

VQManager Enhancements February 2024

Multi-Factor Authentication

We have added an option for clients who require Multi-Factor Authentication (MFA). When switched on, this requires the user to receive a one-time password (OTP) every time they log into VQManager.

This development won't be added automatically to your centre, but can be turned on for those organisations who require it. **There is a cost for this service. Please contact us for details.**

If activated in an organisation, when logging in, the user will receive an OTP by mobile text message, and this will need to be entered as a part of the login process. Users would log in using username and password as normal and then the page refreshes displaying this:



The screenshot shows the VQManager login interface. At the top is the logo 'VQManager by SkillWise'. Below it, a message states: 'A one-time password has been sent to phone number +44 _____ 789'. There is a text input field for the user to enter the OTP, with the prompt 'Please enter the one-time password and click continue'. Below the input field are two buttons: 'Retry' and 'Continue'. At the bottom, a note reads: 'If you experience any problems, please contact your training provider.'

If a user has multiple accounts that are linked together, and normally sees a drop-down at log in, this will appear after the OTP has been entered.

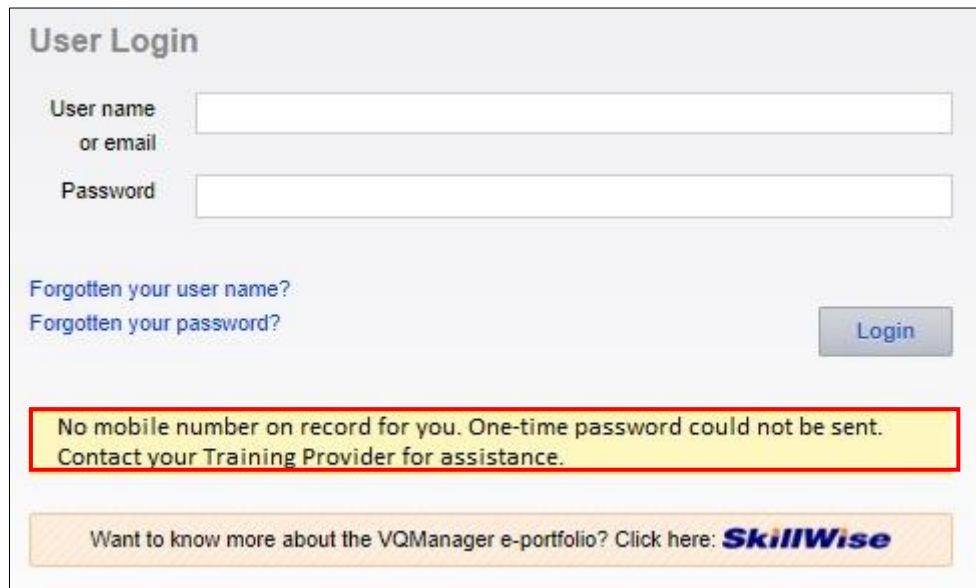


The screenshot shows the VQManager login interface after the OTP step. The message says: 'Please select the user profile to open'. Below this is a dropdown menu. The dropdown is open, showing a list of options: 'select' (twice), 'Craig, William (IQA in VQ Manager [DEV])', and 'Crocodilian, Rex (Learner in VQ Manager [DEV])'. The first 'select' option is highlighted in blue.

Clicking 'retry' will take the user back to the log in screen to start again.

The limit for retrying after an incorrect entry of an OTP is five times, after which the user is taken back to the login page to start again with username and password.

A new OTP is sent for every request. If there is no mobile phone number recorded for the user, the system will notify them of this issue:



The screenshot shows a 'User Login' form with two input fields: 'User name or email' and 'Password'. Below these fields are two links: 'Forgotten your user name?' and 'Forgotten your password?'. A 'Login' button is positioned to the right of these links. A yellow error message box with a red border is displayed below the login button, containing the text: 'No mobile number on record for you. One-time password could not be sent. Contact your Training Provider for assistance.' At the bottom of the form, there is a banner with the text: 'Want to know more about the VQManager e-portfolio? Click here: SkillWise'.

In this instance, Admin users will be able to edit the user profile to enter a mobile number.

Clients who require MFA switching on will need a valid mobile phone number in all their user accounts so this field **MUST** be populated prior to any go live date. You may wish to factor in some preparation time before setting this up in your organisation.

As previously mentioned, there is a cost for this service, please contact us for details.

