

# Quartz Web Guide for Centre Quality Assurers

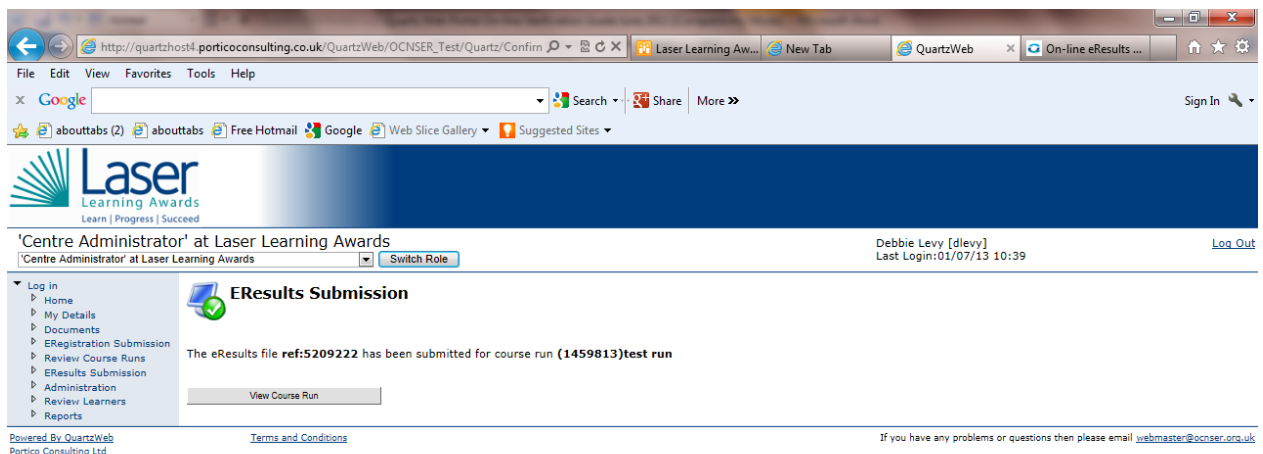


# Quartz Web Guide for Centre Quality Assurers

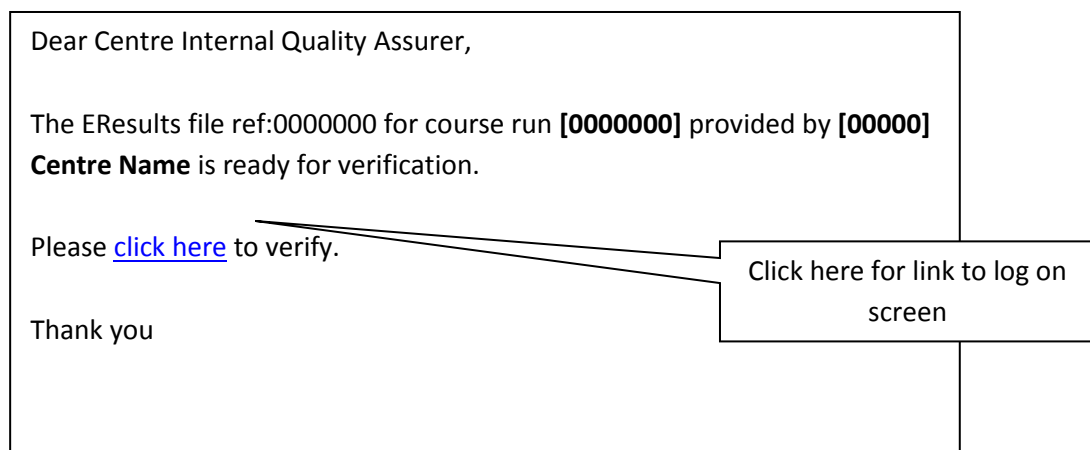
## How to internally verify learner achievements on line

As the nominated Centre Internal Quality Assurer (IQA) you have been named by the centre and approved by LASER to verify that the learner results submitted have been completed accurately and that internal quality assurance has taken place and there is evidence to support this. The Centre Administrator must identify the Centre IQA when setting up a new programme/course.

The Centre Administrator is responsible for uploading learner results to the web portal. The Centre Administrator will have already uploaded the learner achievements and will see the following confirmation screen once they have clicked to submit the results.



