

User Manual - Moderation

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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.

Signify SOFTWARE

My Details

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

GL 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.

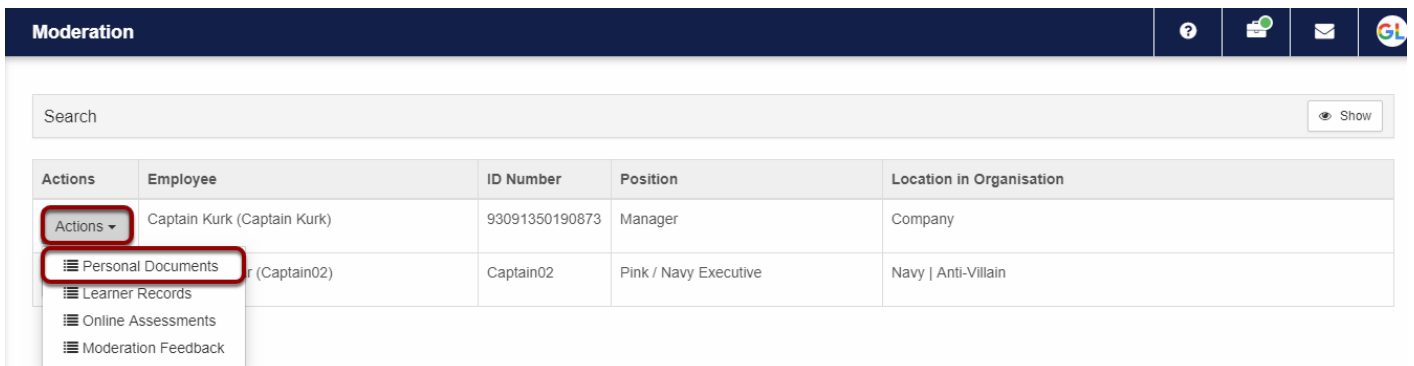
Moderation

Search Show

Actions	Employee	ID Number	Position	Location in Organisation
Actions ▾	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
▾	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.