Cyber Essentials: protection against brute-force password guessing.

As per the CE requirements VQM now records failed login attempts and temporarily locks the use of a username for twenty minutes, if more than ten failed login attempts were made with the same username, during the preceding five minutes. Any further attempts at using that username are rejected without further processing. These parameters are required by CE.

After twenty minutes, the account will unlock, and the user will be able to try again.

Allowing delay to Assessment plan notifications.

Instead of a learner being sent an email reminder the day after an assessment plan due date, you can now delay this notification by 14 days if you wish.

E-mail options

Receive e-mail reminder for evidence assessed in the last seven days

None ▾

Receive e-mail reminder for units signed off in the last seven days

None ▾

Receive e-mail reminder for missed assessment plan target dates

None ▾

Receive e-mail reminder for missed progress review planned dates

None ▾

My e-mails sent to portfolio@vqmanager.co.uk go to:

☒ my To Do page ☐ my assessor's To Do page

If you would prefer a 14 day delay to the current automated one (sends email the day after the assessment plan becomes missed/overdue), please do contact us to implement this change.

Adding 'date created' and 'created by' fields to Report builder.

We have added the following categories in the **Learner** section of the **Report builder**.

- Date created
- Created by (this field indicates the name and user ID of the Administrator who set the account up).

VQManager

Welcome Edna Krabbappel (Assessor 6) [Change user/Logout](#) [Help and training](#)

[Home](#) [My learners](#) [Assessment tools](#) [Shortcuts](#) [Reports](#)

[Learner contact details](#) [Progress](#) [Qualification tracker](#) [Progression tracker](#) [User activity](#) [Dormancy](#) [Report builder](#)

Report builder
Select, rename, add or delete a report [Add](#) [Delete](#)

☒ New custom report

Select the columns to include in the report [Clear](#)

Learner <input type="checkbox"/> User ID <input type="checkbox"/> Surname <input type="checkbox"/> First name <input checked="" type="checkbox"/> Date created <input checked="" type="checkbox"/> Created by <input type="checkbox"/> DOB <input type="checkbox"/> Email	Employer <input type="checkbox"/> Name <input type="checkbox"/> Address <input type="checkbox"/> Postcode <input type="checkbox"/> Country Other roles <input type="checkbox"/> Assessors	Framework <input type="checkbox"/> First qual start date <input type="checkbox"/> Last qual end date <input type="checkbox"/> On target? Qualifications <input type="checkbox"/> Title <input type="checkbox"/> Assigned date	Assessment plans <input type="checkbox"/> Number not signed off <input type="checkbox"/> Number overdue <input type="checkbox"/> Oldest overdue Evidence <input type="checkbox"/> Number of items <input type="checkbox"/> Number awaiting assessment
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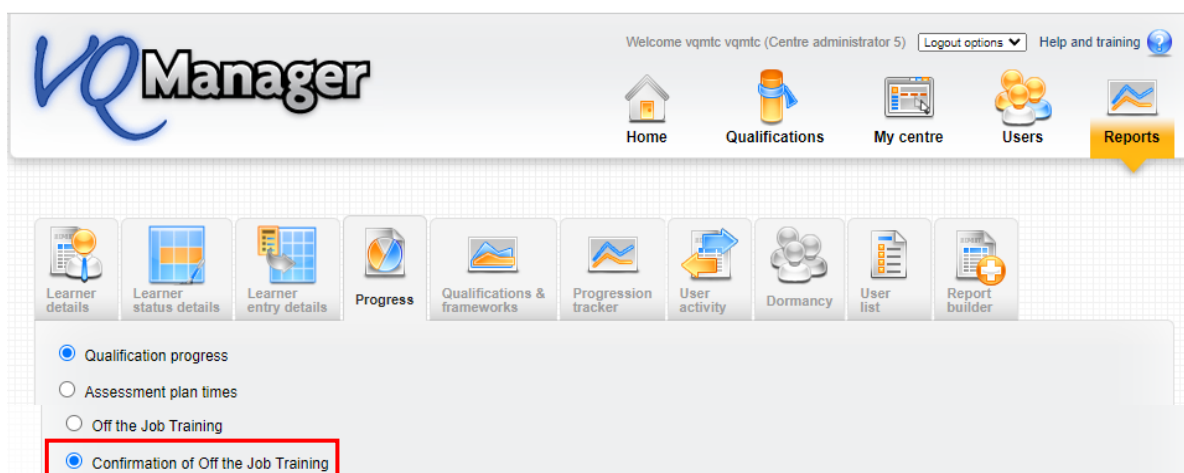
When included in the report, the columns look like this.

