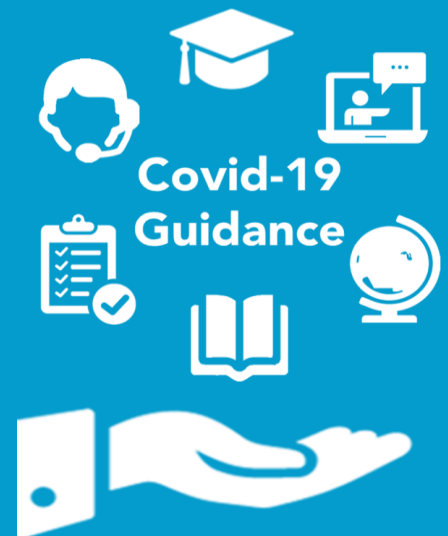


Veterinary Nursing Patient-based Assessment (VN-PBA) Quality Delivery Portal Examiner and IQA Guide

Version 3.0, November 2020



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Introduction

This reference guide is to inform Examiners how to:

- Access the Quality Delivery Portal (QDP)
- Access case reports and supplementary evidence for the PBA
- How Examiner 2 completes their part of the PBA
- How Examiner 1 accepts the evidence
- How the Internal Quality Assurer carries out the internal quality assurance process.

Initial access to the Quality Delivery Portal (QDP) is only granted by the Vet Nursing Quality team. The QDP activation email will come from Learning Assistant (notifications@learningassistant.com) and will be titled **Welcome to Quality Delivery Portal on Learning Assistant**. The email will expire after 48 hours, so it is important to regularly check email junk folders if this is not received.

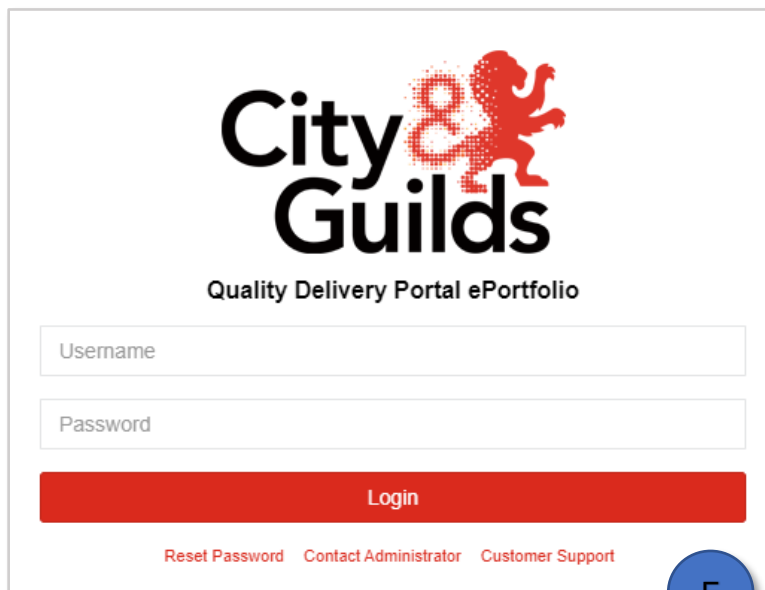
If the link does expire and is no longer valid, or if you experience any issues accessing the system, then please contact the Vet Nursing Quality team at VeterinaryNursing@cityandguilds.com or call 0300 303 53 52 (Option 2, option 4).

Change history	Detail
Version 1.0, August 2020	Change from Senior Examiner to IQA.
Version 2.0, October 2020	Document format changes.
Version 3.0, November 2020	Examiner 1 no longer needs to wait for Examiner 2 to upload recording forms first. Both examiners now have 3 days to submit. Simplified process for Examiner 1 to accept the domains and submit the recording form and matrix.

Using the QDP for the first time

Step 1:

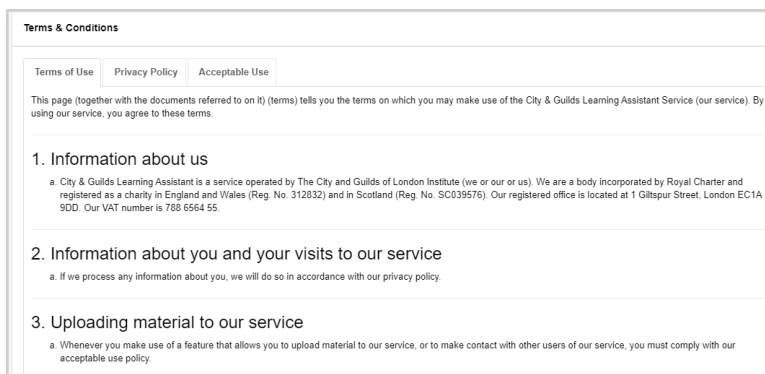
- A. Initial access to the QDP e-Portfolio is only granted by the Vet Nursing Quality team, as part of the booking process for the VN-PBA.
- B. Via the QDP, you will be sent a username and password. (Please check the Junk folder in case it has been sent there).
- C. Important: this activation email will expire after 48 hours.
If the link is no longer valid, then please contact the Vet Nursing Quality team on VeterinaryNursing@cityandguilds.com.
- D. The recommended browser is **Google Chrome**.
- E. An example of the login page.



The login page features the City & Guilds logo at the top, followed by the title 'Quality Delivery Portal ePortfolio'. Below this are two input fields: 'Username' and 'Password'. A prominent red 'Login' button is centered below the fields. At the bottom, there are three links: 'Reset Password', 'Contact Administrator', and 'Customer Support'. A blue circular callout with the letter 'E' is positioned to the right of the page.

Step 2:

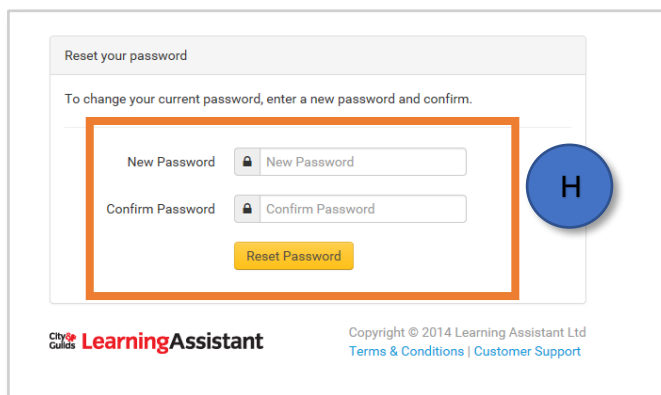
- F. When accessing the QDP for the first time, you must read and accept the terms and conditions.
- G. You need only accept these once.



The 'Terms & Conditions' page has three tabs: 'Terms of Use', 'Privacy Policy', and 'Acceptable Use'. The 'Terms of Use' tab is selected. The page content states: 'This page (together with the documents referred to on it) (terms) tells you the terms on which you may make use of the City & Guilds Learning Assistant Service (our service). By using our service, you agree to these terms.' It is divided into three sections: 1. Information about us, 2. Information about you and your visits to our service, and 3. Uploading material to our service. A blue circular callout with the letter 'E' is positioned to the right of the page.

Step 3:

- H. Once accepted, a new window will launch prompting you to change your password.
- I. You can now access the 'QPD e-Portfolio'.