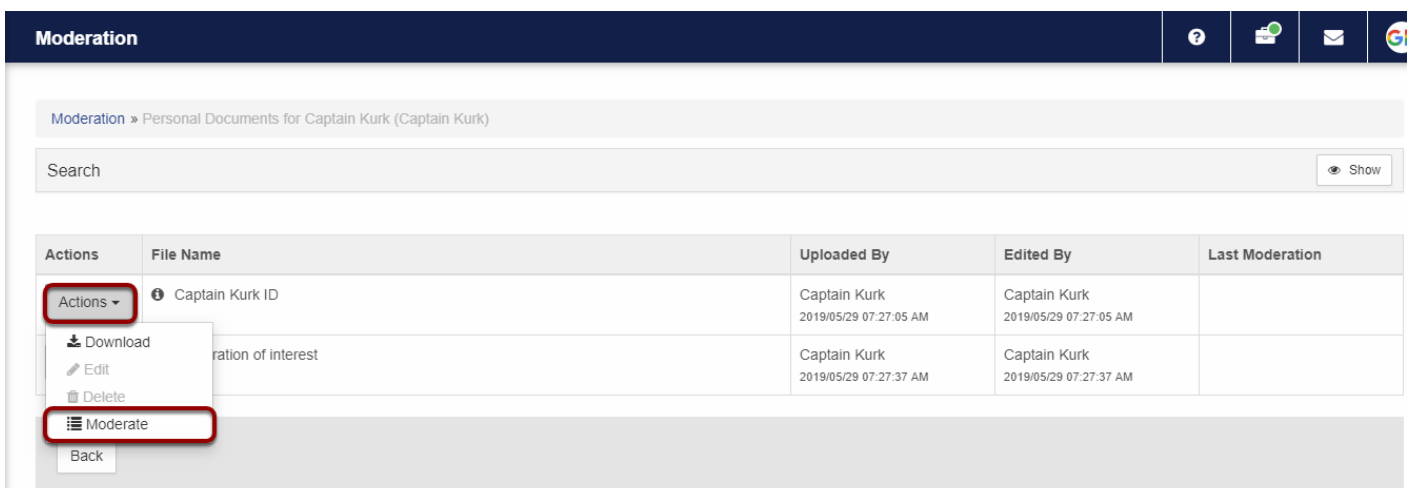


The screenshot shows the 'Moderation' interface. At the top, there is a search bar and a 'Show' button. Below is a table with columns: Actions, Employee, ID Number, Position, and Location in Organisation. The 'Actions' dropdown menu is open, showing options: Personal Documents, Learner Records, Online Assessments, and Moderation Feedback. The 'Personal Documents' option is highlighted.

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

- 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**.

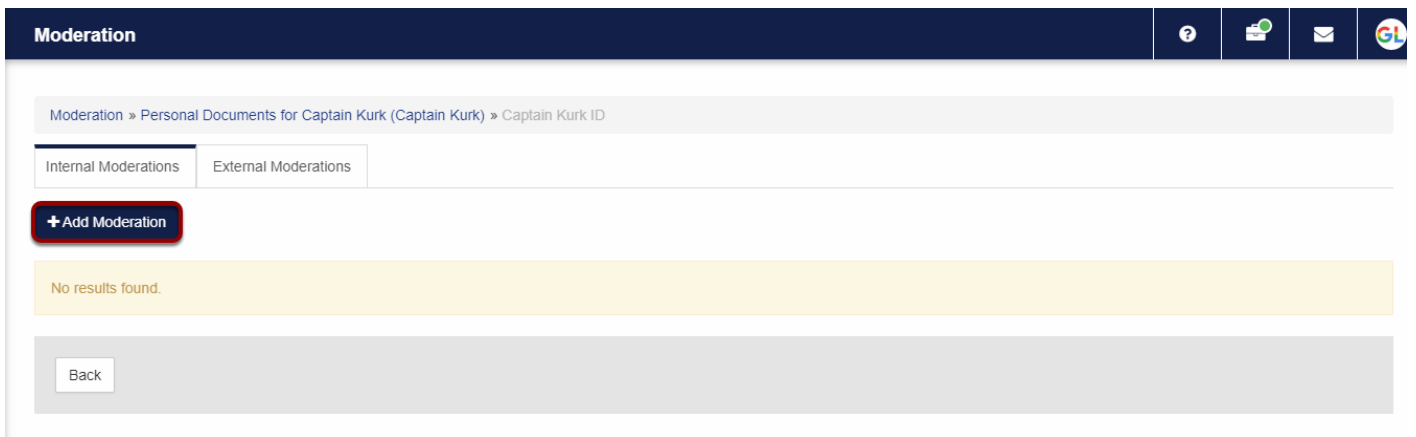
Note: A moderator will not be able to upload, edit or delete any documents.



The screenshot shows the 'Moderation' interface for 'Personal Documents for Captain Kurk (Captain Kurk)'. It features a search bar and a 'Show' button. Below is a table with columns: Actions, File Name, Uploaded By, Edited By, and Last Moderation. The 'Actions' dropdown menu is open, showing options: Download, Edit, Delete, Moderate, and Back. The 'Moderate' option is highlighted.

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	ration of interest	Captain Kurk 2019/05/29 07:27:37 AM	Captain Kurk 2019/05/29 07:27:37 AM	
Edit				
Delete				
Moderate				
Back				