You will then receive an email notification advising you that there are results awaiting your approval and verification.

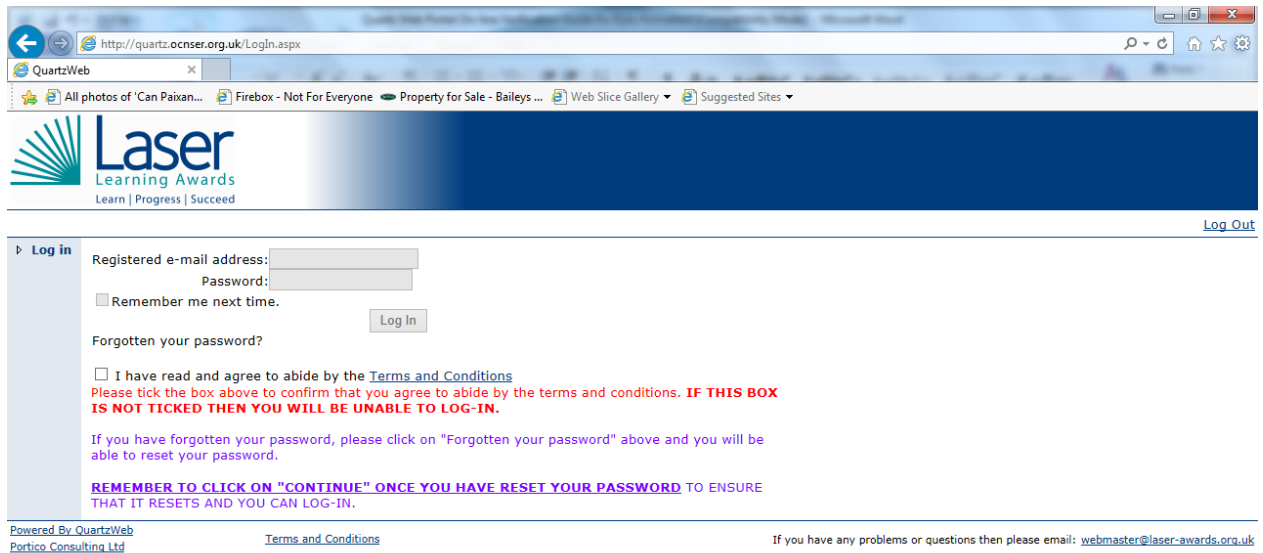


You can click on the link in the email to take you to the web portal login screen.

# Quartz Web Guide for Centre Quality Assurers

In order to access the live web portal you will be asked to confirm that you have read the Terms and Conditions for use of the portal. Once you have clicked the 'I have read and agree to abide by the Terms and Conditions' checkbox the centre's homepage of the web portal will open.

**N.B. You will not be able to log in until you have ticked the checkbox.**



The screenshot shows a web browser window with the URL <http://quartz.ocnser.org.uk/Login.aspx>. The page features the Laser Learning Awards logo and a navigation bar with the text "Learn | Progress | Succeed". Below the logo, there is a "Log in" section with the following elements:

- Registered e-mail address:
- Password:
- Remember me next time.
- 
- Forgotten your password?
- I have read and agree to abide by the [Terms and Conditions](#)
- Please tick the box above to confirm that you agree to abide by the terms and conditions. IF THIS BOX IS NOT TICKED THEN YOU WILL BE UNABLE TO LOG-IN.**
- If you have forgotten your password, please click on "Forgotten your password" above and you will be able to reset your password.
- REMEMBER TO CLICK ON "CONTINUE" ONCE YOU HAVE RESET YOUR PASSWORD TO ENSURE THAT IT RESETS AND YOU CAN LOG-IN.**

At the bottom of the page, there is a footer with the following information:

