

# User Manual - Moderation

- [How to Start with the Moderation Process](#)
- [How to Moderate a Learner's Personal Documents](#)
- [How to Moderate a Learner's Learner Records](#)
- [How to Moderate a Learner's Online Assessments](#)
- [How to Add and View Moderation Feedback](#)
- [Example of Feedback Email sent from Moderator to Assessor](#)

# How to Start with the Moderation Process

The moderation functionality allows internal and external moderators to easily access, open and moderate personal document and various training history records e.g. online assessments, practical assessments and POE documentation.

- The number of learners accessible by a moderator will be determined by his active subgroup e.g. a specific group/pipeline or other defined search criteria.
- Moderation results can be captured and stored by the moderator. The following accompanying information is also captured: moderation date, moderation outcome and comments.
- The Internal Moderator will be able to send email notifications to the assessor containing the outcome of the moderation process.
- The External Moderator will be able to send email notifications to the Internal Moderator containing the outcome of the moderation process.
- The moderator has access to the following information:
  - Personal learner documentation e.g. copies of ID books.
  - All documents uploaded by the different role players on a learner's training history record e.g. POE documents.
  - Online assessment attempts and transcripts.
  - Practical Assessment results e.g. assessment date, score, number of attempts and comments.
  - Training history records displaying the following information: Complete and competent status, Assessed status, Moderated status (Final or Mid-Year).
  - All the comments made on a learner's training history record by the assessor and moderator.

**WHO:** *Internal or External Moderators.*

**WHY:** *To open the Moderation Dashboard in order to moderate items on a learner's profile.*

**WHERE:** *Main Portal Menu| Moderation*

- Click on the **Moderation** menu item on the Main Portal.

- A list of all learners in your subgroup will be displayed.

- My Details
- Leave
- LMS Portal
- Mentors & Coaches
- Moderation**
- My Colleagues
- Book a Course
- Succession & Career Planning
- My Achievements
- My PDP
- Reports
- HR Processes

My Details

CAPTAIN KURK

Learner | View Profile

Your profile is 0% complete, click here to continue.

My Personal Details

Surname	Kurk
Maiden Name	
First Name	Captain
Known As	
ID Number	93091350190873
Title	

# How to Access The Information on a Learner's Profile

- Use the Search functionality to find a specific employee by entering search criteria and click **Search**.
- Click on the **Actions** drop-down to view the three information categories available for moderation i.e. Personal Documents, Learner Records and Online Assessments.