- 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

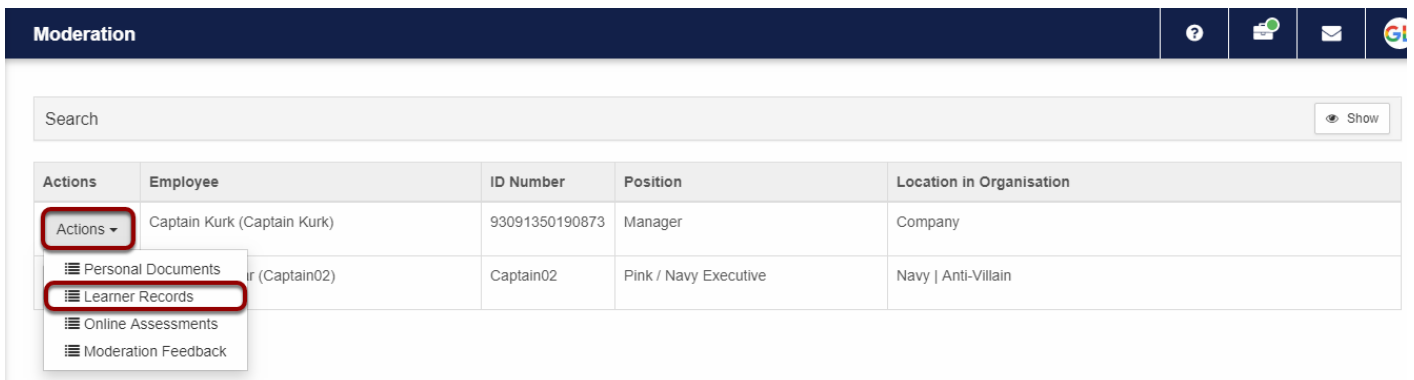
+ Add Moderation

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

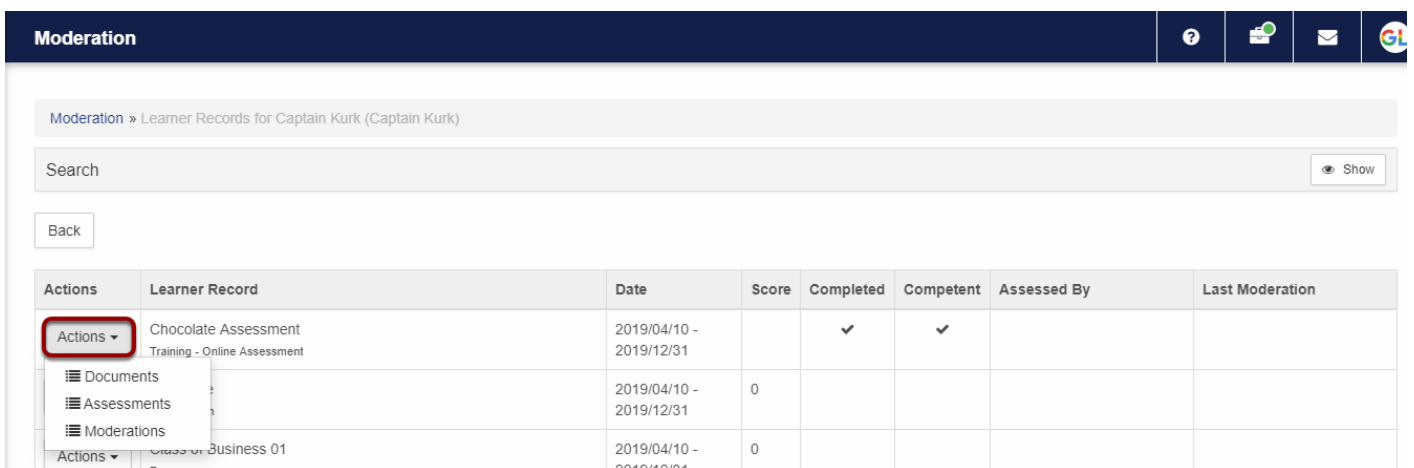
- Open the Moderation Dashboard and click on **Learner Records** in the **Actions** drop down.