Learner	Learner
Date created	Created by
06/08/2021	Tait, Jo (System admin) (20)

New report showing confirmation of OTJ hours.

We have created a new report which shows confirmation of OTJ hours, so you are able to easily see what will pass audit. The report is similar to the Progress Review report in layout and is available to IQAs, EQAs, Centre Admins, OSU and line managers / employers.

It draws together all the records from the **Activity log** and the **Diary** tabs, so it doesn't matter which tab you actually use for recording OTJ hours.



It has several filters. Assessors, Employers, Custom filter 2 (here shown as Institution) and Custom filter 1 (here shown as Curriculum Area).

Assessors	All	▼
Employers	All	▼
Institutions	All	▼
Curriculum areas	All	▼

And has View and Download options.



Once the report is being viewed, it displays these columns, with additional columns to the right to accommodate all the OTJ records:

Confirmation of Off the Job Training hours (30/01/2024)											
Learner	ULN	Reference number	Assessors	Employer	Curriculum area	Institution	Hours not yet confirmed	Hours confirmed to date	Hours required total	1	2

All the entries and hours claimed appear in each column and individual entries will show:

- n/a in the end date row for entries from the Activity log.
- n/a where no confirmation request has been sent.
- n/a where no Line Manager is assigned to the learner.
- 'Requested' will show where a confirmation request is outstanding.

Here is an example, showing the rows displayed for each OTJ entry:

	1	2	3	4	5	6	7	8	9	10
Anderson06, Charles (1695)	Start date/ Activity date									
	End date	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Number of hours	10:00	10:00	2:00	2:00	1:00	3:00	1:30	0:30	2:00
	Learner confirmed									
	Assessor confirmed		15/07/2020	17/04/2018	17/04/2018		04/05/2018	11/05/2018	04/05/2018	Requested
	Assessor name	n/a	Krabbappel, Edna (6)	Smith06, Anne (1696)	Smith06, Anne (1696)	n/a	Smith06, Anne (1696)	Smith06, Anne (1696)	Smith06, Anne (1696)	n/a
	Employer confirmed				02/07/2020				11/05/2018	
	Employer name	n/a	n/a	n/a	Lineman, Lineman	n/a	n/a	n/a	Lineman, Lineman	n/a

Alter Activity log and Diary summary screens to increase clarity and add learner OTJ confirmation.

In the **Activity log** and **Diary** tables, it is sometimes difficult to see the difference between bold and normal text for the OTJ hours confirmation information, so we have changed the way this is displayed.

There are three people who can confirm the hours so there are three lights, learner, assessor and line manager (employer).

- A solid blue circle indicates that that user has confirmed the hours.
- Blue edging around a grey circle indicates a request has been sent and is pending confirmation.
- A grey circle indicates no confirmation has been requested.

OTJ hours key: ● Confirmed ● Confirmation request sent ● Confirmation not requested
● Learner
● Assessor
● Employer

Off the Job Training
Hours logged 70:00
Target hours to date 4118:24
Total hours required 4118:24

Date logged	Start date	End date	Summary title	Logged by	Start time	End time	Description	Attachments	GLH?	Off the Job Training?	
08/05/2019	08/05/2019	08/05/2019	Training day	Wolfson, Graham	11:00	15:00				4:00	<div><div><div></div><div></div><div></div></div><div>Edit</div></div>
08/05/2019	16/04/2019	16/04/2019	Training day - forgot assessor confirm	Wolfson, Graham	9:00	18:00				9:00	<div><div><div></div><div></div><div></div></div><div>Edit</div></div>
08/05/2019	02/05/2019	02/05/2019	Training day - no OTJ	Wolfson, Graham						5:00	<div><div><div></div><div></div><div></div></div><div>Edit</div></div>

OTJ hours key: ● Confirmed ● Confirmation request sent ● Confirmation not requested ● Learner ● Assessor ● Employer		
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Off the Job Training?	
4:00	● ● ● Edit
9:00	● ● ● Edit
5:00	● ● ● Edit

Any records from before we introduced learner confirmation will show as 'confirmation not requested' for the learner.