Moderation

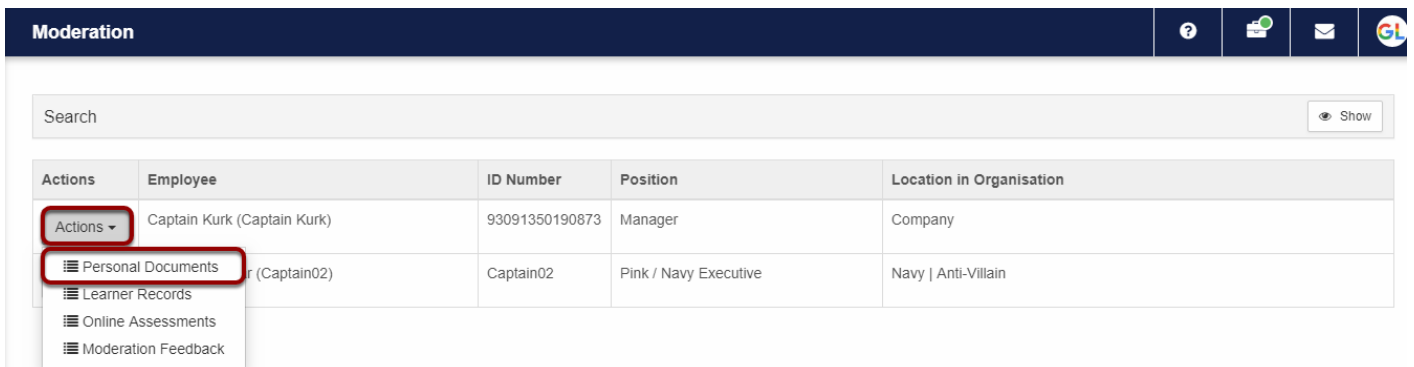
Search

Show

Actions	Employee	ID Number	Position	Location in Organisation
<div>Actions</div> <ul style="list-style-type: none"> <li>Personal Documents</li> <li>Learner Records</li> <li>Online Assessments</li> <li>Moderation Feedback</li> </ul>	Madson Antonio (001MM7)	8912120194186	Administrator	KYB Trading   KYB Trading Asia
	o (0823908333)	8704032150186	Compliance Officer	Citik Lda 01   Citik Kilamba   Vistoria   Armazenação   Controlo   Drawing   Inspection
	unge (10002571)	10002571	Learner	Life EHS   EOH Holdings   EOH - Intake 2   Western Cape
<div>Actions</div>	Thembani Akim Akim (10003328)	10003328	Learner	Life EHS   EOH Holdings   EOH - Intake 2   Western Cape

# How to Moderate a Learner's Personal Documents

- On the previous screen, click on **Personal Documents** in the **Actions** drop down.

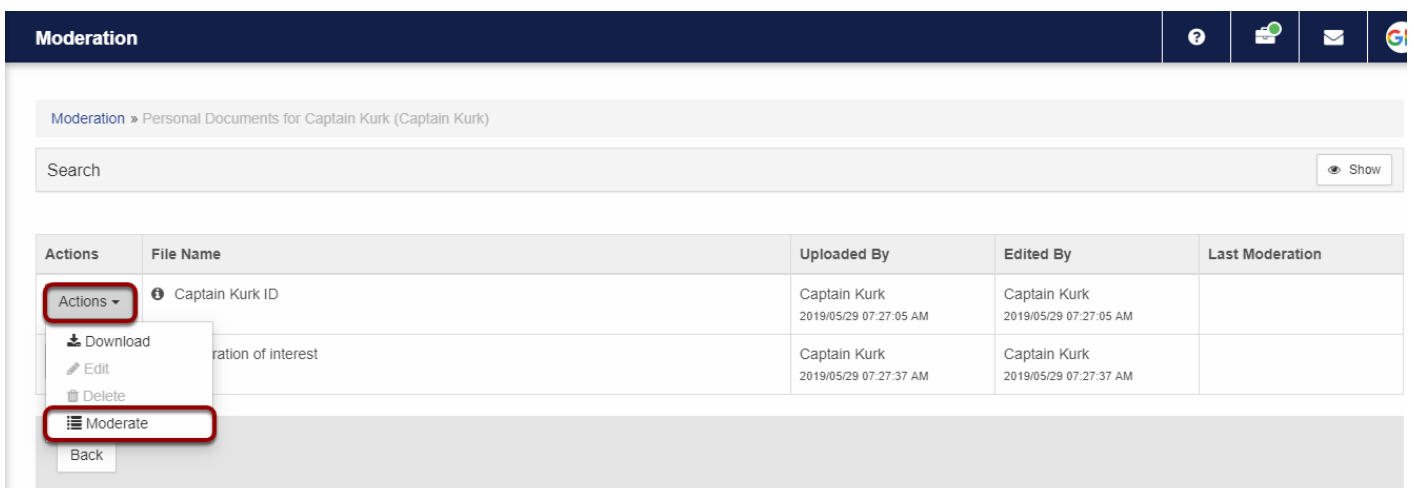


The screenshot shows the 'Moderation' interface. At the top is a dark blue header with the word 'Moderation' and several icons. Below the header is a search bar with the text 'Search' and a 'Show' button. The main content area contains a table with the following columns: 'Actions', 'Employee', 'ID Number', 'Position', and 'Location in Organisation'. The table has two rows. The first row shows 'Captain Kurk (Captain Kurk)' with ID '93091350190873' and position 'Manager'. The second row shows 'r (Captain02)' with ID 'Captain02' and position 'Pink / Navy Executive'. The 'Actions' column for the second row is highlighted with a red box, and a dropdown menu is open showing options: 'Personal Documents', 'Learner Records', 'Online Assessments', and 'Moderation Feedback'. The 'Personal Documents' option is also highlighted with a red box.