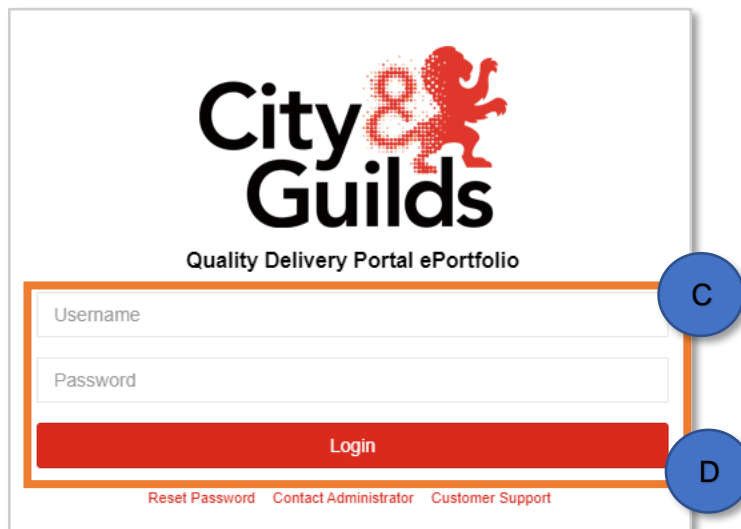


The 'Reset your password' page prompts the user to change their current password. It contains two input fields: 'New Password' and 'Confirm Password', each with a lock icon indicating password strength. A yellow 'Reset Password' button is located below the fields. The page footer includes the 'City & Guilds LearningAssistant' logo and copyright information: 'Copyright © 2014 Learning Assistant Ltd' and links to 'Terms & Conditions' and 'Customer Support'. A blue circular callout with the letter 'H' is positioned to the right of the page.

How to log in and log out

Step 1:

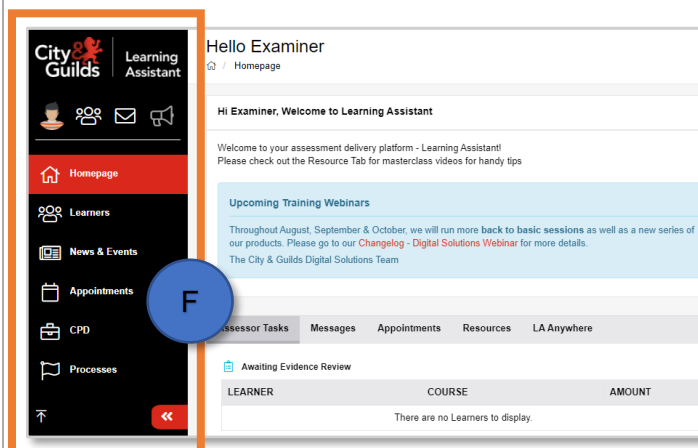
- To launch the '**QDP e-Portfolio**', paste the URL link into your browser.
<https://system.learningassistant.com/QDP/>
- The recommended browser is **Google Chrome**.
- Enter the username and password
- Click Login.



The login screen features the City & Guilds logo at the top. Below it, there are two input fields: 'Username' and 'Password'. A red 'Login' button is positioned below the password field. At the bottom, there are links for 'Reset Password', 'Contact Administrator', and 'Customer Support'. A blue circle with the letter 'C' is placed over the login form area, and another blue circle with the letter 'D' is placed over the 'Login' button.

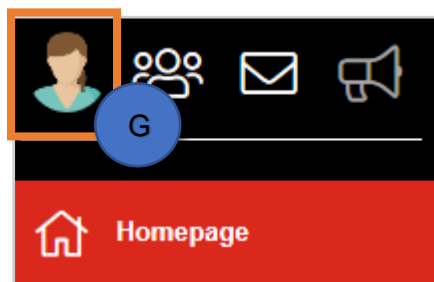
Step 2:

- The homepage will launch.
- Using the toolbar on the left-hand side, you can navigate around the system



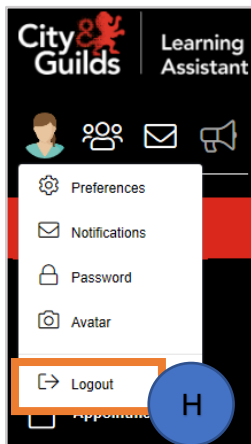
Step 3:

- To log out, click on the Avatar at the top of the toolbar.



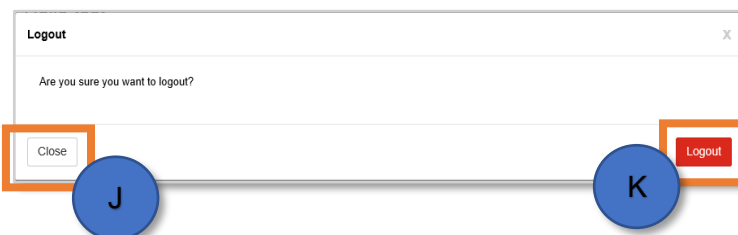
Step 4:

H. Click 'Logout'



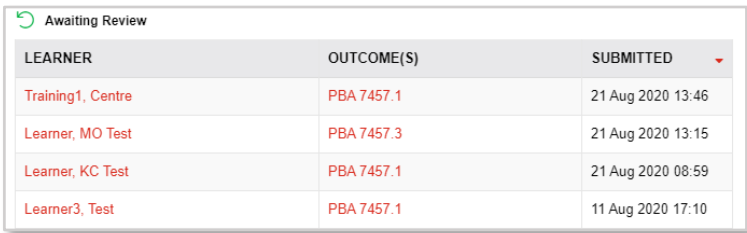
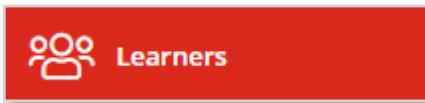
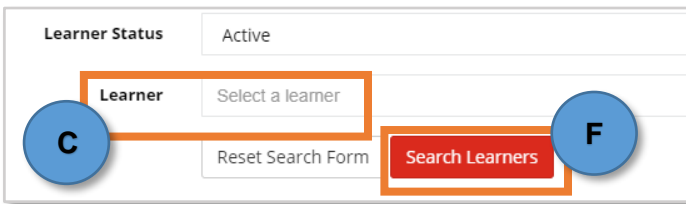
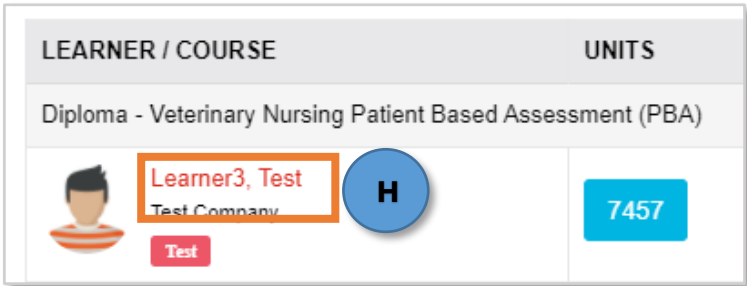
Step 5:

- I. A new window will launch asking you to confirm that you want to log out.
- J. Click '**Close**' if you have changed your mind.
- K. Click '**Logout**' if you do wish to close the system.