Where a learner doesn't have a line manager (employer) assigned, the corresponding entry in the key, and icons in the table, will be hidden.

The role names in the key will adjust as per the centre settings i.e. line manager / employer.

Add Learner OTJ confirmation date and comments to Diary and Activity log downloads.

Since we've added learner confirmation to OTJ records, we have also ensured this information has been included in the EPA downloads too.

Here is an example from an activity log:

Unit assignments
Assessment plans
Log new evidence
Evidence list
Reflective account
Learning content
Progress reviews
Unit status,evidence matrix&signoff
Qualification status&signoff
Learner activity log
Learner details
Search evidence

▼ Previous logs

OTJ hours key:

- Confirmed
- Confirmation request sent
- Confirmation not requested

- Learner
- Assessor

Off the Job Training

- Hours logged: 11:00
- Target hours to date: 72:00
- Total hours required: 450:00

▼ Default folder

Select logs to copy to other learners

Date logged	Activity date	Category	Summary title	Logged by	Start time	End time	Activity detail	Attachments	GLH?	Off the Job Training?		
29/11/2023	29/11/2023	a. Initial	Luis OTJ AL 1	Dizon, Luis						6:00	<ul style="list-style-type: none"> Confirmed Confirmation request sent Confirmation not requested 	Edit <input type="checkbox"/>

Move selected logs to a new folder

Prepare activity logs for EPA
Save
Cancel

Learner activity log

Learner	Wolfson, Graham
Employer	Reading College
Institution	Institution two name
Curriculum area	Construction
Assessors	Assessor, Completion Flanders, Ed Gillespie, Mary Krabbappel, Edna StressAss, StressAss Wolfson, Graham
Employers	Organisation Role, Anne Svqmoneemp Mabbut, Gary Bryson, Billy Lineman, Lineman Bryson, Billy
Qual start date	11/09/2009
Qual end date	31/08/2020

NOTE: OTJ hours are excluded from the total where, for example, the assessor hasn't confirmed the learner's entry, the date recorded in the Reflective account entry falls before the qual start date or after the qual end date, or an invalid date is recorded. OTJ hours shown in grey text do not count towards the total.

Category	Summary title	Activity date	Activity detail	GLH	OTJ hours	OTJ Learner confirmation date	OTJ Learner confirmation comments	OTJ Assessor confirmation date	OTJ Assessor confirmation comments	OTJ Employer confirmation date	OTJ Employer confirmation comments	Attached files
a. Initial	workshop	09/07/2015	Improves efficiency – reducing the amount of time you spend travelling, and avoiding wasted journeys altogether, creates more time for you to be getting on with other things.	00:00	3:00			17/08/2021				Skillwise elearning flyer KN V3.pdf standard-tube-map.pdf

Add notification for learners of new Calendar entries.

We have added a new notification to the learner's **To Do** tab to notify them when someone adds a new entry to their **Calendar**.

The learner would see a new table on the **To Do** list indicating **Calendar entries logged by others in the last 30 days**.

▼ Calendar entries logged by others in the last 30 days					
Summary title	Start date	End date	Created by	Remove	
Assessment meeting with Rod	04/02/2024	04/02/2024	Krabbappel, Edna (Assessor)	<input type="checkbox"/>	View
				Update page	

Clicking on 'view' opens the calendar entry in question for the learner to view.

Calendar event (Flanders, Rod)

Summary title: Assessment meeting with Rod

Start date: 04/02/2024

End date:

Activity / description (max. 1000 words)

Close

Just as a quick reminder, once a calendar entry has been created for a single learner, it can be duplicated across to other learners if required.

Select events to copy to other learners

This function is also available in the **Activity Log** area, where entries can be copied from one learner to others including the OTJ hours claimed.

Allow Line Managers to upload files to Progress Reviews.

Previously line managers were only able to add comments to the progress reviews, they are now able to upload files too. The uploading of files works in the same way as it does for other users and areas of the system.

▼ Progress review (Eusebio, Francis)

Summary

Review 2

Planned date

13/10/2023

Actual date

13/10/2023

Progress as on 13/10/2023

Certificate in Pharmacy Service Skills L2 (Edexcel) QCF 500_9351 (GW)

Target completion to date: 100

Current completion: 0

Certificate in Understanding the Safe Handling of Medicines L2 question bank

Target completion to date: 100

Current completion: 0

Hairdressing NVQ 2

Target completion to date: 100

Current completion: 0

Key Skills

Target completion to date: 100

Current completion: 0

Off the Job Training as on 13/10/2023

Hours logged

0:00

Target hours to date

984:12

Total hours required

984:12

▼ Employer confirmation

☐ I hereby confirm that I agree to the above

Employer comments

► Upload and attach files in support of this entry

Add rows to Progress Review report to show which users signed off.