Actions	Employee	ID Number	Position	Location in Organisation
Actions ▾	Captain Kurk (Captain Kurk)	93091350190873	Manager	Company
Personal Documents Learner Records Online Assessments Moderation Feedback	r (Captain02)	Captain02	Pink / Navy Executive	Navy   Anti-Villain

- A list of documents will be displayed.
- Click on the **Actions** drop-down next to the document to view the options available.
- To download a document, click **Download**. The document will be downloaded in the Downloads folder of your computer.
- To moderate the document, click **Moderate**.

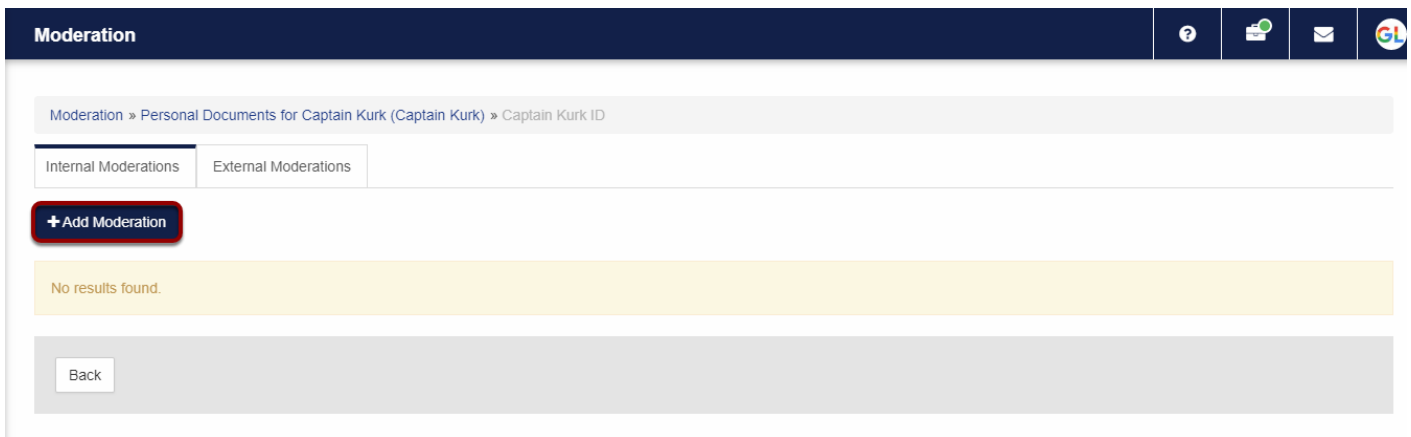
Note: A moderator will not be able to upload, edit or delete any documents.



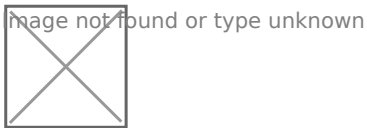
The screenshot shows the 'Moderation' interface. At the top is a dark blue header with the word 'Moderation' and several icons. Below the header is a breadcrumb trail: 'Moderation > Personal Documents for Captain Kurk (Captain Kurk)'. Below the breadcrumb is a search bar with the text 'Search' and a 'Show' button. The main content area contains a table with the following columns: 'Actions', 'File Name', 'Uploaded By', 'Edited By', and 'Last Moderation'. The table has two rows. The first row shows 'Captain Kurk ID' with upload and edit dates of '2019/05/29 07:27:05 AM'. The second row shows 'ration of interest' with upload and edit dates of '2019/05/29 07:27:37 AM'. The 'Actions' column for the first row is highlighted with a red box, and a dropdown menu is open showing options: 'Download', 'Edit', 'Delete', and 'Moderate'. The 'Moderate' option is also highlighted with a red box. Below the table is a 'Back' button.