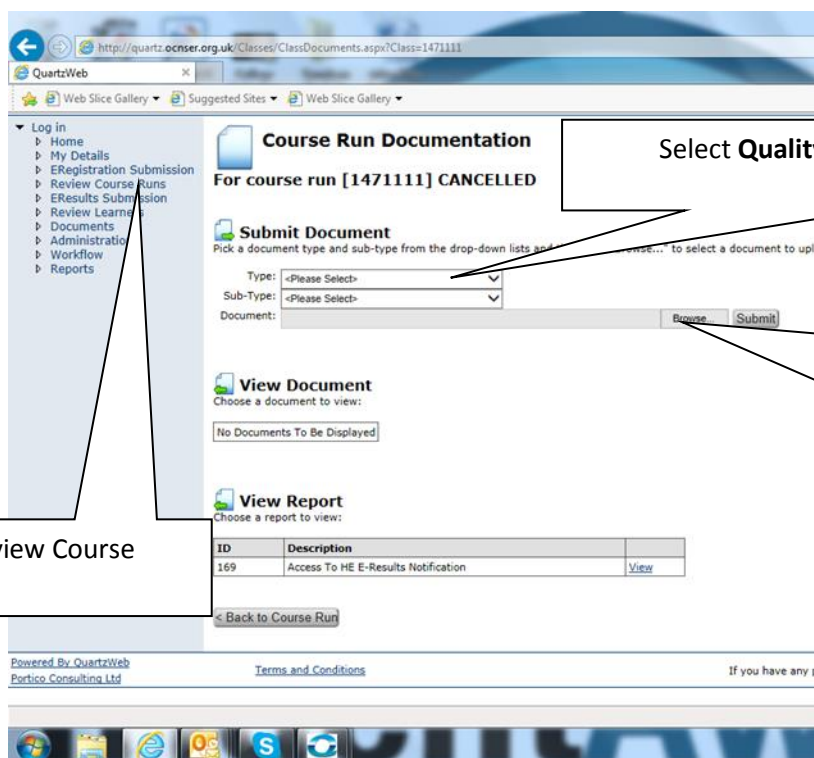
- Powered By QuartzWeb
- Portico Consulting Ltd
- [Terms and Conditions](#)
- If you have any problems or questions then please email: [webmaster@laser-awards.org.uk](mailto:webmaster@laser-awards.org.uk)



To log in enter your user name and password. User names and passwords must NEVER be shared. Sharing this information will result in the immediate suspension of your centre. Your login is unique to you, so you will only be able to access areas of the portal relevant to your role.

Before you begin the verification process you need to make sure that records of the internal quality assurance process have been uploaded to the web portal. Within your organisation it may be the responsibility of the centre administrator to do this or possibly yourself, as the Centre IQA. The records should be uploaded to the **Documents** section of the web portal.

This is done by navigating to the course run in question by clicking **Review Course Runs** on the left hand menu and searching for your course run on the **Your Course Runs** webpage. Click onto the **Course Run ID** number and the course run details will be displayed on the **Course Run** webpage. On the **Course Run** webpage that appears click onto the button marked **Course Run Documentation** and the following screen will be displayed.



Review Course

Select **Quality Document** from drop down list

Click **Browse** to select your internal quality assurance record document(s) from your organisation's IT system. Then click **Submit** to upload.

You must then choose the quality document option from the drop down list and browse your files to select the appropriate record to upload. You must then click submit to upload the document. You will need to repeat this process for each document you need to upload.

The IQA is required to upload to Quartz (or make available via Moodle, or similar system) the Centre's internal quality assurance records which must include the following as a minimum for each run submitted, naming each document using the titles in italics below:

1. *Learner records of unit achievement*
2. *IQA sampling strategy*
3. *IQA report/s of feedback to the assessors* including full and clear records and action planning
4. Plus 3 of the IQA activities/records you will have been keeping during the year. These could include -
  - *IQA calendar of events* which included verification; training and standardisation activities
  - **Response to Quality Reports** – evidence of Quality Improvement Plan; Progress on Action Plan Conditions and Recommendations; tracking achievement of Action Points and improvements
  - *Records of any forum for discussion of borderline and not achieved cases* and good practice in assessment
  - *IQA sampling of assessment tasks and assessed work.* (For each programme at least 4 pieces of the same assessment activity for 4 different learners. All must have been internally quality assured.)
  - *Standardisation records* of assessed work and relevant action plans
5. Regular evaluation of the process including an *Annual Report* completed by the Lead IQA

LASER doesn't prescribe the required format of IQA documents and empowers Centres to use existing ones that are working well. However, LASER has developed resources Centres may find useful. IQA Guidance Templates.

## Quartz Web Guide for Centre Quality Assurers



The following policies and procedures will be required.