It is now possible to see the name of the person who signed off a progress review in the progress review report.

VQManager

Welcome vqmiv vqmiv (IQA 14) Logout options Help and training

Home

Verify

IQA tools

IQA collaboration

Reports

Learner details

Progress

Qualification tracker

Progression tracker

User activity

Dormancy

Report builder

Progress reviews (31/01/2024)

The name which appears is the name of the assessor who confirms the review in the “actual date” field.

	1	2
Planned	16/01/2017	12/06/2017
Actual	16/01/2017	15/06/2017
Assessor	Kari North	
Difference	0	3
Days since last		150
Learner confirmed		11/08/2017
Employer confirmed	19/01/2022	n/a
Employer	Bryson, Billy (1722)	n/a

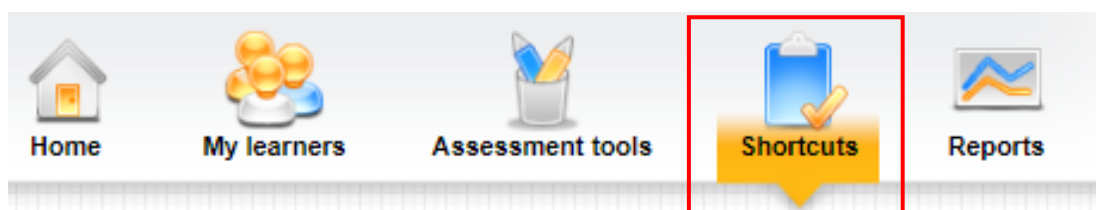
The name of the line manager (employer) who also confirms the review is now visible - if this is applicable.

The new rows in this report appear in the on screen and downloadable versions as you would expect.