The screenshot shows the Moderation Dashboard interface. At the top, there is a dark blue header with the word "Moderation" and several utility icons. Below the header is a search bar with a "Show" button. The main content area contains a table with the following columns: Actions, Employee, ID Number, Position, and Location in Organisation. The first row of the table is highlighted, and the "Actions" dropdown menu is open, showing options: Personal Documents, Learner Records, Online Assessments, and Moderation Feedback. The "Learner Records" option is highlighted in red.

Actions	Employee	ID Number	Position	Location in Organisation
Actions ▾	Captain Kurk (Captain Kurk)	93091350190873	Manager	Company
Personal Documents	ir (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 interface with a breadcrumb trail: "Moderation » Learner Records for Captain Kurk (Captain Kurk)". Below the breadcrumb is a search bar with a "Show" button. A "Back" button is located to the left of the table. The table has the following columns: Actions, Learner Record, Date, Score, Completed, Competent, Assessed By, and Last Moderation. The first row of the table is highlighted, and the "Actions" dropdown menu is open, showing options: Documents, Assessments, and Moderations. The "Documents" option is highlighted in red.

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 ▾	Class of Business 01 Programme	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
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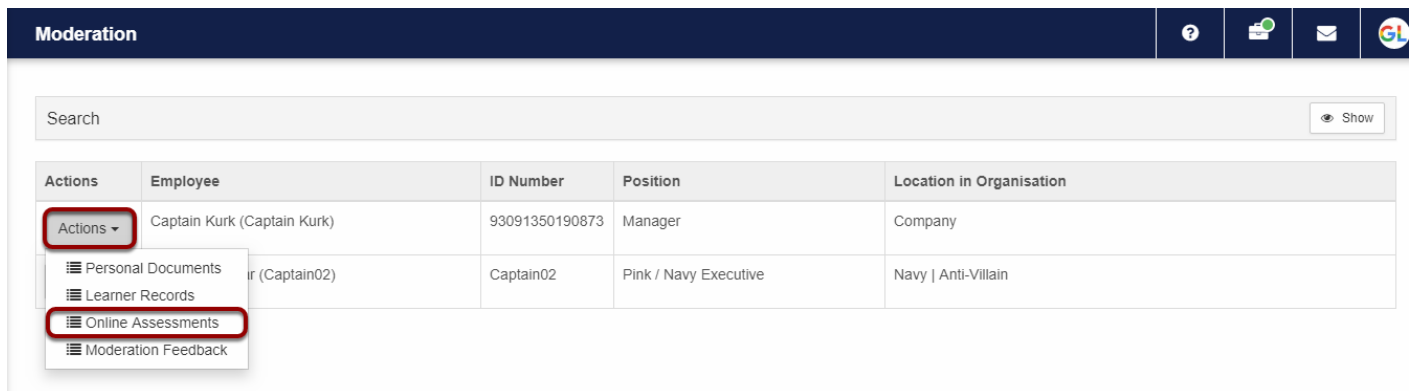
[View Comments](#)

Actions	Document Title	Uploaded By	Comment	Edited By	Visible To Learner	Locked
Actions ▾	 Assignment part 1	Captain Kurk 2019/05/29 08:02:47 AM		Captain Kurk 2019/05/29 08:02:55 AM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

[Back](#)