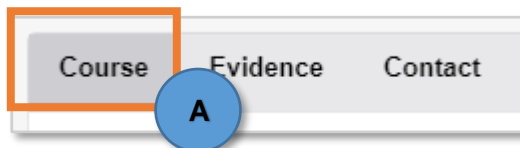
Using the QPD as Examiner 1

How to access the evidence on the QDP

<p>Step 1:</p> <p>A. Under the 'Assessor' tab, you will see a list of the candidates under 'Awaiting Review'.</p>	
<p>B. Click on 'Learners'.</p>	
<p>C. To search, enter the candidate's name in the 'Learner' field.</p> <p>D. As you type, the system will start to list potential matches.</p> <p>E. Alternatively, you can search by 'Company' or just by clicking 'Search Learners'.</p> <p>F. If you click 'Search Learners' only, the results will show a full list of the candidate names.</p>	
<p>G. When the candidate has been found, their details will show below.</p> <p>H. Click on their name (in red) and a new window will launch.</p>	
<p style="text-align: center;">IMPORTANT</p> <p style="text-align: center;">When searching for your allocated candidates, ensure the 'Learner Status' field shows 'Active'</p>	

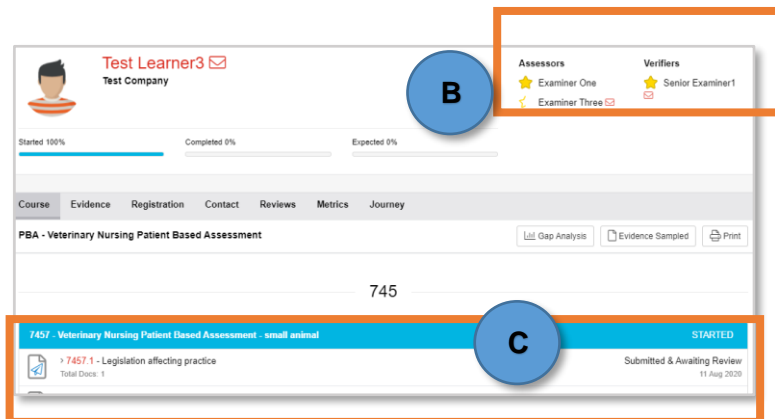
Step 2:

- A. The system automatically launches to the Course tab.

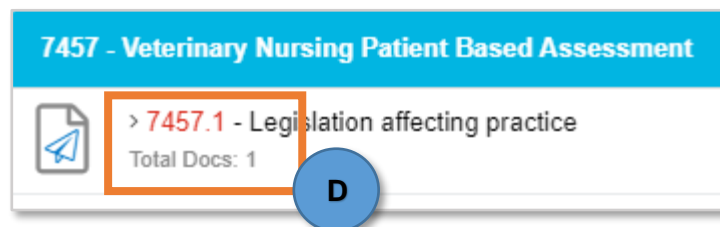


- B. In the new window, under the 'Course Folder', you can see the allocated Examiners and Senior Examiner.

- C. Under the component, you will see the number of documents cross-referenced to the DOS, which the centre has submitted and is awaiting review.



- D. Click on the domain (**in red**) and a new window will launch.



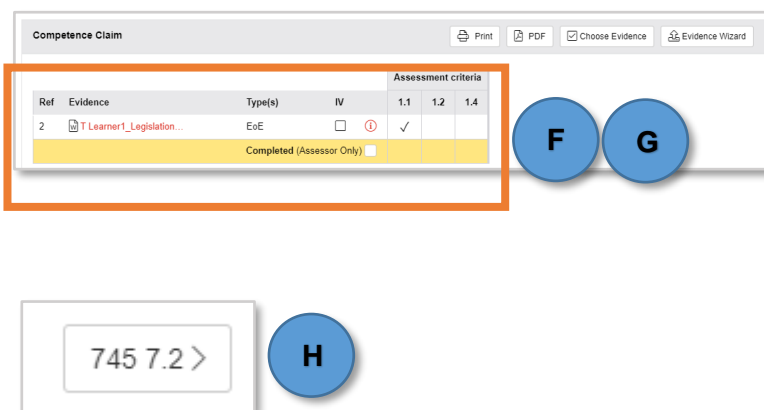
- E. The system automatically launches to the 'Outcome' window.

- F. The evidence which has been cross-referenced to the assessment criteria by the centre, will be listed.

- G. Click on the evidence title (**in red**) to download the file(s).

- H. On the right-hand side, you can click to the next DOS.

- I. Review the case reports and any supplementary evidence.

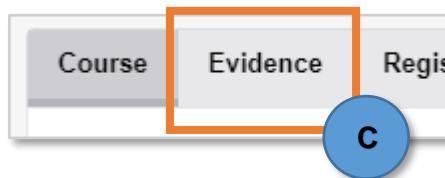


NOTE

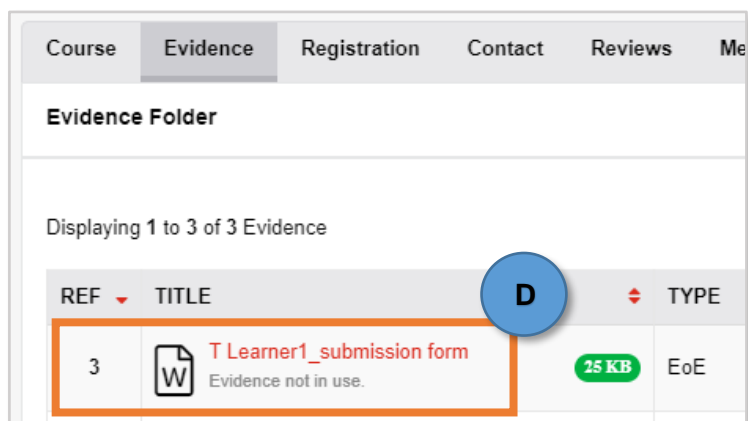
All evidence is included under the '**Evidence**' tab and should list the domains cross-referenced here.

Step 3:

- A. Along with the cross-referenced evidence, each candidate should also have a submission form uploaded.
- B. This should be used to ensure that sufficient case reports and/or supplementary evidence have been uploaded to the relevant criteria, as per the RCVS guidance.
- C. Click on '**Evidence**' tab, to locate the submission form.



- D. The file should be displayed.
- E. Click on file name (in red) to download it and save locally.
- F. If one has not been uploaded, then please notify the Vet Nursing Quality team.



IMPORTANT

If it is clear that the candidate has not provided sufficient evidence to covered all of the DOS, and this is not be covered by the NPL, then please contact the Vet Nursing Quality team.

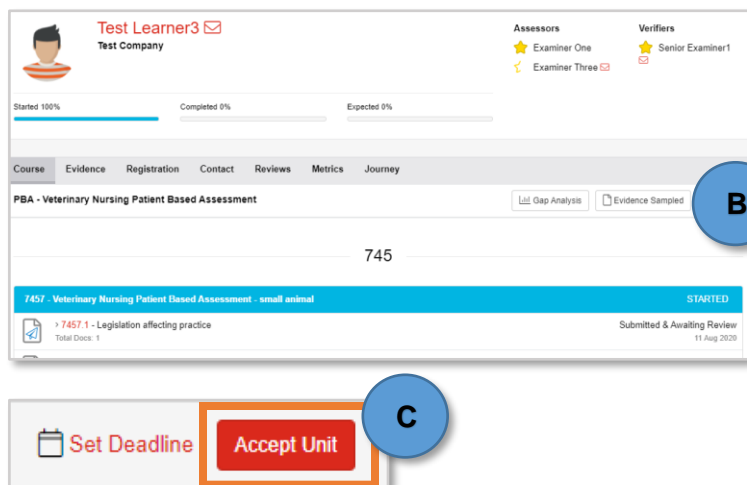
Completing the PBA in the QDP e-Portfolio

IMPORTANT

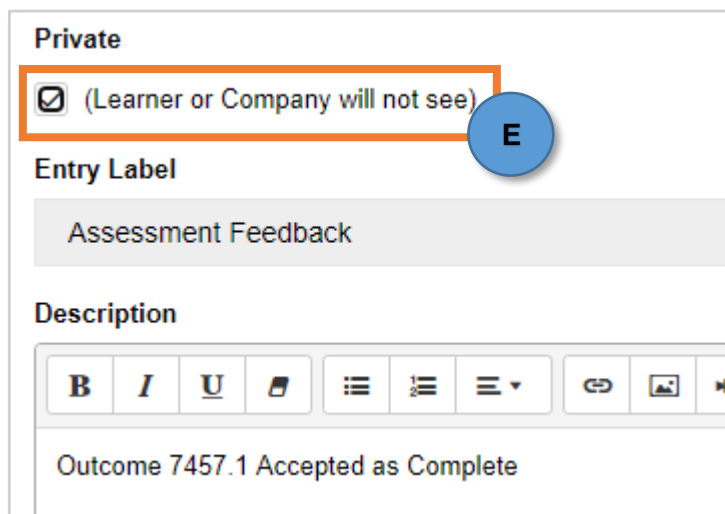
Examiner forms must be uploaded into the QD Portal within **three days** of the PBA.