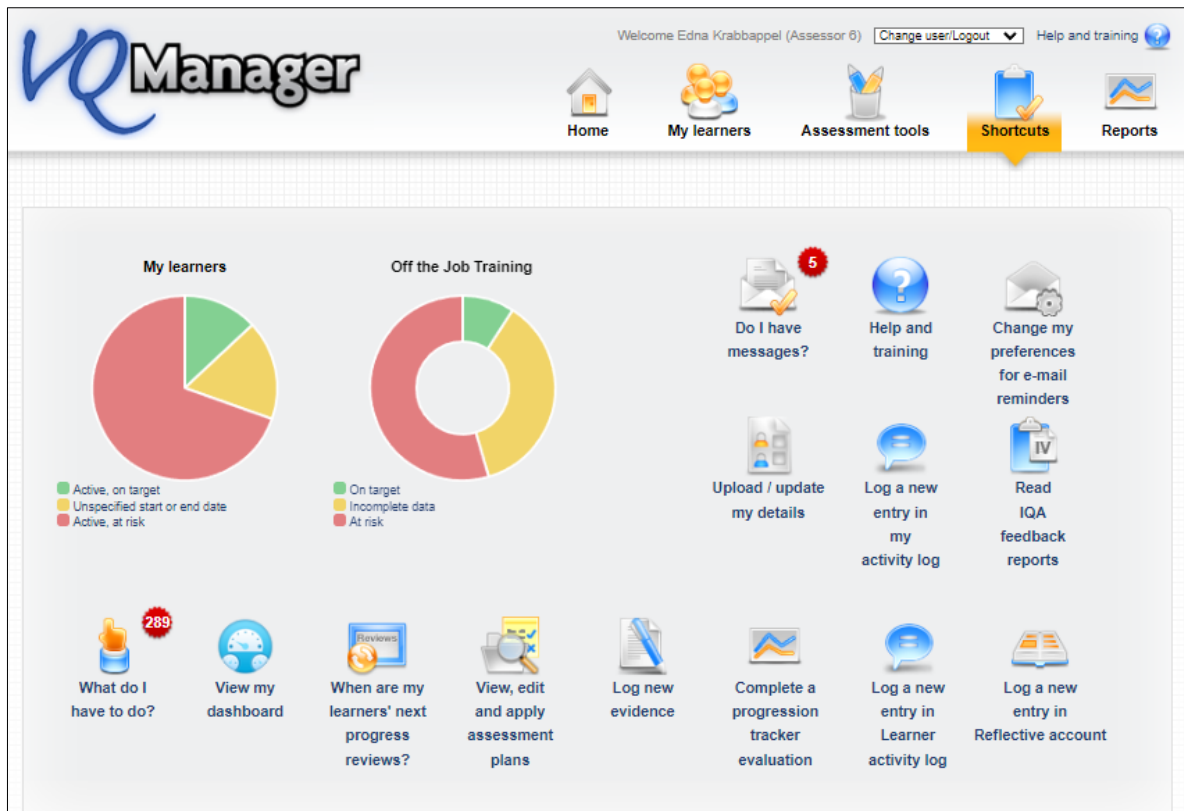


Shortcuts page for assessors.

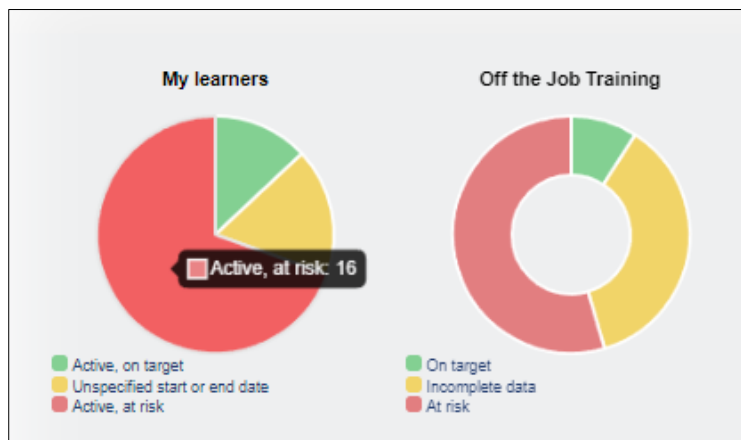
We have now added a **Shortcuts** page for Assessors. **Please contact us if you would like this set as the first page your assessors see when they log in.**



The layout is similar to the existing **Shortcuts** page for the line managers and learners.



Clicking on the graphs will take the assessor to the **Dashboard**.