Actions	File Name	Uploaded By	Edited By	Last Moderation
Actions ▾	Captain Kurk ID	Captain Kurk 2019/05/29 07:27:05 AM	Captain Kurk 2019/05/29 07:27:05 AM	
Download Edit Delete Moderate	ration of interest	Captain Kurk 2019/05/29 07:27:37 AM	Captain Kurk 2019/05/29 07:27:37 AM	

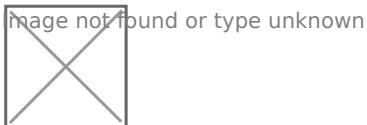
- To create a new moderation record click on the **+Add Moderation** button.



- Complete the following values on the **Moderator Feedback** screen:
  - Moderator
  - Moderation Date
  - Outcome
  - Comment (This field is compulsory when the Send Email tick box is selected.
  - Select the **Send Email** tick box if you want to send an Email to an assessor containing the outcome of the moderation.
  - Assessor
  - If the selected Assessor's email address does not exist, the following message will be displayed:



- Click **Save** to close the Moderator Feedback screen.



- To Edit/Delete the moderation records click on the **Actions** drop-down next to the moderation record to view the options available.
- Click **Edit** to amend the moderation record.
- Click **Delete** to remove the moderation record.
- Click **Back** to return to the Personal Documents screen.

Note: The Edit and Delete options will only be available on moderation records added by you. All other moderation records can only be viewed.

Moderation » Personal Documents for Captain Kurk (Captain Kurk) » Captain Kurk ID

Internal Moderations

External Moderations

+ Add Moderation

Actions	Moderator	Moderation Date	Comment	Outcome	Email Sent to Assessor	Last Edited
Actions ▾	Captain Kurk	2019/05/29	🔔 The ID document you have submitted is correct.	Endorsed		Captain Kurk 2019/05/29 07:39:00 AM



Edit



Delete

Back

# How to Moderate a Learner's Learner Records

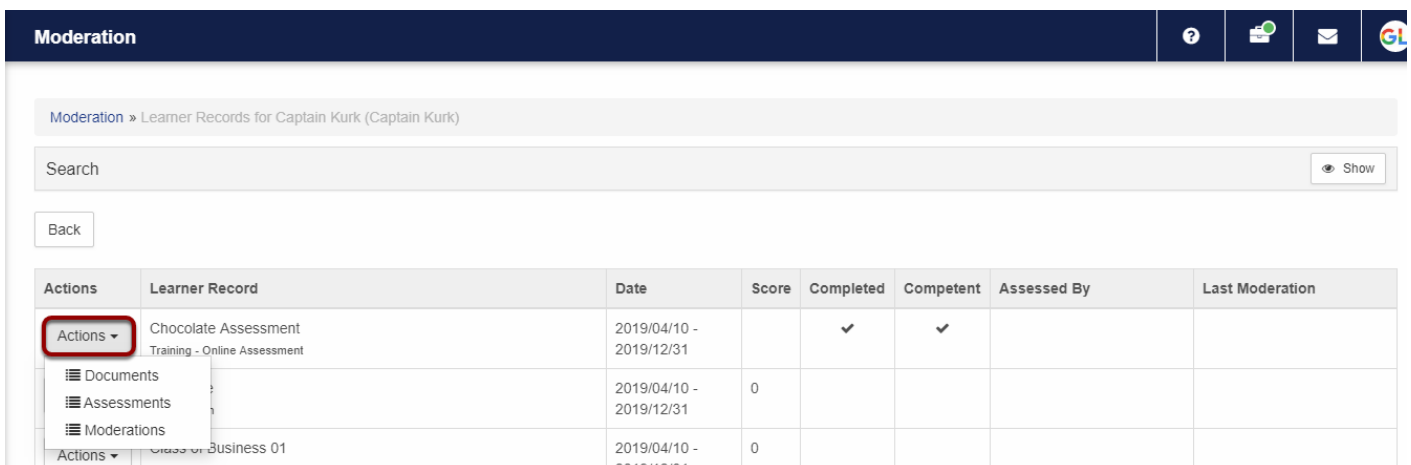
- Open the Moderation Dashboard and click on **Learner Records** in the **Actions** drop down.