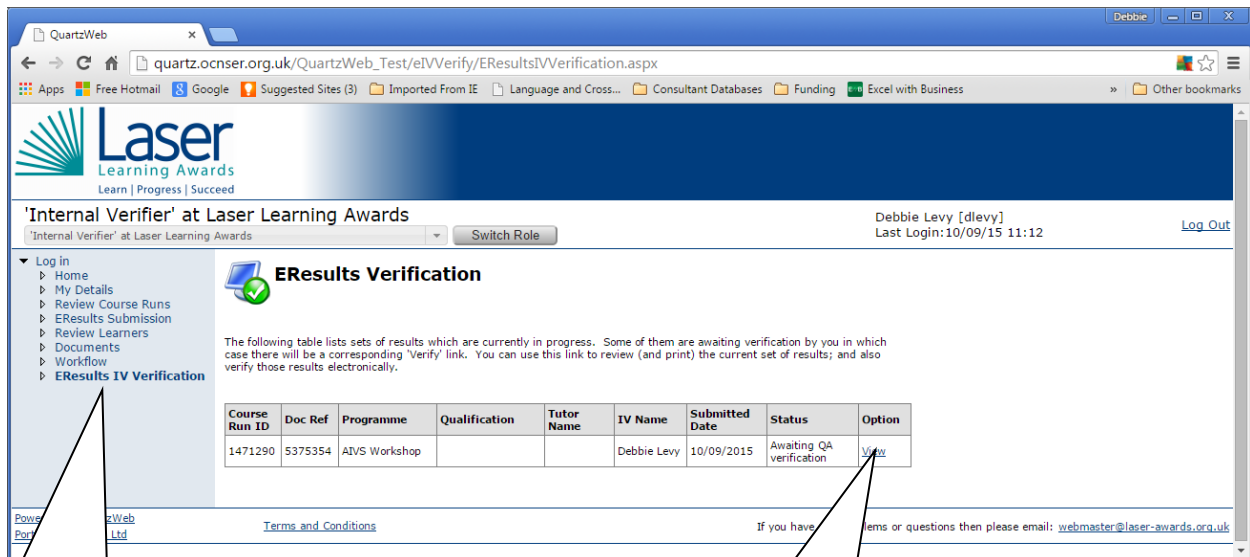
However, you will be able to discuss timescales with the QR at the Quality Roadshow.

Internal Quality Assurance policies and procedures the IQA is required to review, update and uploaded – we suggest that good practice would be to review documents at least once per year but as a minimum, LASER requires these to be reviewed every two years and any dates and versions to be updated accordingly

6. IQA policies and procedures
7. Access to Fair Assessment Statement
8. RPL Policy
9. Quality Assurance Policy
10. Internal Verification Policy
11. Malpractice Policy
12. Plagiarism Policy
13. Complaints Policy
14. Appeals Procedure for Learners
15. IQA CVs and certs (QR to check before Quality Roadshow what we have on Quartz)

# Quartz Web Guide for Centre Quality Assurers

Once records of the internal quality assurance process have been uploaded to the web portal **Course Run Documentation** section, the Centre IQA is able to verify the results, by selecting **EResults IV Verification** from the left hand menu. The following screen will be displayed and will show all courses awaiting verification. Select the course you wish to verify by clicking the **View** link in the option column.



Internal Verifier' at Laser Learning Awards

Debbie Levy [dlevy]  
Last Login:10/09/15 11:12

Log Out

Log in  
Home  
My Details  
Review Course Runs  
EResults Submission  
Review Learners  
Documents  
Workflow  
EResults IV Verification

### EResults Verification

The following table lists sets of results which are currently in progress. Some of them are awaiting verification by you in which case there will be a corresponding 'Verify' link. You can use this link to review (and print) the current set of results; and also verify those results electronically.

