User Guide:
Quality Assurance (QA)

PREVENTING TOMORROW'S RISKS

Table of Contents

Introduction

The purpose of this document is to provide support and assistance for QA users when using the ELMS application.

QA Role

The role of Quality Assurance (QA) is assigned by your organisation's Company Administrator (CA) user. As a QA permission holder, you have the ability to run all ten of the application's reports, allowing you to utilise your work force more effectively and efficiently as well as assessing competency within your Organisation.

As a company QA user you may be responsible for assigning or controlling Validator stamp numbers, dealing with quality issues, assigning company created Competencies, and assigning and carrying out company Assessments.

If you have more than one permission assigned, an extra tab on the top right of the dashboard screen called 'Company QA' will be available. If you are solely a Company QA holder, then the QA dashboard will appear as standard, every time you log into the application. The QA dashboard has four number widgets across the middle of the screen. The numbers and links associated with those widgets relate to company figures.

- My Alerts – Anything that occurs in your account will appear in this section as an alert. The alert will outline what needs to be actioned or outlining an event that has occurred.
- Issues – [See Chapter 1 below]
- Pending Validations – This will list out how many experience records are currently pending validation.
- Validated Tasks – Lists all tasks in a state of Validated within your Organisation.

Chapter 1: QA Issues

On the left-hand side menu, select 'QA ISSUES'.

My QA Issues

This lists all the experience records that you personally have had referred to other QA permission holders to action. When using this function, the page will run with a default filters. This means the page will only look at experience records that are in a state of 'Active' and 'Under Investigation'. To add to these filters, simple choose the 'ADD FILTER' button or to remove, simply choose the grey 'X' button.

Referred QA Issues

This lists all the experience records that have been referred to every QA permission holder to action. When using this function, the page will run with a default filters. This means the page will only look at experience records that are in a state of 'Active' and 'Under Investigation'. To add to these filters, simple choose the 'ADD FILTER' button or to remove, simply choose the grey 'X' button.

NOTE: Tasks associated with a red explanation mark symbol need actioning.

By selecting one of the task records from the list, enables you to view the details of that task and the issue as to why it has been referred for further investigation. The summary screen will outline when the task was raised, who entered the task, who referred the task, the current issue status, description and more.

Any unresolved issues will have a red exclamation mark next to them. When you have reviewed the tasks details you will see four option buttons at the bottom of the screen. These are as follows:

1. **MARK AS ACCEPTABLE**: This sends the task back to the Validator who referred it to QA allowing them to validate the task.
2. **MARK AS UNACCEPTABLE**: Allows you to enter the reason as to why the task is unacceptable as well as marking the issue if '*Further Action Required'* is necessary. The task is then classed as *Rejected By QA* and the Issue closed.
3. **MARK AS UNDER INVESTIGATION**: Adds an *Under Investigation* flag on the task allowing the QA user to then use options one (1) or two (2) at a later stage.
4. **ADD COMMENT**: A free text box is available for relevant comments to be added.

Chapter 2: Manage Organisation

Select 'MANAGE ORGANISATION' in the left-hand menu. In this section we have:

1. View Organisation
2. View Users
3. Procedural Alerts

View Organisation

Choosing the 'View Organisation' section of the application, you will gain access to unique Organisational information and the following tabs will be available;

- Basic Details
- Contacts
- Company Type & Approval Numbers
- Approval Details
- Locations

As a QA user you will not be able to edit this information, only a CA user can this content.

View Users

The 'View Users' section provides the functionality to search for any user that holds a current Handshake. You can filter by using the *First Name, Last Name* or *Email* of the user(s) that you are looking for. Alternatively leave these fields empty and search to display a list of all the users in your Organisation.

Running the query will open additional functionality and options available to you. At the top of the page, you have two buttons labelled 'Send Notification' and 'Send Procedural Notification.' These can be used to send notifications an individual user, a group of users or all users. The user will receive a dashboard alert and email for a Notification, which is a free text message. A Procedural Notification is similar but requires the user to acknowledge they have received and read the Notification [Read & Sign]. There is also functionality to upload an attachment(s) to a Procedural Alert.