The screenshot shows the 'Moderation' dashboard header with a search bar and a table of learner records. The 'Actions' dropdown menu is open, highlighting 'Learner Records'.

Actions	Employee	ID Number	Position	Location in Organisation
Actions ▾	Captain Kurk (Captain Kurk)	93091350190873	Manager	Company
Personal Documents	Mr (Captain02)	Captain02	Pink / Navy Executive	Navy   Anti-Villain
Learner Records				
Online Assessments				
Moderation Feedback				

- A list of learner records will be displayed.
- Click on the **Actions** drop-down on the learner record to view the options available.



The screenshot shows the 'Moderation' dashboard with the breadcrumb 'Moderation » Learner Records for Captain Kurk (Captain Kurk)'. Below the search bar is a 'Back' button and a table of learner records. The 'Actions' dropdown menu is open, highlighting 'Documents', 'Assessments', and 'Moderations'.

Actions	Learner Record	Date	Score	Completed	Competent	Assessed By	Last Moderation
Actions ▾	Chocolate Assessment Training - Online Assessment	2019/04/10 - 2019/12/31		✓	✓		
Documents		2019/04/10 - 2019/12/31	0				
Assessments							
Moderations							
Actions ▾	Chocolate Assessment Training - Online Assessment	2019/04/10 - 2019/12/31	0				

- When the Documents, Assessments or Moderations options are clicked, a screen will be displayed showing four tabs with the following functionality:
  1. Documents: Download documents
  2. Assessments: View assessments done by Assessors
  3. Internal Moderations: Create, Edit or Delete Internal moderations
  4. External Moderations: Create, Edit or Delete External moderations
- On an Assignment type learner record, a moderator can View all comments made on the assignment learner record by clicking on the **View Comments** button.

Moderation » Learner Records for Captain Kurk (Captain Kurk) » 013-MA Be Yourself

Assignment Details

Pathway:	Altron Demo Test	Training Intervention:	013-MA Be Yourself
Pathway Step:	Assignment step	Learner Record Status:	Not Yet Competent
Pathway Step Status:	Submitted		

Documents	Assessments	Internal Moderations	External Moderations	Update Status
-----------	-------------	----------------------	----------------------	---------------

View Comments

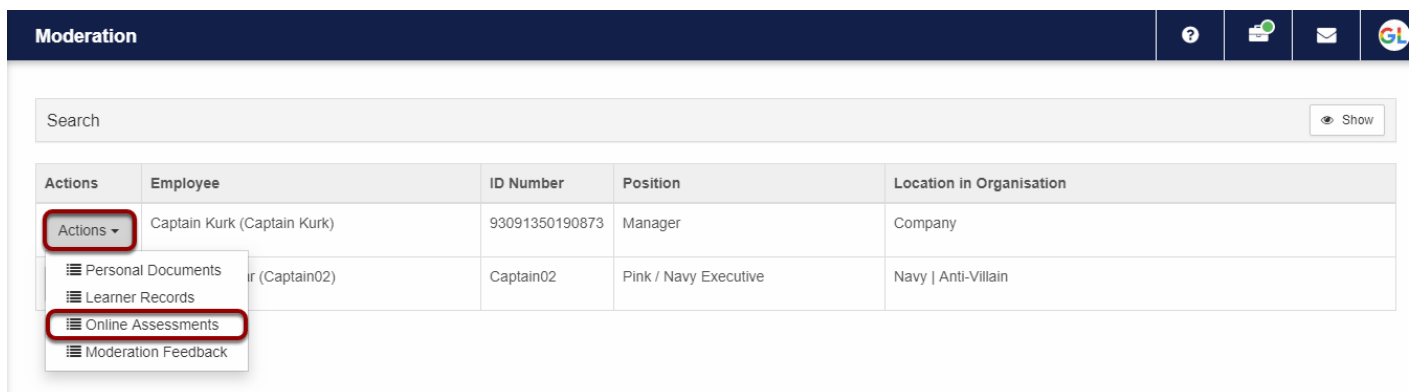
Actions	Document Title	Uploaded By	Comment	Edited By	Visible To Learner	Locked
<div>Actions</div>	Assignment part 1	Captain Kurk 2019/05/29 08:02:47 AM		Captain Kurk 2019/05/29 08:02:55 AM		

