User Guide: Validator

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Introduction

ELMS provides a comprehensive platform for recording, evaluating and managing compliance and competence, training and experience information.
The purpose of this document is to provide support and assistance for Validator permission holders when using the ELMS application.

About the Validator Role

The role of Validator is assigned to you by your Organisations Company Administrator (CA). Before you can start actioning tasks you must also be issued a validator stamp number. ELMS recommend that organisations assign the engineer's Company Authorisation Number (if applicable) as the stamp number.

The dashboard screen for the Validator role is different to an Engineer. Select the Validator tab on the top right of the dashboard screen to view the Validator dashboard.

The widgets across the centre of your dashboard will now show the details that relate to your role as Validator. For example, where it states Pending Validations; this is the number of tasks pending for you to action, rather than your own tasks that you have submitted, pending validation.

Chapter 1: ELMS Guidelines and Recommendations

Each task uploaded within the system must be validated in order to add to the individual and organisational competence scoring. Users have the ability to Manually Validate tasks in order to demonstrate previous experience however, within day to day use, Organisational Validation should take place. This occurs when one user submits their experience record to a company appointed Validator for validation.
ELMS recommend that the user actioning the pending validation, is the direct supervisor or line manager of the person submitting the task (if practical).

A couple of points to note about the validation process:

- Only those users assigned a “Validator” permission by the Organisation Company Admin (CA) have the ability to validate tasks
- Each Validator needs to be assigned a Validator Stamp Number in order to successfully validate tasks. ELMS recommend that the Validator Stamp is the same as the users Company Authorisation Number.
- Only Validators that have the correct training, qualifications and authorisations for the task being submitted, will appear in the list of validators.
- Ideally a user would select their direct supervisor from the list of Validators to submit their tasks to for validation.
- It is in the organisations control as to who they make validators and ELMS recommend that the organisation make full and regular use of the “Validation Summary” report to assess the validation process is working well. i.e. The validators are keeping up to date with their validations, and that they are not being overburdened with requests.
- It would also be in an organisations interest to periodically carry out audits (dip-checks) of validated tasks to ensure that each task has been validated or actioned correctly.

Chapter 2: The Validation Process

Email and Dashboard Alerts

When a task is submitted to you for Validation an email is automatically generated and sent to your ELMS registered email address to notify you. You will also be notified on your dashboard by an Alert under **Pending Validations**, **Priority Alerts.**

To access a task submitted for validation you can either click on the **Pending Validations** widget or on the alert under **Priority Alerts** on your dashboard. You can also access the task via the left-hand menu **Validation, Validation Requests.**

Note: By clicking the notification under **Priority Alerts,** this directly opens the task pending validation. The other methods open the **Validation Request** screen as shown in Figure 1 below.

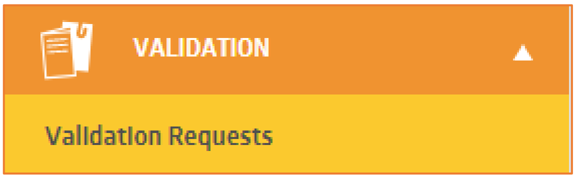


Figure 1: Validation Requests

Click on the tasks to open them and view the details. Where a task is ready for Validation there will be a green box stating this at the bottom of the task as shown in Figure 2.

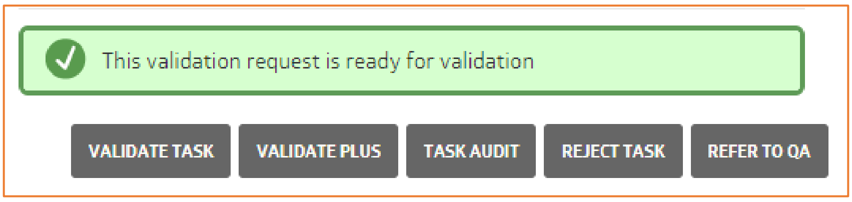


Figure 2: Task ready for Validation.

Once the details have been reviewed there are five options to choose from:

- **Validate Task**
- **Validate Plus**
- **Task Audit**
- **Reject Task**
- **Refer to QA**

Validate Task

Validate Task: Performs the action of validating the task for the user that has submitted it. Carefully check the submitted details are correct, and if satisfied select **Validate Task** option**.** A **Confirm Validation** pop-up box provides one final prompt to ensure that you are happy to proceed. Choose **Confirm** if happy or **Cancel** if you wish to check the details again.

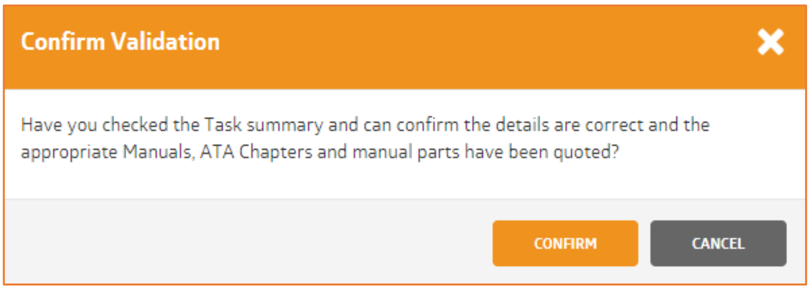


Figure 3 – Validation Confirmation Pop-Up

Validate Plus

Validate Plus: In addition to validating the task, this option creates a pre-populated draft task for the validator (assuming that they are the supervisor of the task), with the activity of "Supervising these maintenance activities" automatically included. This removes the effort required by the validator to populate their own logbook.