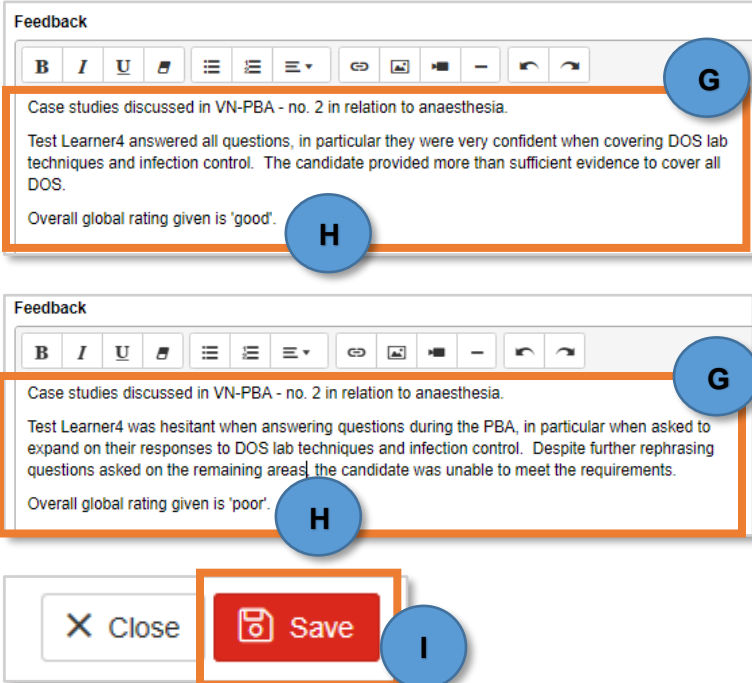
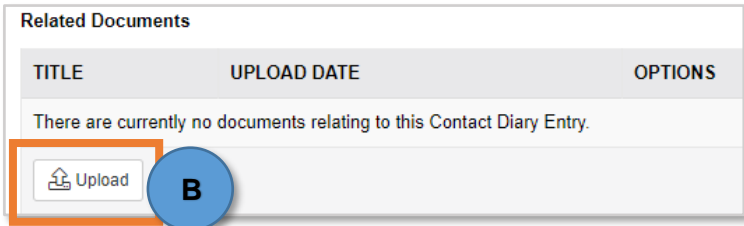

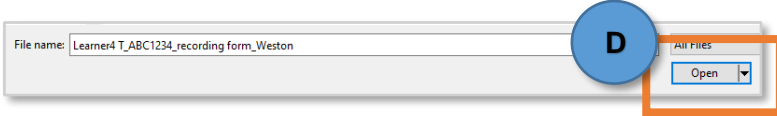
Step 1:

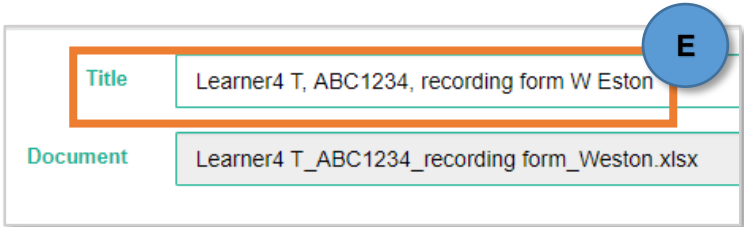
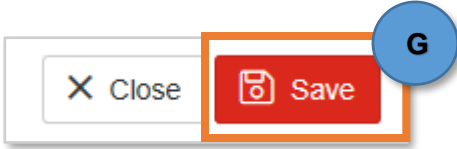
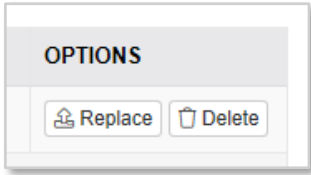
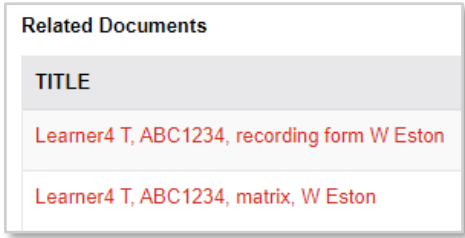


- Following the instructions above, access the candidate.
- In the new page, you will be shown the **'Course'** tab for the selected candidate.
- At the bottom of this page, select **'Accept Unit'**.



- The **'Contact Diary'** window will open
- IMPORTANT** - Mark the entry as 'private'.

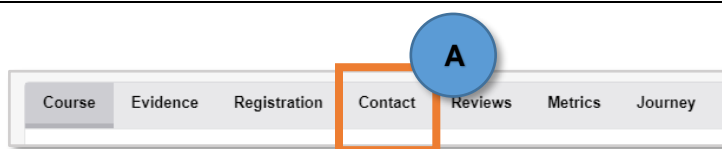


<p>F. Under 'Feedback', add a summary of your findings in respect of the DOS, including the related case report(s).</p> <p>G. Provide an overall summary on the candidate's performance during the PBA including their strengths and areas which lacked sufficiency, where applicable, as captured on the completed recording form.</p> <p>H. Include the global rating awarded to the candidate.</p> <p><i>Examples for illustrative purposes only.</i></p> <p>I. Scroll to the bottom of the page and click 'Save'.</p>	
<p>Step 2:</p> <p>A. After clicking 'Save', the Contact Diary window will remain open.</p> <p>B. Scroll to the 'Related Documents' section and click 'Upload'.</p>	
<p>C. In the 'Upload Document' window, click 'Choose File'.</p>	
<p>D. Locate the file and click 'Open'.</p>	

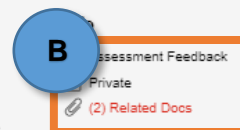
<p>E. Under 'Upload Document', you will see the file uploaded.</p> <p>F. Confirm the title of the document using the following naming convention:</p> <p>Candidate's initials, ENR, recording form, Examiner's initial and surname.</p> <p><i>e.g. TL_ ABC1234_recordingform_EOne</i></p>	
<p>G. Click 'Save'.</p> <p>H. In the 'Upload Document' window, click 'Close'.</p>	
<p>I. If the wrong file has been uploaded, then either 'Replace' or 'Delete' and repeat steps A to H.</p>	
<p>J. Repeat process to upload the evidence tracking matrix.</p> <p>K. When completed, the 'Related Documents' will display both documents.</p>	
<p>L. Click 'Close'.</p>	
<p>M. The status will now be showing as 100% completed.</p>	

Step 3:

- Click on '**Contact**' to check the entry is correct.
- The entry for Examiner 1 should show '**(2) Related Docs**' (in red).