Back



# How to Moderate a Learner's Online Assessments

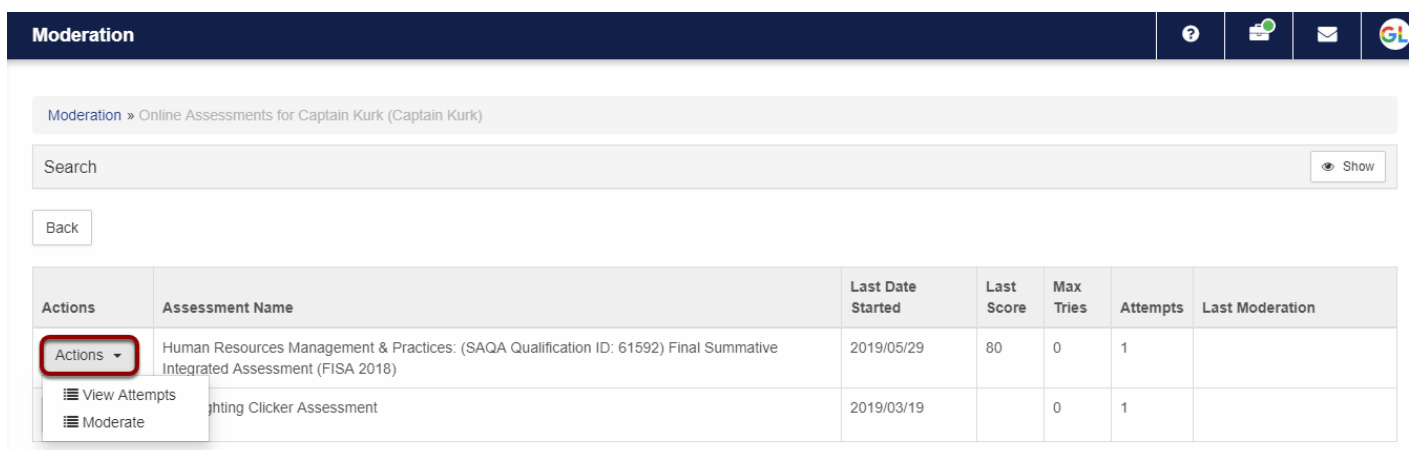
- Open the Moderation Dashboard and click on **Online Assessments** in the **Actions** drop down.



The screenshot shows the 'Moderation' dashboard header with a search bar and a 'Show' button. Below the header is a table with columns: Actions, Employee, ID Number, Position, and Location in Organisation. The 'Actions' column has a dropdown menu open, showing options: Personal Documents, Learner Records, Online Assessments (highlighted with a red box), and Moderation Feedback. The table contains two rows of data for 'Captain Kurk (Captain Kurk)' and 'Captain02'.

Actions	Employee	ID Number	Position	Location in Organisation
Actions ▾	Captain Kurk (Captain Kurk)	93091350190873	Manager	Company
Personal Documents Learner Records Online Assessments Moderation Feedback	Captain02	Captain02	Pink / Navy Executive	Navy   Anti-Villain

- A list of online assessments will be displayed.
- Click on the **Actions** drop-down on the Assessment record to view the options available.