Course Run ID	Doc Ref	Programme	Qualification	Tutor Name	IV Name	Submitted Date	Status	Option
1471290	5375354	AVS Workshop			Debbie Levy	10/09/2015	Awaiting QA verification	<a href="#">View</a>

Power  
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If you have any comments or questions then please email: [webmaster@laser-awards.org.uk](mailto:webmaster@laser-awards.org.uk)

Click here for the EResults IV Verification screen

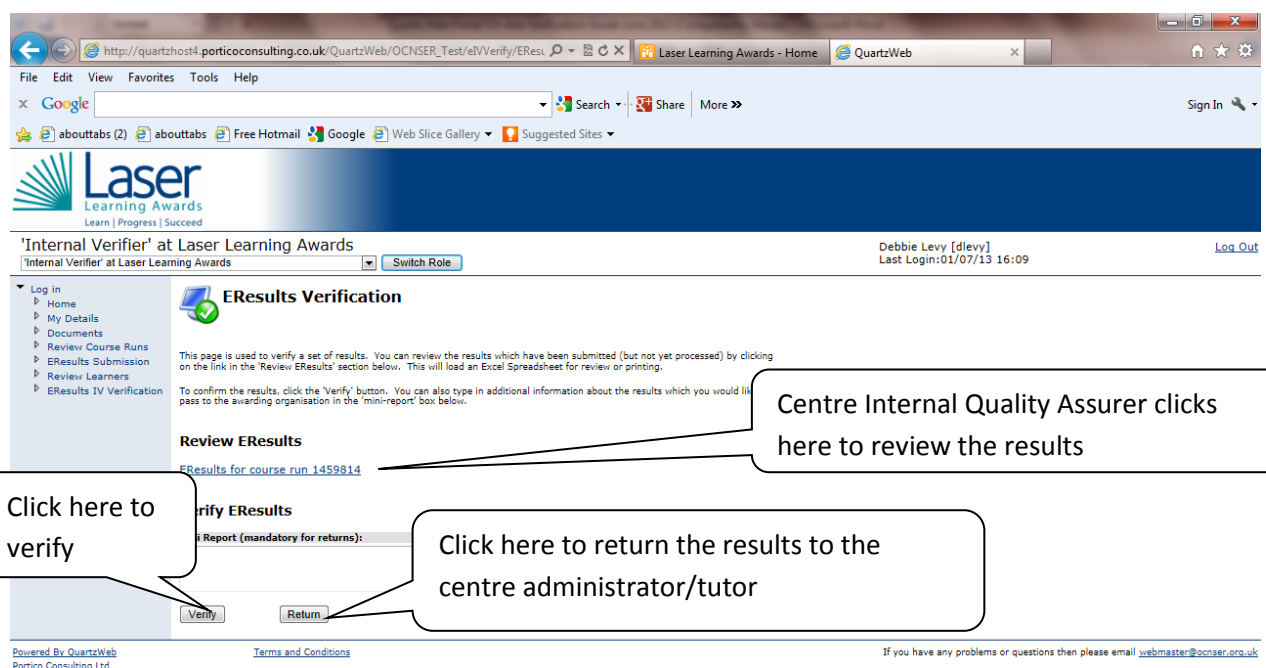
Click here to select course to **View**.

# Quartz Web Guide for Centre Quality Assurers

A new **EResults Verification** page will now be displayed (please see below) and you need to click onto the **EResults for course run** link in order to view the results. An Excel spreadsheet will download and you should open this to view the summary and learner results pages, there are no editing rights. Once the spreadsheet has been viewed, close the Excel window and you will return to the **EResults Verification** page.

The **EResults Verification** webpage gives you two options, either confirm the course run has been internally quality assured and the results are accurate or return the results to the centre administrator.

To verify the results as accurate click **Verify** and to return the results to the administrator/tutor click **Return**. A comment must always be entered into the **Mini Report (Mandatory on returns)** box if returning a submission.