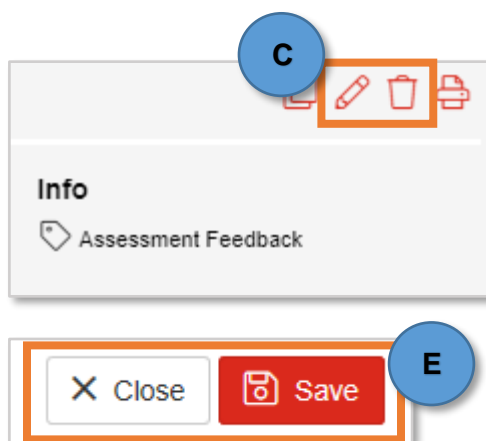


Description	Feedback
Outcome 7457.10 Accepted as Complete	<p>Case studies discussed in VN-PBA - no. 2 in relation to anaesthesia.</p> <p>Test Learner4 was hesitant when answering questions during the PBA, in particular when asked to expand on their responses to DOS lab techniques and infection control. Despite further rephrasing questions asked on the remaining areas, the candidate was unable to meet the requirements.</p> <p>Overall global rating given is 'poor'.</p>



Example is for illustrative purposes only.

- If something is incorrect or not marked 'Private (with a padlock)', then the entry can be edited or deleted.
- Click on the '**pencil**' icon to edit or on the '**bin**' icon to delete.
- In the 'Contact Diary' window, make the amends.
- Click '**Save**' and '**Close**' once any amendments have been completed.



IMPORTANT

After uploading the tracking matrix and their recording form, Examiner 1 should notify the IQA that their forms have been uploaded and the PBA evidence 'accepted'. Do this following the messaging instructions in this document.

Only send the notification message to the IQA.

Using the QPD as Examiner 2

Completing the PBA in the QDP e-Portfolio

Step 1:

A. Under the '**Assessor**' tab, you will see a list of the candidates under 'Awaiting Review'.

Awaiting Review		
LEARNER	OUTCOME(S)	SUBMITTED
Training1, Centre	PBA 7457.1	21 Aug 2020 13:46
Learner, MO Test	PBA 7457.3	21 Aug 2020 13:15
Learner, KC Test	PBA 7457.1	21 Aug 2020 08:59
Learner3, Test	PBA 7457.1	11 Aug 2020 17:10

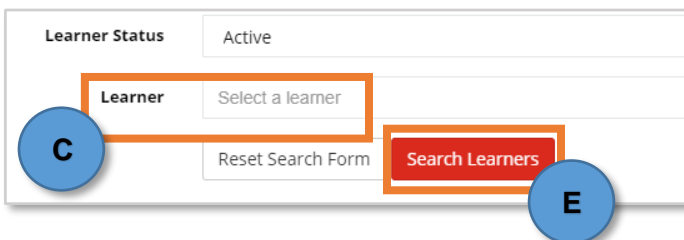
B. Click on '**Learners**'.



C. To search, enter the candidate's name in the '**Learner**' field.

D. As you type, the system will start to list potential matches.

E. Alternatively, you can search by '**Search Learners**' only, the results will then show a full list of the candidate names.



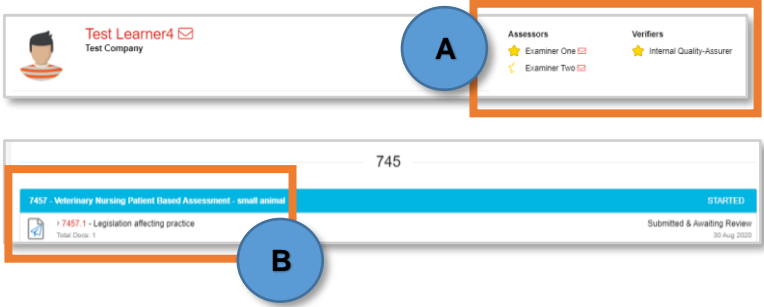
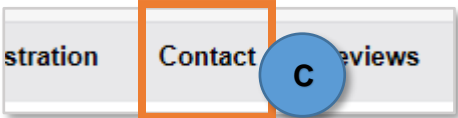

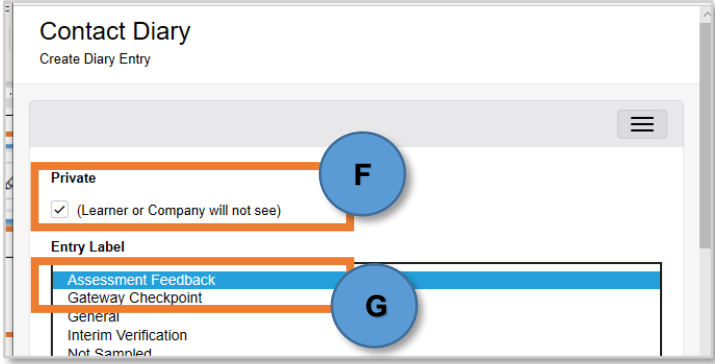
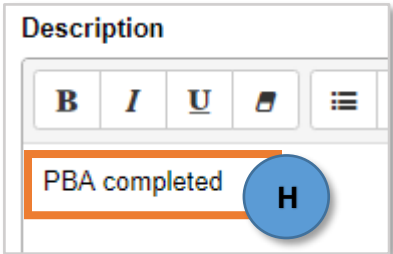
F. When the candidate has been found, their details will show below.

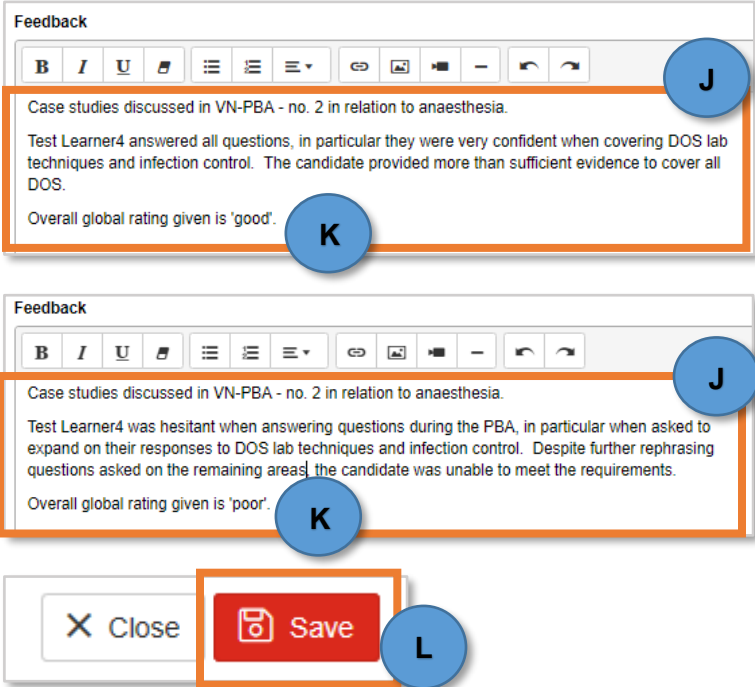
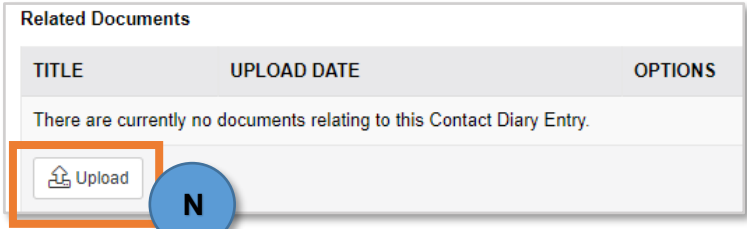

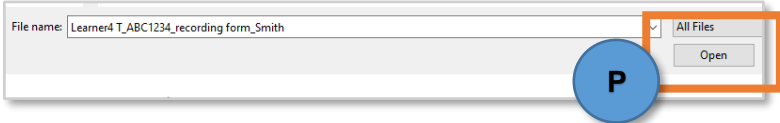
G. Click on their name (in red) and a new window will launch.