An individual user's entry on the list details their Profile Image, Email, Name and Company Permissions that have been assigned. There are also three options at the right of their entry *VIEW PROFILE, VALIDATOR STAMP* and *MANAGE USER.*

- ***VIEW PROFILE****:* This allows you to see all of that user's profile details
  - ***Inline –*** The users profile will appear within the app
  - ***Dialog –*** The users profile will appear in a new pop-out window.
- ***VALIDATOR STAMP****:* This allows a Stamp number to be allocated to a Validator, which would usually be their Company Authorisation number or one of a specific set of numbers unique to the company. Without a Stamp number a Validator will not be able to validate any tasks.
- ***MANAGE USER****:* Select to show a screen with three tabs;
  - ASSIGNED COMPETENCIES - Select the ADD button to assign any Company created Competency Assessments to that individual. These will not be able to be assigned to the user if that individual does not have the correct competencies in their profile. The assessment will show where they have passed and failed.

NOTE: Company created Competency Assessments are created by the CA user, see *CA User Guide / Chapter 8: Company Competency Definitions*

- TRAINING & AUTHORISATIONS: This section is broken down into two parts

1. **Company Training**

Induction Training - the user's Induction training details are recorded such as completion date, Expiry date (if applicable) and any uploaded supporting documentation
Company Competency Assessment - as above but for the users' Company Competency Assessment details
Continuation Training - as above but for the users' Continuation Training details

2. **Company Authorisations:**

Company Authorisations is where the user's Authorisations for this Organisation are input. The user cannot input/edit these details but they can view them. A user with a Validator permission, or a Licenced Engineer will not be able to Validate or submit tasks until their Company Authorisations have been entered by a QA permission holder. An individual user can only add Company Authorisations to their record for companies they have previously worked for and these are there for their own information/records only.

- COMPETENCY ASSESSMENTS. As a QA User, you are able to Assign and Assess Company Competence Assessments that have been created by the Company Administrators, by selecting the ADD button.

Procedural Alerts

Under this section, you can view any Procedural Notifications, who they were sent to and who has responded. Only those users who created the Procedural Alert can remove them from the archive. Once they have been removed, they cannot be.

Chapter 3: Reporting

As a QA permission holder, you have the functionality to run the application's twelve reports, against any user that your Organisations holds a Handshake or High-5 with.

These include the four core competency reports:

- General Competency
- Competency by Task
- Recency
- Competence Training

For more information about how these reports work and their use, please see the separate user guide *'The Four Core Competency Reports'.*

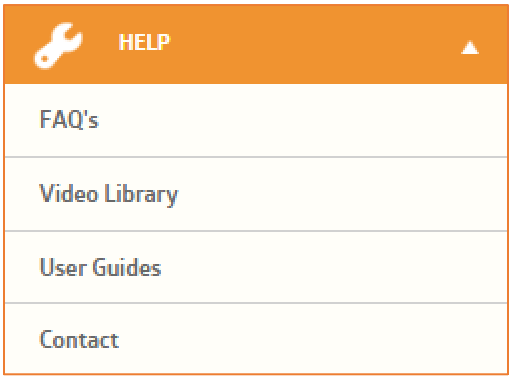
And the eight management reports:

- Validation Summary
- Experience Record Report
- Competence Assessment Search
- Competence Assessment Report
- Staff Summary
- Profile & Training Search
- Gap Analysis Report
- Resource & Competency Report

For more information about how these reports work and their use, please see the separate user guide 'The Eight Management Reports'.

Chapter 4: Help

System Support



For more support and information regarding the ELMS application, please see the 'HELP' drop down in the left-hand menu once you have logged into the application.

Here you will find external links to:

- FAQs
- Video Tutorials
- User Guides
- Contact

For any further assistance please contact your organisation's ELMS Company Administrator.

Alternatively, you can speak with one of our support team by using the 'Contact' link under the help banner or by calling: 0330 100 5321

(Lines open: Monday to Friday 09.00 and 17.00 UK time; Excluding Bank Holidays).