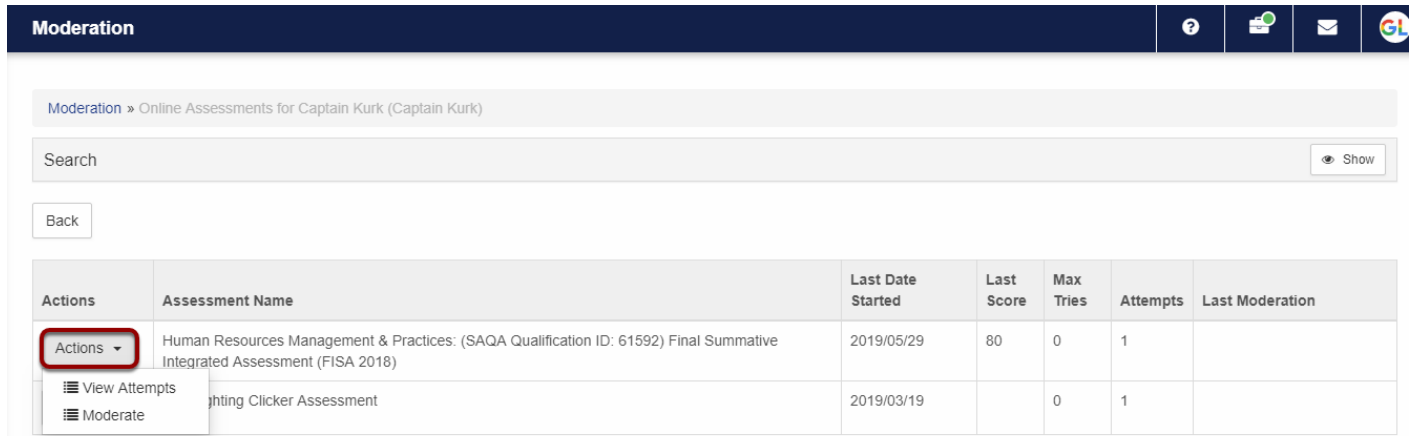
How to Moderate a Learner's Online Assessments

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



The screenshot shows the Moderation Dashboard interface. At the top, there is a dark blue header with the word 'Moderation' and several utility icons. Below the header is a search bar with a 'Show' button. The main content area contains a table with the following columns: 'Actions', 'Employee', 'ID Number', 'Position', and 'Location in Organisation'. The first row shows 'Captain Kurk (Captain Kurk)' with ID '93091350190873' and position 'Manager'. The second row shows 'Captain02' with ID 'Captain02' and position 'Pink / Navy Executive'. A dropdown menu is open under the 'Actions' column of the first row, with 'Online Assessments' highlighted. Other options in the menu include 'Personal Documents', 'Learner Records', and 'Moderation Feedback'.