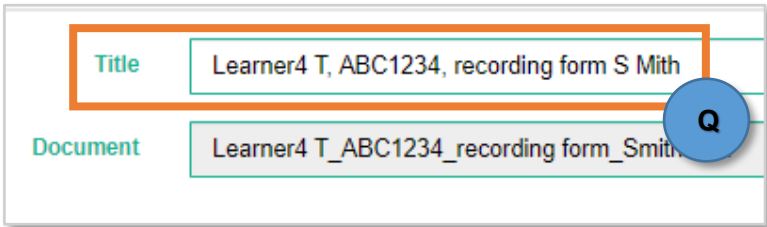
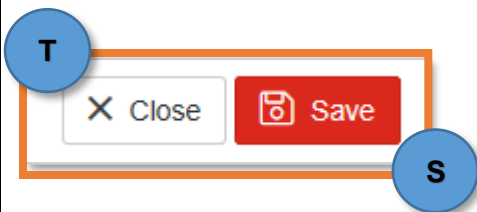
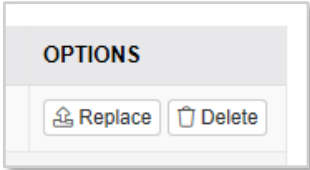
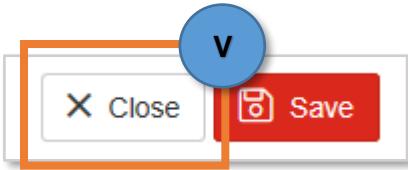
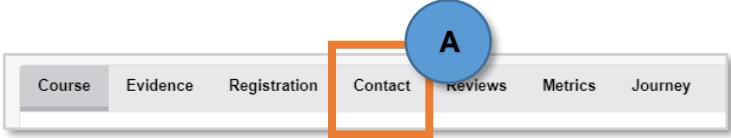



IMPORTANT



When searching for your allocated candidates, ensure the '**Learner Status**' field shows '**Active**'

<p>Step 2:</p> <p>A. In the new window, under the 'Course Folder', you can see the allocated Examiners and Internal Quality Assurer.</p> <p>B. Under the component, you will see the number of documents cross-referenced to the DOS, which the centre submitted.</p>	
<p>C. Click on the 'Contact' tab.</p>	
<p>D. Click on 'Create Entry'.</p>	
<p>E. A new window will launch 'Contact Diary'.</p> <p>F. IMPORTANT - Mark the entry as 'private'.</p> <p>G. Under 'Entry Label', select 'Assessment Feedback'.</p>	
<p>H. Under 'Description', type 'PBA - completed'.</p>	

<p>I. Under 'Feedback', add details of the case reports discussed in the PBA, as captured on the completed recording form.</p> <p>J. Provide an overall summary on the candidate's performance during the PBA including their strengths and areas which lacked sufficiency, where applicable.</p> <p>K. Include the global rating awarded to the candidate, as per the recording form.</p> <p><i>Examples are for illustrative purposes only.</i></p> <p>L. Scroll to the bottom of the page and click 'Save'.</p>	
<p>M. After clicking 'Save', the Contact Diary window will remain open.</p> <p>N. Scroll to the 'Related Documents' section and click 'Upload'.</p>	
<p>O. In the 'Upload Document' window, click 'Choose File'.</p>	
<p>P. Locate the recording form and click 'Open'.</p>	



<p>Q. Under 'Upload Document', you will see the file uploaded.</p> <p>R. Confirm the title of the document using the following naming convention:</p> <p>Candidate's initials, ENR, recording form, Examiner's initial and surname.</p> <p><i>e.g. TL_ ABC1234_recordingform_EOne</i></p>	
<p>S. Click 'Save'.</p> <p>T. Click 'Close'.</p>	
<p>U. If the wrong file has been uploaded, then either 'Replace' or 'Delete' and repeat steps N to T.</p>	
<p>V. Click 'Close'.</p>	
<p>Step 3:</p> <p>Click on 'Contact' to check the entry.</p>	

 08 Oct 2020 08:55


Description	Feedback	Info
PBA completed.	<p>Case studies discussed in VN-PBA - 2, 5 and 7.</p> <p>Test Learner4 gave confident responses to the questions asked throughout the PBA. In particular, when covering DOS communication, lab techniques and infection control, Test Learner4 gave knowledgeable answers which provided more than sufficient evidence to cover these.</p> <p>Overall, global rating given is 'good'.</p>	<p> Assessment Feedback</p> <p> Private</p>


Example is for illustrative purposes only.


- If something is incorrect or not marked 'Private (with a padlock), then the entry can be edited or deleted.
- In the top right-hand corner, click on the **'pencil'** icon to edit or on the **'bin'** icon to delete.
- In the 'Contact Diary' window, make the amends and 'save'.

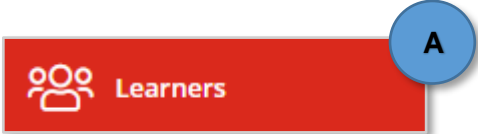
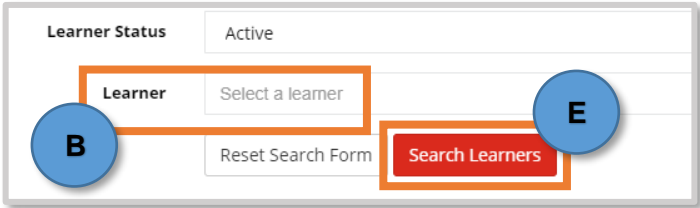
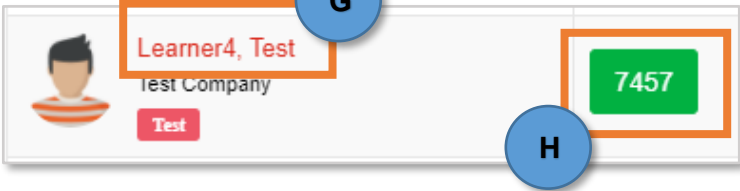
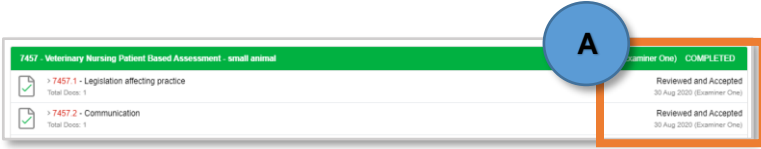
Info