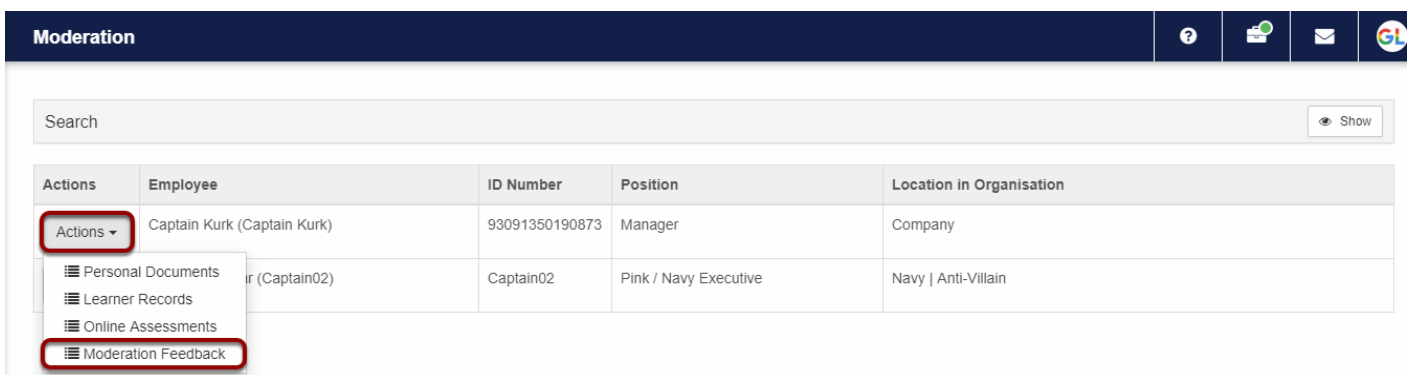
The screenshot shows the 'Moderation' dashboard header with a search bar and a 'Show' button. Below the header is a breadcrumb trail: 'Moderation » Online Assessments for Captain Kurk (Captain Kurk)'. Below the breadcrumb is a search bar and a 'Show' button. Below the search bar is a 'Back' button. Below the 'Back' button is a table with columns: Actions, Assessment Name, Last Date Started, Last Score, Max Tries, Attempts, and Last Moderation. The 'Actions' column has a dropdown menu open, showing options: View Attempts and Moderate. The table contains two rows of data for 'Human Resources Management & Practices: (SAQA Qualification ID: 61592) Final Summative Integrated Assessment (FISA 2018)' and 'Lighting Clicker Assessment'.

Actions	Assessment Name	Last Date Started	Last Score	Max Tries	Attempts	Last Moderation
Actions ▾	Human Resources Management & Practices: (SAQA Qualification ID: 61592) Final Summative Integrated Assessment (FISA 2018)	2019/05/29	80	0	1	
View Attempts Moderate	Lighting Clicker Assessment	2019/03/19		0	1	

- When any of the Actions options are clicked, a screen will be displayed showing three tabs with the following functionality:
  1. Assessments Attempts: View all assessment attempts and a transcript report.
  2. Internal Moderations: Create, Edit or Delete Internal moderations
  3. External Moderations: Create, Edit or Delete External moderations