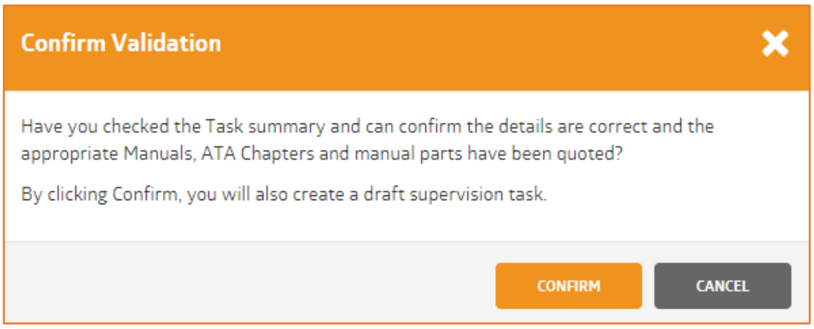


Figure 4 – Are you sure you want to create a draft supervision task.

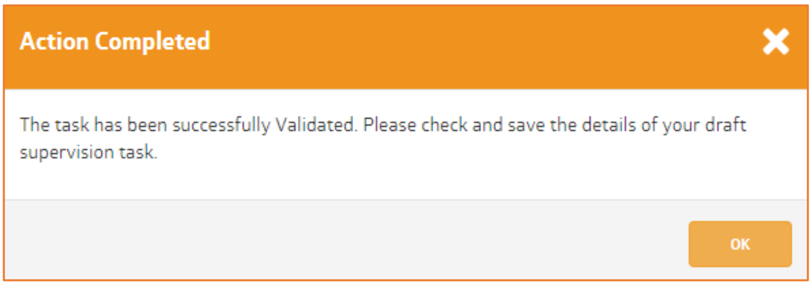


Figure 5 – Please check and save the details of your draft supervision task.

Once the second option has been performed (Figure 5:) then you will then be presented with an **Add Task** form pre-populated with the same details of the task that you have just validated. These details can then be added to or amended before being saved and submitted for validation.

Task Audit

Task Audit: Displays the task history, with a log of time and date stamps of any changes made along with status changes to the task. This includes when it was created in **Draft,** if and when along with how many times it has been **Withdrawn** and amended, when it was **Submitted** and if it had previously been **Rejected.** Before validating a task, ELMS recommend that it is good practice to select the **Task Audit** option first. This will display if the task has been actioned by anyone.

Reject Task

Reject Task: If during the validation process you find a reason not to validate a task, then you have the option to **Reject Task**. This action will present a pop-up box requesting a rejection reason using the options in the drop-down box: These are as follows:

- **Incomplete Task**
- **Incorrect Validator**
- **Insufficient Evidence**
- **Validator Removed**

The validator is then required to add a brief description to support the reason for rejecting the task before selecting the action **Reject Task.**

The user that added the task will then receive an alert stating their task has been rejected along with the rejection reason. They can then amend the task accordingly and re-submit the task for Validation.

Note: Once a task has become rejected three times in a row it automatically gets referred to the QA for further investigation.

Refer to QA

Refer to QA: Selecting the **Refer to QA** option presents a pop-up box where the Validator is required to write a description as to the reason(s) for the referral to the QA department.
After reviewing the task(s), the QA user will be presented with a pop-up box to provide the users with a task status update. These are displayed in a drop-down field and are as follows:

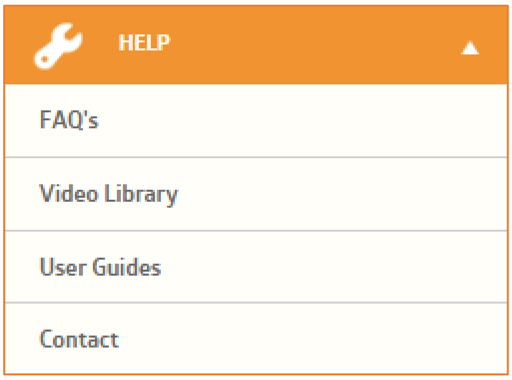
- **Mark as Acceptable**
    - Which returns the task to the validator, ready to be validated.
- **Mark as Unacceptable**
    - Locks the task in an 'Rejected by QA' state, meaning the task is unable to be validated.
- **Under Investigation**
    - The task is placed on hold by QA, awaiting to be marked as Acceptable or Unacceptable, as above.

You will receive notification of which decision they have made via a system alert and email.

In addition to the above, the QA can add in their own analysis and comments into the audit trail. The QA referral functionality is made available for audit purposes e.g. periodic dip-checks and to aid system integrity.

Chapter 3: 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 links to:

- FAQs
- Video Tutorials
- User Guides
- Contact

For any further assistance please contact your organisations' 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).