/2011	07/02/2013	731	988	0			
charles	11	Active	11, anne; Green, Alain	Vickerman, Ingrid; Smith, Ivor; kerschov, irina; Dumfries, Isla	Management NVQ - L3	07/02/2011	07/02/2013	731	988	0			

## Reports > Progress

Follow this procedure to view the report:

Step	Action
1	From the <b>Reports</b> menu option, click on the <b>Progress</b> tab.
2	Select: <ul style="list-style-type: none"> <li>The type of progress report you would like to see</li> <li>The learner that you would like to see</li> <li>The qualification that you would like to see</li> </ul>
3	Click on <b>View report</b> to see the report
4	Click on <b>Cancel</b> to close the report.

There are 4 progress reports which you can view:

- Learner Evidence Matrix Report**

This report shows the evidence matrix for the selected learner/ qualification combination for all units assigned to the learner.

Evidence	Summary	EV date	Method	Performance criteria												Range											
				1	2	3	4	5	6	7	8	9	10	A	B	C	D	E	F	G	H	I	J	1	2	3	4
393/E/359	Organogram	Verify	✓																								
393/E/363	company organogram	Verify	✓																								
393/E/371	Charles managing a team meeting	Verify	✓																								
393/E/402	Observed Charles designing an organogram	Verify	✓																								
393/E/416	Holding a team meeting	Verify	✓																								
393/E/465	task 1	Verify	✓																								
393/E/554	activities in arena	Verify	✓																								
393/E/421	leading a meeting	Verify	✓																								
Total		0%		2	5	3					1	7	6	4	4	7	5	2	3	4	2						
Recommended minimum												1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1

- **Unit signoff Report**

This report shows the unit summary for all Learners assigned to a particular qualification

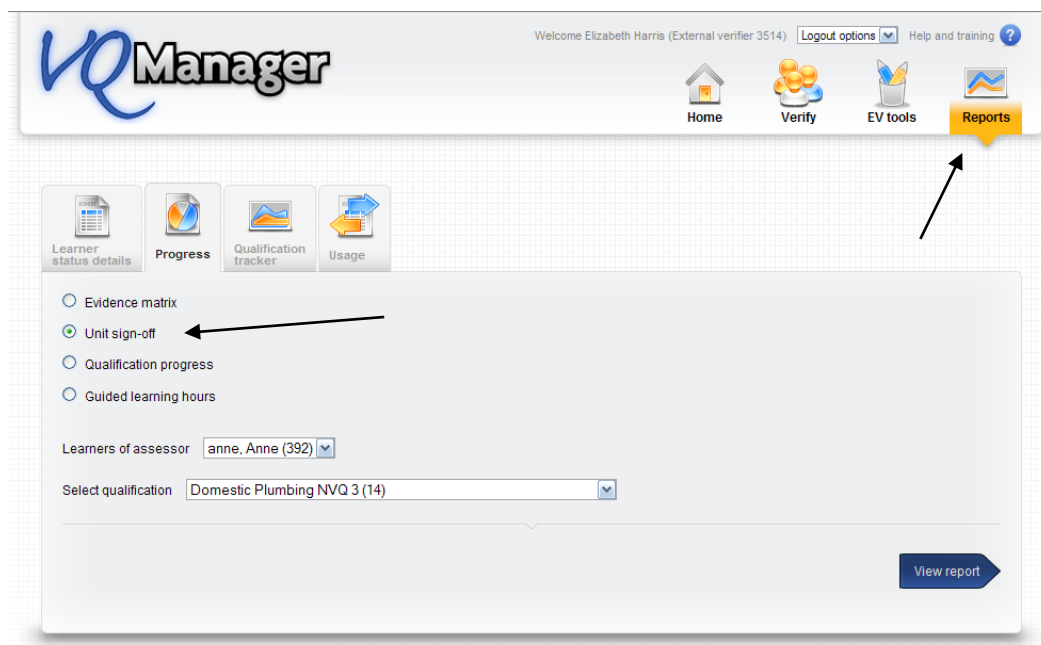
One of the ways of commencing external verification is to view the situation for an Assessor's Learners at a unit level. The **Unit sign-off report** is a good way of doing this.