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

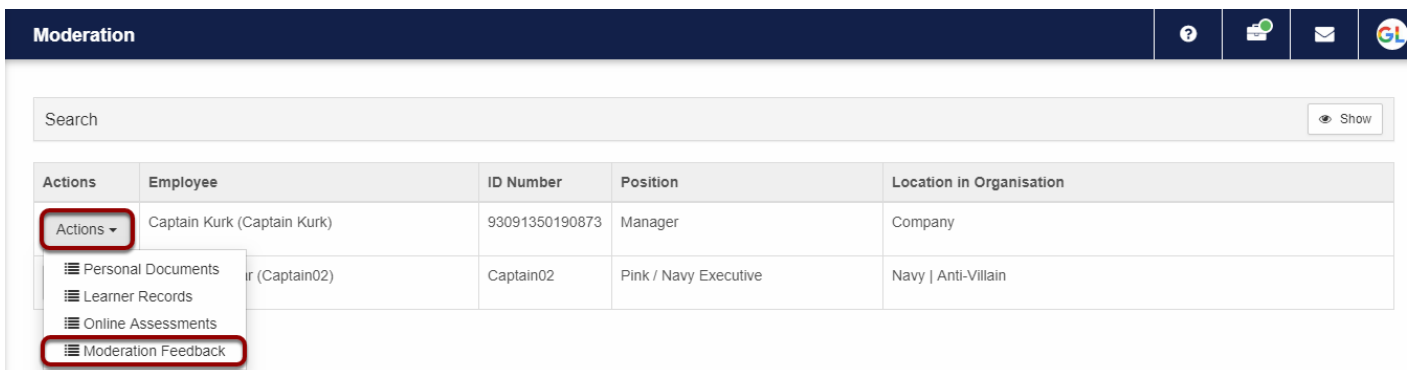


The screenshot shows a detailed view of the Moderation Dashboard. The breadcrumb trail at the top reads 'Moderation > Online Assessments for Captain Kurk (Captain Kurk)'. Below this is a search bar and a 'Back' button. The main content area contains a table with the following columns: 'Actions', 'Assessment Name', 'Last Date Started', 'Last Score', 'Max Tries', 'Attempts', and 'Last Moderation'. The first row shows 'Human Resources Management & Practices: (SAQA Qualification ID: 61592) Final Summative Integrated Assessment (FISA 2018)' with a last date started of '2019/05/29', a last score of '80', 0 max tries, and 1 attempt. The second row shows 'Lighting Clicker Assessment' with a last date started of '2019/03/19', 0 max tries, and 1 attempt. A dropdown menu is open under the 'Actions' column of the first row, with 'View Attempts' and 'Moderate' options visible.

- 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

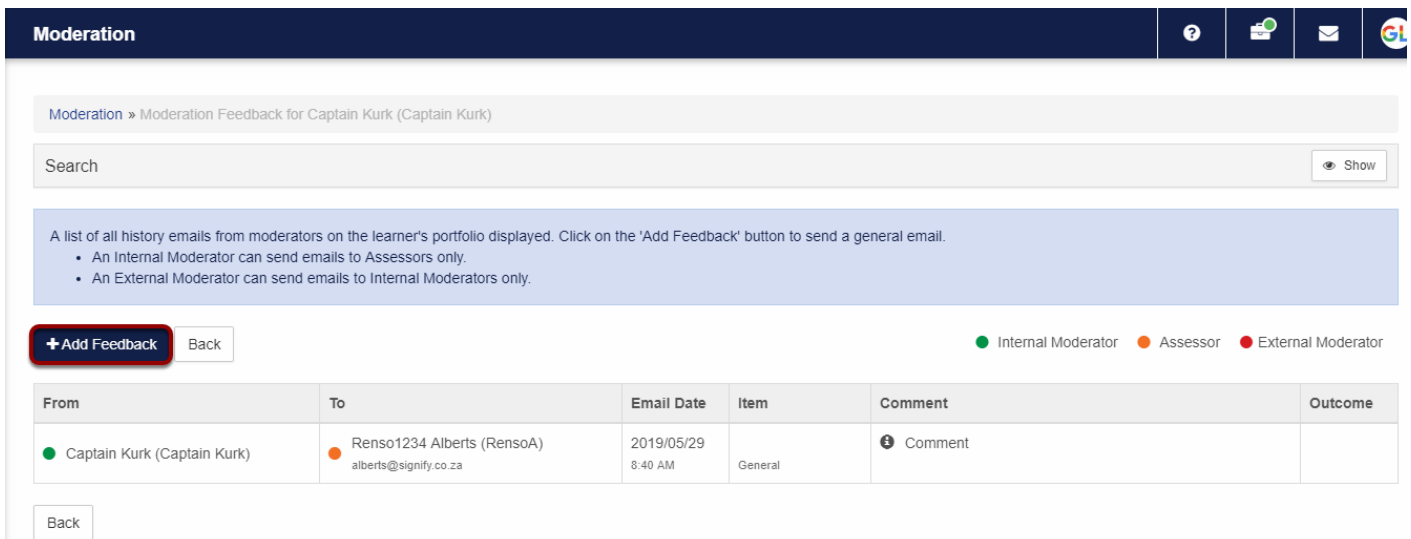
- The purpose of the Moderation Feedback functionality is to show a list of all history emails from moderators and assessors on a learner's profile.
- Open the Moderation Dashboard and click on **Moderation Feedback** in the **Actions** drop down.



The screenshot shows the 'Moderation' dashboard header with navigation icons. Below is a search bar and a table with columns: Actions, Employee, ID Number, Position, and Location in Organisation. The 'Actions' dropdown menu is open, showing options: Personal Documents, Learner Records, Online Assessments, and Moderation Feedback (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:



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



Example of Feedback Email sent from Moderator to Assessor

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