# How to Add and View Moderation Feedback

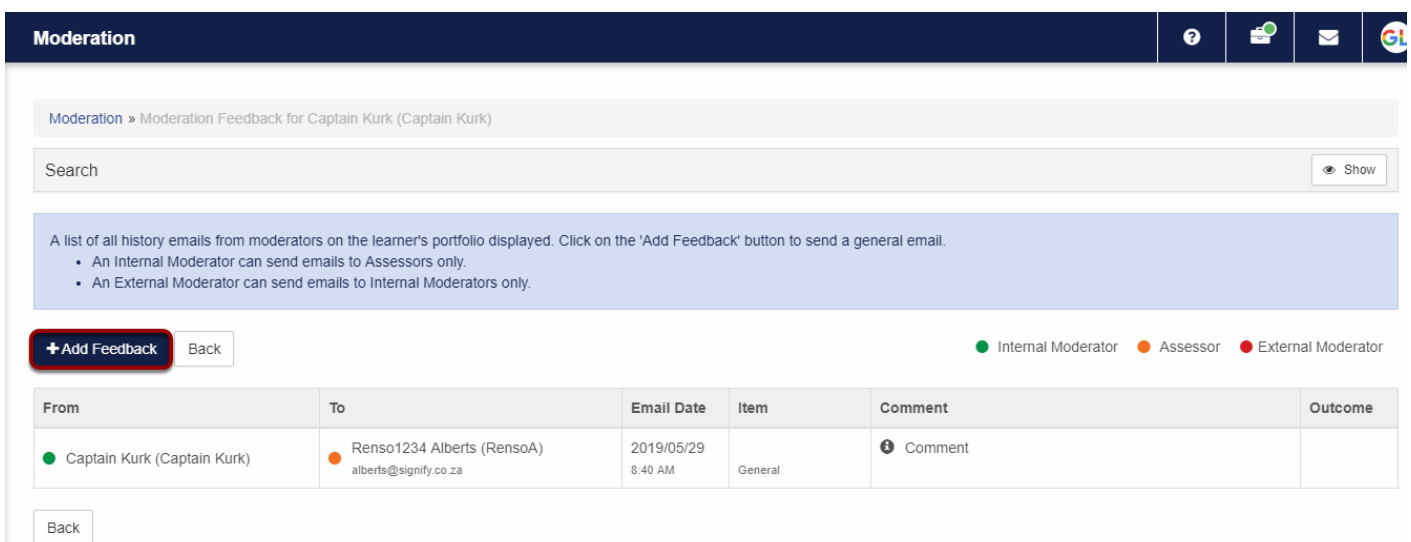
- The purpose of the Moderation Feedback functionality is to show a list of all history emails from moderators and assessors on a learner's profile.
- Open the Moderation Dashboard and click on **Moderation Feedback** in the **Actions** drop down.



The screenshot shows the 'Moderation' dashboard header. Below it is a search bar with a 'Show' button. A table lists employees with columns: Actions, Employee, ID Number, Position, and Location in Organisation. The 'Actions' column for 'Captain Kurk (Captain Kurk)' has a dropdown menu open, showing options: Personal Documents, Learner Records, Online Assessments, and Moderation Feedback. The 'Moderation Feedback' option is highlighted with a red box.

Actions	Employee	ID Number	Position	Location in Organisation
Actions ▾	Captain Kurk (Captain Kurk)	93091350190873	Manager	Company
Personal Documents	... (Captain02)	Captain02	Pink / Navy Executive	Navy   Anti-Villain
Learner Records				
Online Assessments				
Moderation Feedback				

- Click on the **+Add Feedback** button to send a general email.
  1. An Internal Moderator can send emails to Assessors only.
  2. An External Moderator can send emails to Internal Moderators only.



The screenshot shows the 'Moderation Feedback for Captain Kurk (Captain Kurk)' screen. It includes a search bar, a blue informational box with instructions, a '+Add Feedback' button (highlighted with a red box), a 'Back' button, and a table of feedback history. A legend indicates: Green dot = Internal Moderator, Orange dot = Assessor, Red dot = External Moderator.

Moderation » Moderation Feedback for Captain Kurk (Captain Kurk)

A list of all history emails from moderators on the learner's portfolio displayed. Click on the 'Add Feedback' button to send a general email.

- An Internal Moderator can send emails to Assessors only.
- An External Moderator can send emails to Internal Moderators only.

**+Add Feedback** Back

● Internal Moderator ● Assessor ● External Moderator

From	To	Email Date	Item	Comment	Outcome
● Captain Kurk (Captain Kurk)	● Renso1234 Alberts (RensoA) alberts@signify.co.za	2019/05/29 8:40 AM	General	Comment	

Back

- Complete the following values on the **Moderator Feedback** screen:
  - Moderator
  - Moderation Date
  - Outcome
  - Comment (This field is compulsory when the Send Email tick box is selected.)

- Select the **Send Email** tick box if you want to send an Email to an assessor containing the outcome of the moderation.
- Assessor
- If the selected Assessor's email address does not exist, the following message will be displayed:

image not found or type unknown



- Click **Save** to close the Moderator Feedback screen.

image not found or type unknown



# Example of Feedback Email sent from Moderator to Assessor

- This is an example of an email that the assessor will receive.

image not found or type unknown