Follow this procedure to view the **Unit sign-off report**:

Step	Action
1	From the <b>Reports</b> page, select the <b>Unit sign-off report</b> using the radio button.
2	Select the Assessor from the 'Candidates of Assessor' drop list. All the units for the Assessor's candidates for the specific qualification will appear in the list.
3	Click on the ' <b>View Report</b> ' link.
4	<p>The report displays.</p> <p>Note that 4 dates can appear for each unit. These dates represent from top down:</p> <ul style="list-style-type: none"> <li>• Date assessor assigned unit to learner</li> <li>• Date assessor signed off unit</li> <li>• Date learner claimed competence in the unit (if required)</li> <li>• Date IV signed off unit (if applicable).</li> </ul> <p>This can also be seen in the system if you roll your mouse cursor over a date.</p>

Note that each cell could also have a colour associated with it:

- Grey: unit not assigned to Learner
- White: unit in progress
- Yellow: unit signed off by Assessor
- Green: unit signed off by IV.



**VQManager** Welcome Elizabeth Harris (External verifier 3514) Logout options Help and training

Home Verify EV tools Reports

Learner status details Progress Qualification tracker Usage

☐ Unit not assigned
 ☒ Unit assigned
 ☐ Assessor signed-off
 ☐ Internal verifier signed-off

**Management NVQ - L3**

**Unit sign-off**

		1	2	3	4
Anderson Charles (393)	46%	84% 09/09/2011	26% 09/09/2011	26% 09/09/2011	35% 09/09/2011

- Qualification progress**

This report shows the qualifications that have been assigned to each Learner, their progress, and the extrapolated completion date of the Learner working at their current rate. This allows you to easily see if a learner is on target to complete in time or not.

Learner status details Progress Qualification tracker Usage

☒ On target
 ☐ No results
 ☐ Off target

**Qualification progress (22/10/2013)**

Learner	Assessor	Qualification	Current completion
001, screen	Dougall, Kevin	PLTS: A framework of personal, learning and thinking skills	0 %
11, charles	Green, Alain	Certificate in Equality and Diversity L2 (NCFE) - question bank - Demo version	0 %
		Domestic Plumbing NVQ 3	0 %
		Management NVQ - L3	0 %
		NVQ Diploma in Hairdressing L2 {QCF} {C&G} 500_6355_8	0 %
Alfreton, Perry	anne, Anne	BTEC Certificate in Knowledge of Providing Security Services L2 {QCF} (Edexcel) 600_0939_1	20 %
		Certificate in Providing Security Services L2 (QCF) (Edexcel) 600_0010_7	8 %
		ERR	100 %
		PLTS: A framework of personal, learning and thinking skills	16 %
Anderson, Charles	anne, Anne	Domestic Plumbing NVQ 3	100 %
		Local Tax SVQ - L3	24 %
		Management NVQ - L3	46 %



- **Guided Learning Hours**

This report shows the number of Guided Learning Hours logged for a specific Learner/qualification combination if applicable. Not all centres record Guided Learning Hours.

GLH achieved ☒ GLH in progress or not required ☐

**Guided learning hours (22/10/2013); Ipson, Charles**

Qualification	Current qual % completion	GLH logged on the job	GLH logged off the job	GLH logged total	GLH required on the job	GLH required off the job	GLH required total	GLH shortfall/surplus
Ability and Diversity L2 (NCFE) - question bank - Demo version	33 %	0:00	1:00	1:00	1:40	1:40	3:20	-2:20
Wood Occupations (Construction) - Bench Joinery L2 (QCF) (Cskills C&G) 500_9017_3	100 %	n/a						
Work of personal, learning and thinking skills	60 %	n/a						
	37 %	n/a						

Cancel

## Reports > Qualification tracker

This report keeps track of Learner progress on a monthly basis so that progress can be seen over time. Follow this procedure to view the report:

Step	Action
1	From the <b>Reports</b> menu, click on the <b>Qualification tracker</b> tab.
2	Select: <ul style="list-style-type: none"> <li>• Qualifications to include (or all qualifications)</li> <li>• Whether you want to see the learners belonging to a specific assessor (or all assessors)</li> <li>• The start date for the report</li> <li>• The end date for the report</li> </ul>
3	Click on: <ul style="list-style-type: none"> <li>• <b>View report</b> to see the report online</li> <li>• <b>Download report</b> to download the report to CSV</li> </ul>
4	The report can be seen. <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• The tracker report will not download or view properly in the Internet Explorer v6 or v7 browsers.</li> </ul>

**VQManager** Welcome Elizabeth Harris (External verifier 3514) [Logout options](#) [Help and training](#) ?

Home Verify EV tools Reports

Learner status details Progress Qualification tracker Usage

Select qualifications All qualifications

Select learners of assessor All assessors

Overall qualification completion percentage as recorded at the end of each month

Start date (inc) 23/09/2013

End date (inc) 23/10/2013

View qualification report Download qualification report

**VQManager** Welcome Elizabeth Harris (External verifier 3514) [Logout options](#) [Help and training](#) ?

Home Verify EV tools Reports

Learner status details Progress Qualification tracker Usage

☒ On target
 ☐ No results
 ☐ Off target

**Qualification tracker (23/10/2013)**

Learner	Employer	Assessor	Qualification
001, screen	ASDA Branch office in Slough	Dougall, Kevin	PLTS: A framework of personal, learning and thinking skills
11, charles		11, anne	Certificate in Equality and Diversity L2 (NCFE) - question bank - Demo version
			Domestic Plumbing NVQ 3
			Management NVQ - L3
			NVQ Diploma in Hairdressing L2 (QCF) (C&G) 500_6355_8
Alfreton, Perry	ASDA	anne, Anne	BTEC Certificate in Knowledge of Providing Security Services L2 (QCF) (Edexcel) 600_09
			Certificate in Providing Security Services L2 (QCF) (Edexcel) 600_0010_7
			ERR
			PLTS: A framework of personal, learning and thinking skills
Anderson, Charles		anne, Anne	Domestic Plumbing NVQ 3
			Local Tax SVQ - L3
			Management NVQ - L3

## Reports > Usage

This report shows the number of times that users have logged into VQManager within the date range selected.

Follow this procedure to view the report:

Step	Action
1	From the <b>Reports</b> menu, click on the <b>Usage</b> tab.
2	Select: <ul style="list-style-type: none"> <li>• The <b>start date</b> for the report</li> <li>• The <b>end date</b> for the report</li> <li>• If you want to include users who haven't logged in at all in the period selected</li> </ul> Note that your centre will automatically be selected
3	Click on the <b>View report</b> button

The screenshot shows the VQManager web application interface. At the top, there is a header bar with the VQManager logo on the left, a welcome message 'Welcome Elizabeth Harris (External verifier 3514)' in the center, and a 'Logout options' dropdown and 'Help and training' link on the right. Below the header, there are four main navigation icons: Home, Verify, EV tools, and Reports. The Reports icon is highlighted with a yellow arrow. Below the navigation bar, there are four sub-navigation icons: Learner status details, Progress, Qualification tracker, and Usage. The Usage icon is highlighted with a yellow arrow. The main content area displays the title 'Usage report; 22/09/2010 to 22/10/2013; VQ Manager Demo Centre'. Below the title is a table with three columns: Centre, User name, and Number of logins. The table contains 11 rows of data, all for 'VQ Manager Demo Centre'.

Centre	User name	Number of logins
VQ Manager Demo Centre	001, screen (4228)	2
VQ Manager Demo Centre	11, anne (561)	18
VQ Manager Demo Centre	11, charles (566)	6
VQ Manager Demo Centre	12, anne (562)	0
VQ Manager Demo Centre	12, charles (567)	0
VQ Manager Demo Centre	13, anne (563)	0
VQ Manager Demo Centre	13, charles (568)	0
VQ Manager Demo Centre	14, anne (564)	0
VQ Manager Demo Centre	14, charles (569)	0
VQ Manager Demo Centre	15, anne (565)	0
VQ Manager Demo Centre	15, charles (570)	0