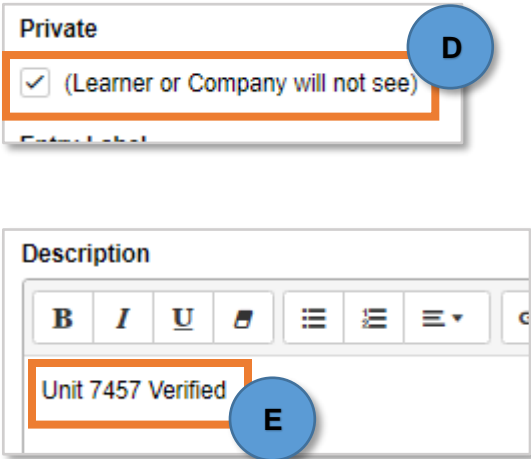
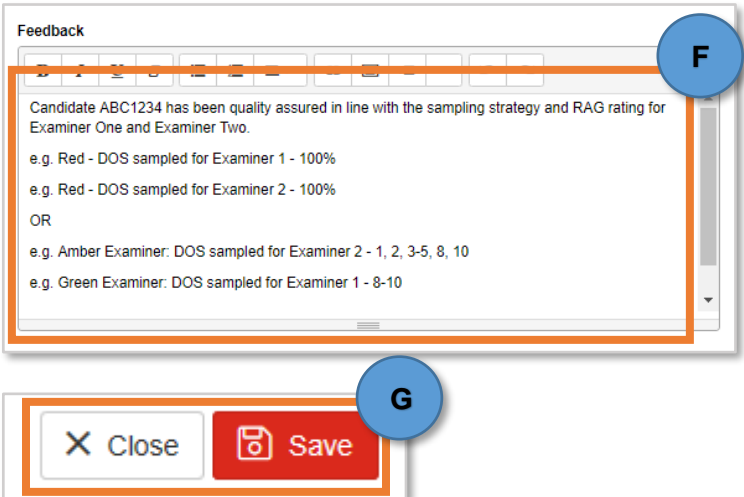
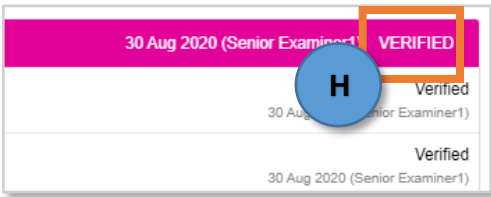
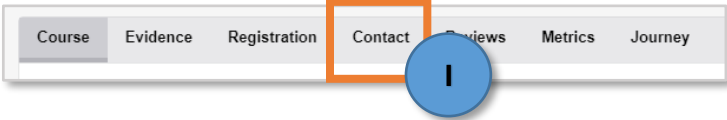
 Assessment Feedback



✕ Close
 Save

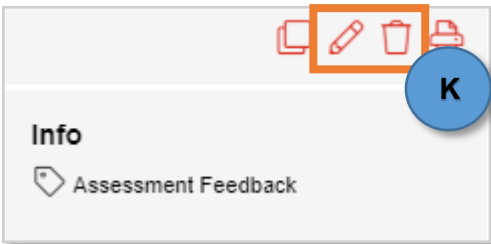
Using the QPD as the IQA

<p>Step 1:</p> <p>A. From the navigation pane, click on 'Learners'.</p>	
<p>B. To search, enter the candidate's name in the 'Learner' field.</p> <p>C. As you type, the system will start to list potential matches.</p> <p>D. Alternatively, you can search by 'Company' or just by clicking 'Search Learners'.</p> <p>E. If you click 'Search Learners' only, the results will show a full list of the candidate names.</p> <p>Tip: Ensure that 'Learner Status' is 'Active'.</p>	
<p>F. When the candidate has been found, their details will show below.</p> <p>G. Click on their name (in red) and a new window will launch.</p> <p>H. If the unit is 'green', it has been accepted by Examiner 1.</p>	
<p style="text-align: center;">IMPORTANT</p> <p>The IQA will use the QD Portal, to record their sampling of Examiner 1 and Examiner 2. This information is captured on the IQA sampling report.</p> <p>Sampling is based on the sampling strategy and RAG rating of the Examiner (Red, Amber or Green). It is the RAG rating that will dictate whether individual DOS will be quality assured or all DOS.</p>	
<p>Step 2:</p> <p>A. Within the 'Course' folder, the DOS shows as 'Reviewed and Accepted'.</p>	

<p>B. Scroll to the bottom and click 'Verify Unit'.</p>	
<p>C. The 'Contact Diary' window will open in the 'Entry' tab. D. The entry is automatically marked 'private'. E. In 'Description', the system automatically adds '7457 Verified'.</p>	
<p>F. Add internal quality assurance commentary under the 'Feedback' section.</p> <p>Refer to the sampling strategy to identify the level of quality assurance sampling required based on the RAG rating of the Examiner; whether against the full DOS (100%) or individual skills.</p> <p>G. Then click 'Save' and 'Close'.</p> <p><i>Example for illustrative purpose only.</i></p>	
<p>H. Back in the 'Course' folder, the DOS will be marked as 'Verified'.</p>	
<p>I. Click on 'Contact' to check the entry.</p>	

Description	Feedback	Info
Unit 7457 Verified	<p>Candidate ABC1234 has been quality assured in line with the sampling strategy and RAG rating for Examiner One and Examiner Two.</p> <p>e.g. Red - DOS sampled for Examiner 1 - 100%</p> <p>e.g. Red - DOS sampled for Examiner 2 - 100%</p> <p>OR</p> <p>e.g. Amber - DOS sampled for Examiner 2 - 1.2, 3-5, 8, 10.</p> <p>e.g. Green - DOS sampled for Examiner 1 - 8, 10.</p>	<p>Verification Feedback</p> <p>Private</p> <p>(1) Related Items</p>

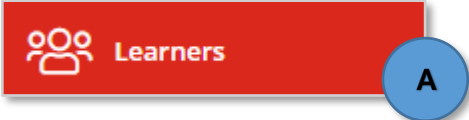
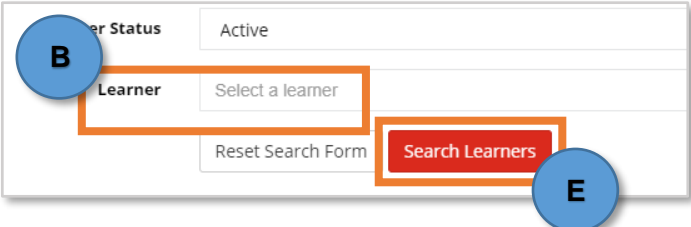



Example for illustrative purpose only.

<p>J. If something is incorrect or not marked 'Private (with a padlock)', then the entry can be edited or deleted.</p> <p>K. Click on the 'pencil' icon to edit or on the 'bin' icon to delete.</p> <p>L. In the 'Contact Diary' window, make the amends.</p>	
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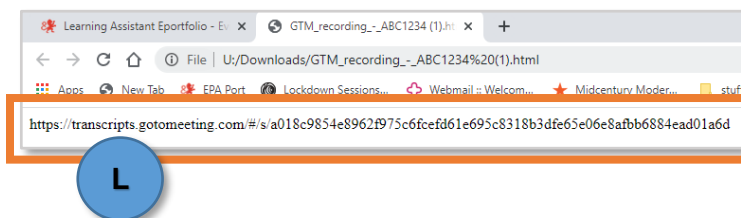
IMPORTANT

Email a copy of the IQA reports for each Examiner to the Vet Nursing Quality team at VeterinaryNursing@cityandguilds.com