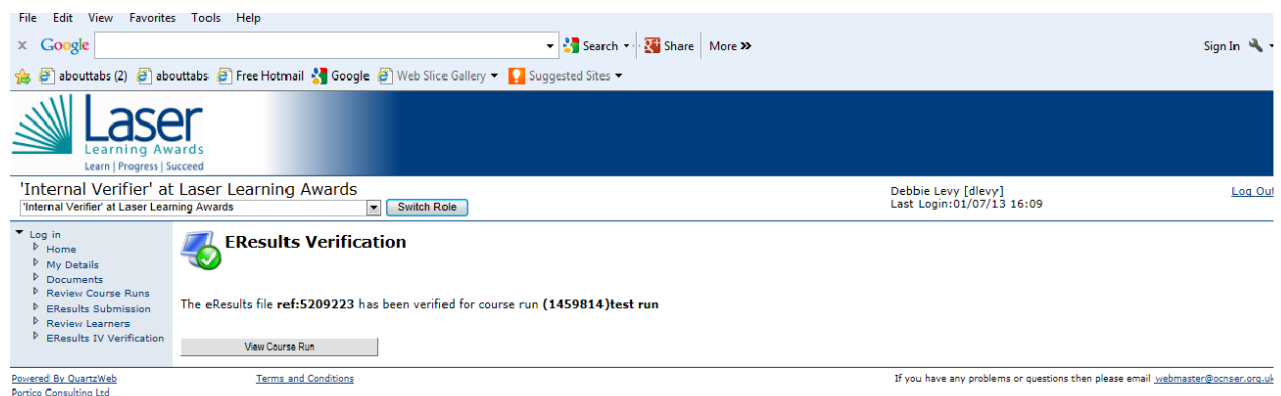
The screenshot shows the 'Internal Verifier' interface for Laser Learning Awards. The page title is 'Internal Verifier' at Laser Learning Awards. The user is Debbie Levy [dlevy] with a last login of 01/07/13 16:09. The main content area is titled 'EResults Verification' and contains the following text: 'This page is used to verify a set of results. You can review the results which have been submitted (but not yet processed) by clicking on the link in the Review EResults section below. This will load an Excel Spreadsheet for review or printing. To confirm the results, click the 'Verify' button. You can also type in additional information about the results which you would like to pass to the awarding organisation in the 'mini-report' box below.'

There are three callouts with arrows pointing to specific elements:

- A callout pointing to the 'Review EResults' section with the text: 'Centre Internal Quality Assurer clicks here to review the results'.
- A callout pointing to the 'Verify EResults' button with the text: 'Click here to verify'.
- A callout pointing to the 'Return' button with the text: 'Click here to return the results to the centre administrator/tutor'.

At the bottom of the page, there is a footer with 'Powered By QuartzWeb Portico Consulting Ltd', 'Terms and Conditions', and contact information: 'If you have any problems or questions then please email [webmaster@ocnser.org.uk](mailto:webmaster@ocnser.org.uk)'.

Once the Centre IQA has approved the results and clicked **Verify** the confirmation screen below will be displayed and an email sent to the LASER Quality Reviewer for external quality assurance.



The screenshot shows the confirmation screen after clicking 'Verify'. The page title is 'Internal Verifier' at Laser Learning Awards. The user is Debbie Levy [dlevy] with a last login of 01/07/13 16:09. The main content area is titled 'EResults Verification' and contains the following text: 'The eResults file ref:5209223 has been verified for course run (1459814)test run'. Below this text is a button labeled 'View Course Run'.

At the bottom of the page, there is a footer with 'Powered By QuartzWeb Portico Consulting Ltd', 'Terms and Conditions', and contact information: 'If you have any problems or questions then please email [webmaster@ocnser.org.uk](mailto:webmaster@ocnser.org.uk)'.

## Quartz Web Guide for Centre Quality Assurers



The LASER Quality Reviewer will view the learner results submitted and the IQA recording documents, uploaded to **Course Run Documentation**. If these are all in order, they will externally

quality assure the learners' achievements and verify the course run. Certificates will then be processed and despatched to the centre.

If documents have not been uploaded or these are insufficient, the LASER Quality Reviewer will return the results to the centre administrator with actions stated in the **Report** comments box.

Regular external quality assurance sampling activities will continue take place and your LASER Quality Reviewer will be able to advise you on the learner evidence, assessment and IQA records which need to be maintained.