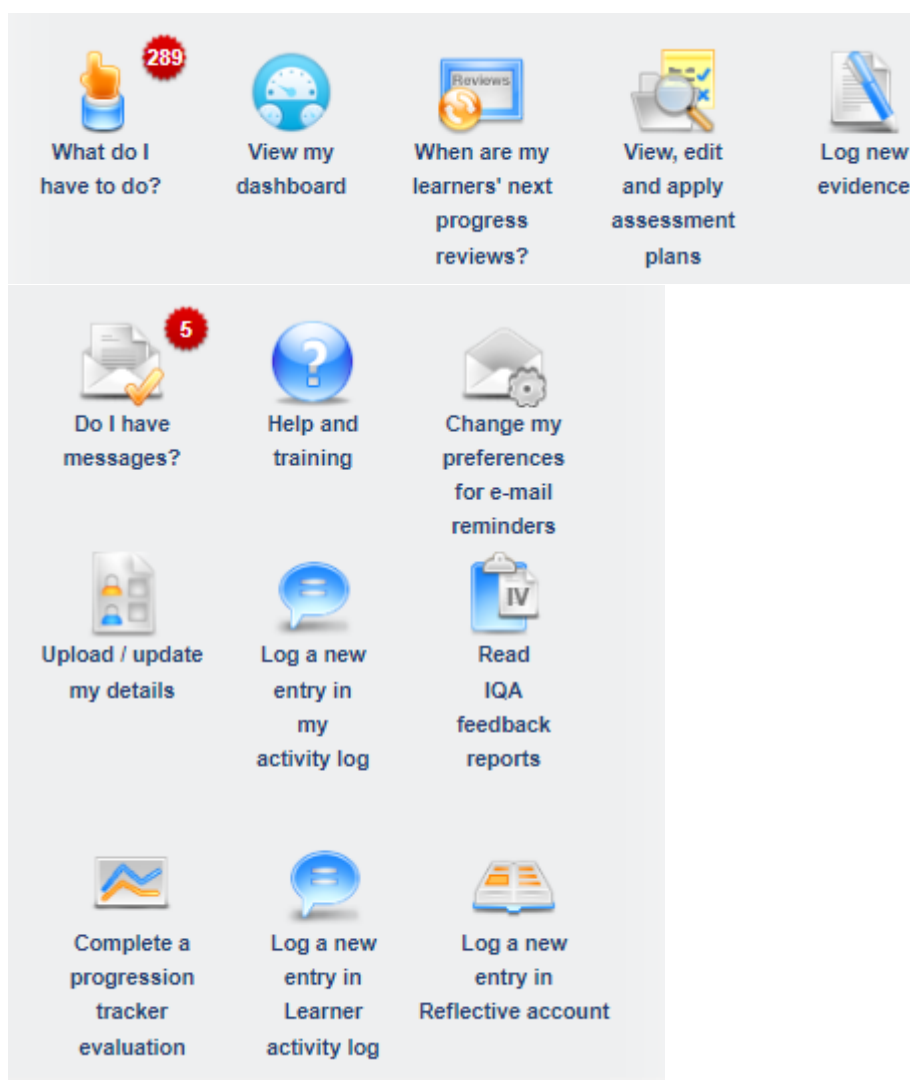


My learners: All
Report generated for: Edna Krabbappel (Assessor)
Date: 06/02/2024 15:44

☒ RAG ☒ Target date ☒ Difference between actual and target % ☒ Employer ☒ Curriculum area ☒ Reference number ☒ Institution

RAG	Learner	Actual % completion at today's date	Target % completion at today's date	Target date	Difference between actual and target %	Employer	Curriculum area	Reference number	Institution
	Dizon, Luis (1831)	23	16	01/11/2025	0		Business		
	Gillett, Graham (38)	22	78	01/11/2025	56	Boots Reading			
	2023_04_11_L_1, 2023_04_11_L_1 (1823)	0	78	30/04/2024	78				
	Robinson, George (1789)	14	100	11/10/2023	86	Test employer 1			
	ABC, ABC (761)	6	100	30/06/2023	94	Reading College		123456789	Institution two name
	Holmes, Frank (977)	15	100	01/12/2021	85	Virgin Active - Head Office			% completion test

Clicking on the icons will take the assessor to the relevant page.

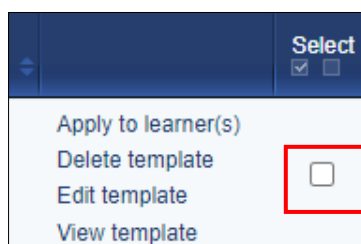


Allow bulk deletion of assessment plan templates.

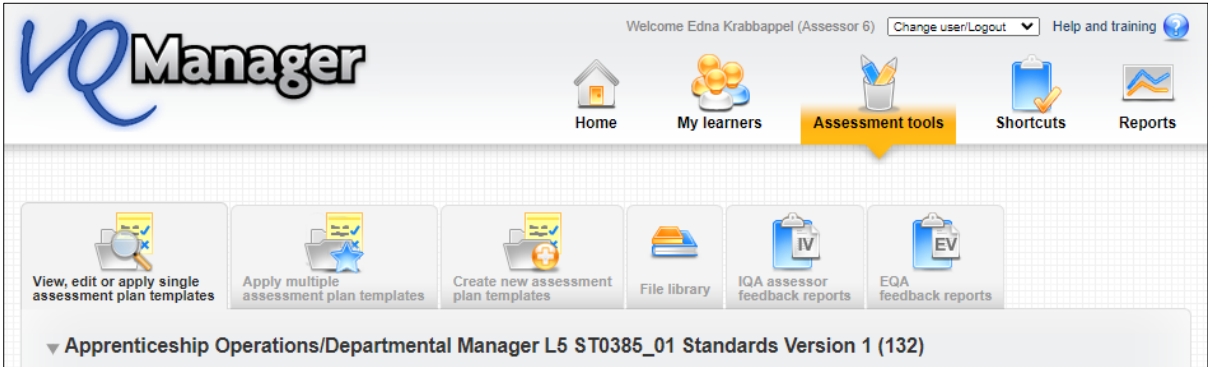
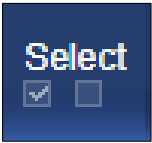
Assessors are now able to delete assessment plan templates in bulk. This is useful to clear up old templates that aren't being used any more. Assessment plans assigned to learners are not affected by this – the function only removes templates you won't be assigning to learners in future.