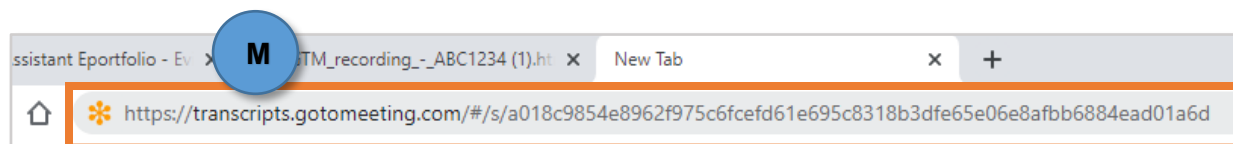
How to access the GTM recording

<p>Step 1:</p> <p>I. From the navigation pane, click on 'Learners'.</p>	
<p>J. To search, enter the candidate's name in the 'Learner' field.</p> <p>K. As you type, the system will start to list potential matches.</p> <p>L. Alternatively, you can search by 'Company' or just by clicking 'Search Learners'.</p> <p>M. If you click 'Search Learners' only, the results will show a full list of the candidate names.</p> <p>Tip: Ensure that 'Learner Status' is 'Active'.</p>	
<p>N. When the candidate has been found, their details will show below.</p> <p>O. Click on their name (in red) and a new window will launch.</p> <p>P. If the unit is 'green', it has been accepted by Examiner 1.</p>	
<p>Q. In the new window, click on 'Evidence'.</p>	
<p>R. Click on the file name (in red) to download the recording file.</p>	

- S. Click the downloaded file and it will open in a new browser tab.
T. Copy the link.




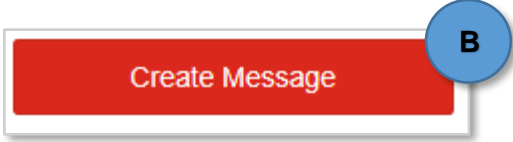
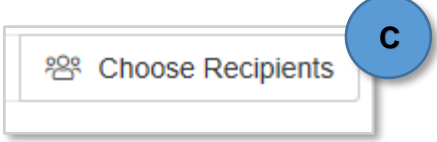

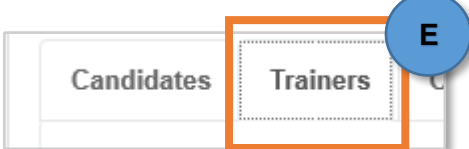
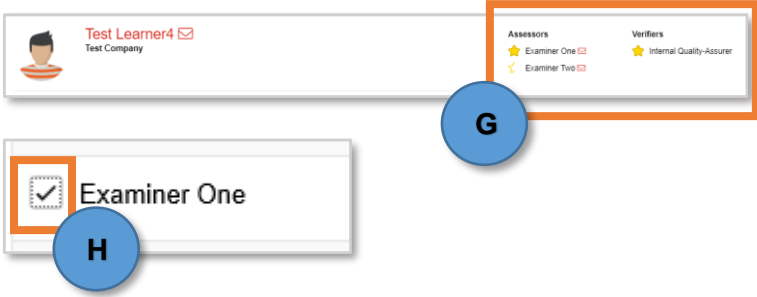
- U. Paste the link into a new browser tab.
V. Press **'Enter'** from the keyboard.
W. The recording will open in the browser.


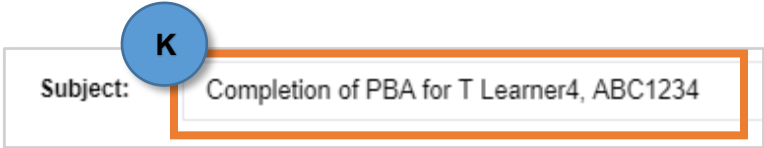
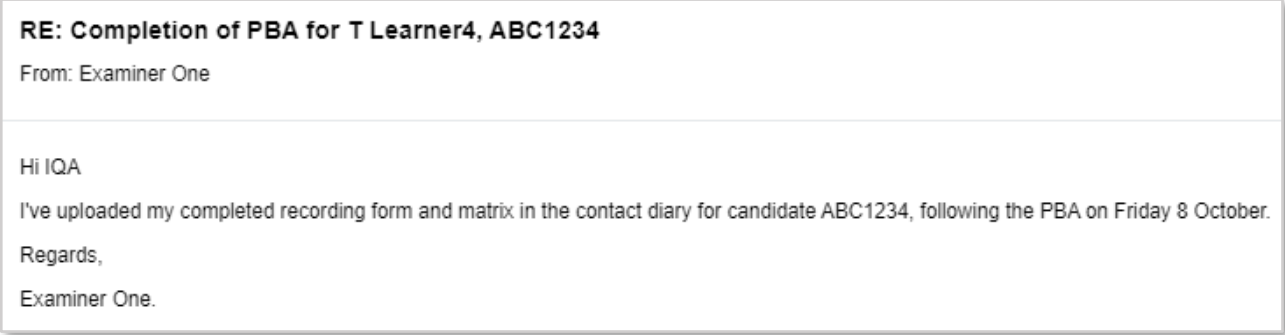
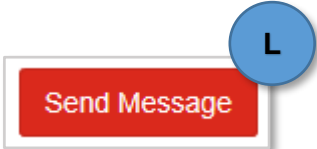


- X. Please note, recording links expire approximately one month after the PBA event, however the Vet Nursing Quality team extend these up until the planned results day.
Y. If you are unable to access a recording because the link has expired, then please notify the Vet Nursing Quality team as soon as possible so that this can be rectified.


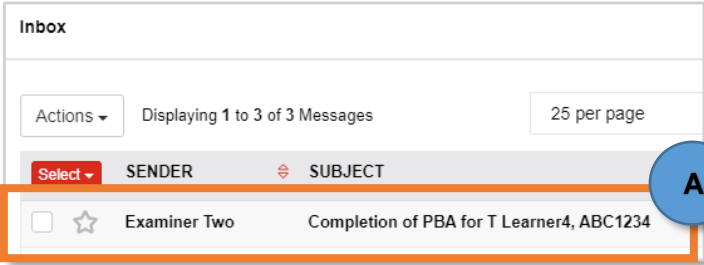
Using the e-Portfolio messaging system

Sending a message

<p>A. Click on the envelope icon, on the left-hand side.</p>	
<p>B. Click on 'Create Message'.</p>	
<p>C. In the 'Messages' window, click 'Choose Recipients'.</p>	
<p>D. Click on 'Select Users from a list'.</p>	
<p>E. Click on the 'Trainers' tab.</p>	
<p>F. Scroll through the list to locate the Examiner or the IQA you wish to message.</p> <p>G. Examiners and the IQA are listed at the top of each candidate's profile, as detailed in the sections above.</p> <p>H. Click the tick box to select.</p>	

<p>I. Click 'Continue'.</p> <p>J. Names selected will be listed in 'Recipients'.</p> <p><i>Please do not select the test roles as indicated in the screenshot. It is for illustrative purposes only.</i></p>	
<p>K. When notifying IQA that the PBA is completed, enter the 'Subject' using the following convention: <i>Completion of PBA for candidate initial/surname, ENR.</i></p>	 <p><i>Example for illustrative purposes only.</i></p>
 <p><i>Please address the email to the examiner or IQA (and not the test profile as in the example above) and sign off, under your own name. Example for illustrative purposes only.</i></p>	
<p>L. Click 'Send Message' when ready.</p>	

Receiving a message

<p>A. Any messages received will be displayed on the home page.</p>	
<p>B. Click on the envelope to open the 'Inbox'.</p> <p>C. Click on the message to open it.</p>	
<p style="text-align: center;">IMPORTANT</p> <p>The QDP messaging system should not be used to contact the Vet Nursing Quality team. Please contact the team via veterinarynursing@cityandguilds.com for all queries.</p>	

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