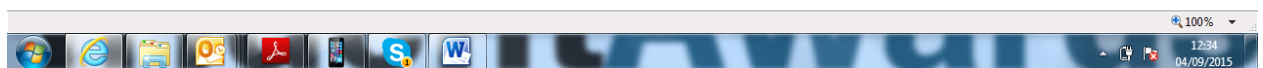
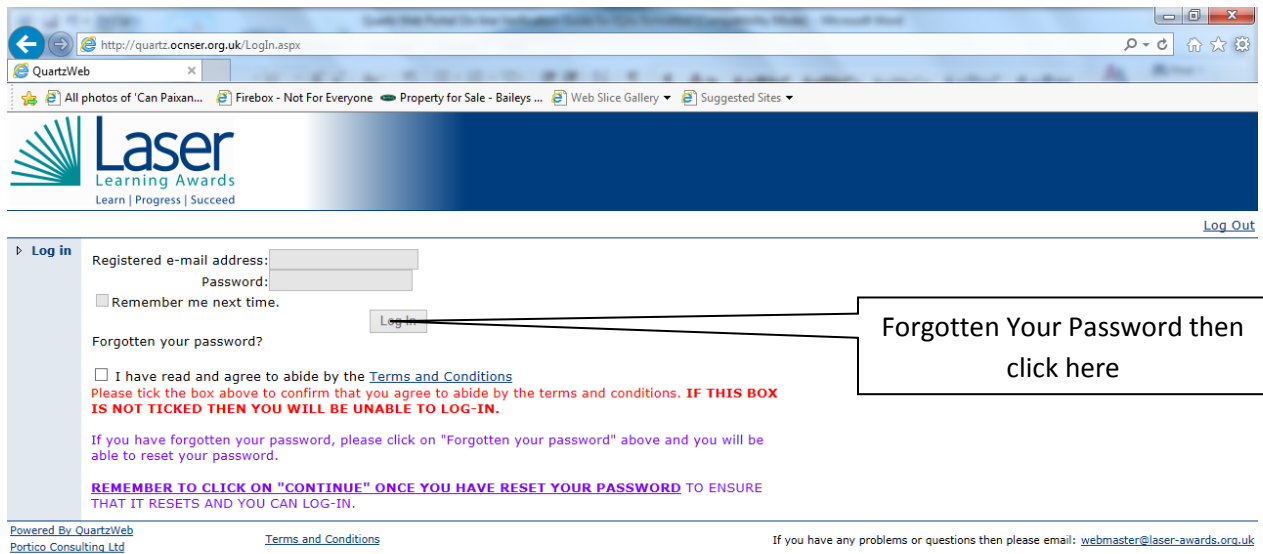


## Troubleshooting

### Forgotten Your Password?

If you have forgotten your password then click on the "Forgotten your password?" link . This will take you to the reset password page. You must enter your username here and click on "Continue" once you have reset your password to ensure that it resets and you can log in.

A new password will be emailed to you for you to use when you log in. If you have requested a new password once you have logged in you will immediately be asked to change this.



### My user name and password does not appear to be working.

Please check that you are typing uppercase or lowercase appropriately as the web portal is case sensitive.

### The Centre Administrator has told me that my name is not on the drop down list of IQAs

Your centre must send the Direct Claims Status Application Form (D1) to LASER to seek approval for you to IQA the course.

### I do not have any IQA documents to submit

You cannot approve any achievements without appropriate IQA documentation. Please discuss with the relevant person in your centre and/or contact a LASER Quality Reviewer on [quality@laser-awards.org.uk](mailto:quality@laser-awards.org.uk)

### I am expecting an email notification to verify a course, but have not received one.

Please contact the LASER customer support team on [admin@laser-awards.org.uk](mailto:admin@laser-awards.org.uk)

## Quartz Web Guide for Centre Quality Assurers

**I have incorrectly claimed a unit achievement for a learner, how do I go about correcting this error.**

Please contact a LASER Quality Reviewer immediately on [quality@laser-awards.org.uk](mailto:quality@laser-awards.org.uk).

### **How much assessed work should an internal quality assurer sample?**

As a general guide, an internal quality assurer should sample:

- At least 10% of completed portfolios  
or
- 5 if this is more than 10%
- 

NOTE: The experience of the assessors must be taken into account, with new/inexperienced assessor decisions being sampled more often than those made by experienced assessors.

### **Does LASER insist centres use standard forms when designing, planning and undertaking Internal Quality Assurance?**

No: LASER is flexible in allowing centres to design their own documents. However, there are a number of guideline templates which centres can use. These can be downloaded from the LASER web site.

Across the qualification, Centres should adopt a standard approach and be consistent in the types of IQA forms and templates they use. [Internal Quality Assurance Templates](#) are available on the LASER website.

If you are still experiencing problems please contact your LASER customer support administrator who will be happy to assist you.