On the **View, edit or apply single plan templates** tab, you could previously click on “Apply” “Delete” “Edit” and “View” to complete that action for that specific plan.

This new function allows assessors to select several plans using the new tick box and delete in one go.



There is also the usual “select all” option in the blue area within the table if required:



Date created	Description		Select
15/01/2013	2013_01_15_Test_AP_1 [650]	Apply to learner(s) Delete template Edit template View template	<input type="checkbox"/>
11/10/2016	ILP [811]	Apply to learner(s) Delete template Edit template View template	<input checked="" type="checkbox"/>
14/04/2022	Induction [1380]	Apply to learner(s) Delete template Edit template View template	<input checked="" type="checkbox"/>
17/04/2019	SPDates plan [1082]	Apply to learner(s) Delete template Edit template View template	<input checked="" type="checkbox"/>

Delete selected templates

After selecting which templates they’d like to remove, the assessor clicks the **Delete selected templates** button at the bottom of the page.

When you select this button, a pop up appears to double-check your decision. Click **OK** to delete, **Cancel** to return to the page.



Allowing assessors to sign off OTJ records in bulk.

Assessors are now able to sign off OTJ records in bulk.

In the **Confirmation of OTJ hours** table on the **To Do** tab, there is a new tick box allowing the assessor to select multiple entries.

▼ Confirmation of OTJ hours							
Learner	Planned date	Summary	Hours claimed	Actual date	Employer confirmed?	Select	
Anderson06, Charles	05/03/2018	Paul's test from diary	14:00	07/03/2018	02/07/2020	<input type="checkbox"/>	View / confirm
Anderson06, Charles		training	2:00	17/05/2018	n/a	<input type="checkbox"/>	View / confirm
Bangisa, Janice		Learner log 2	2:00	06/03/2020	n/a	<input type="checkbox"/>	View / confirm
Bangisa, Janice	16/12/2022	Learner entry 5	4:00	16/12/2022	21/09/2023	<input type="checkbox"/>	View / confirm
Gillett, Graham	12/08/2019	training 77	1:00	13/08/2019	n/a	<input type="checkbox"/>	View / confirm
Holmes, Frank	18/12/2020	Diary OTJ record	3:00	19/12/2020	n/a	<input type="checkbox"/>	View / confirm
Holmes, Frank	01/12/2020	Diary of work	3:00	18/12/2020	n/a	<input type="checkbox"/>	View / confirm
Wolfson, Graham		Classroom 2	3:00	13/07/2020	21/09/2023	<input checked="" type="checkbox"/>	View / confirm
Wolfson, Graham	04/05/2020	Training day 9	5:00	04/05/2020	n/a	<input checked="" type="checkbox"/>	View / confirm
Wolfson, Graham	07/05/2020	training day 11	5:00	07/05/2020	06/12/2021	<input checked="" type="checkbox"/>	View / confirm
						Sign off multiple OTJ records	

The assessor then selects the hyperlink **Sign off multiple OTJ records** and a pop up appears:

dev.vqmanager.co.uk says

I hereby confirm the selected OTJT hours as accurate and the training as completed

We have also added a new column **Hours claimed** into the to-do table so the assessor is able to see at a glance what is being claimed for.

▼ Confirmation of OTJ hours							
Learner	Planned date	Summary	Hours claimed	Actual date	Employer confirmed?	Select	
Anderson06, Charles	05/03/2018	Paul's test from diary	14:00	07/03/2018	02/07/2020	<input type="checkbox"/>	View / confirm
Anderson06, Charles		training	2:00	17/05/2018	n/a	<input type="checkbox"/>	View / confirm
Bangisa, Janice		Learner log 2	2:00	06/03/2020	n/a	<input type="checkbox"/>	View / confirm
Bangisa, Janice	16/12/2022	Learner entry 5	4:00	16/12/2022	21/09/2023	<input type="checkbox"/>	View / confirm
Gillett, Graham	12/08/2019	training 77	1:00	13/08/2019	n/a	<input type="checkbox"/>	View / confirm
Holmes, Frank	18/12/2020	Diary OTJ record	3:00	19/12/2020	n/a	<input type="checkbox"/>	View / confirm

Enhancements for EPA centres.

With this update, we have also added several enhancements for EPAO organisations using VQManager to manage End Point Assessment.

If you are, or are considering becoming, an EPAO and would like to use VQManager, please do get in touch.