VTCT Skills

The Centre Administrator Journey

October 2024

Version 1.0

Contents

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1. Purpose

This document is designed to be a guide to how a Centre Administrator user administers ManageAssess.

1.1. The Centre Administrator Journey

If your site is not yet setup to use ManageAssess, your first step is to complete the registration of intent form. This form provides VTCT with the authorisation to activate the site, as well as capturing the site details, and the name and email address of the nominated Centre Administrator (CA) user.
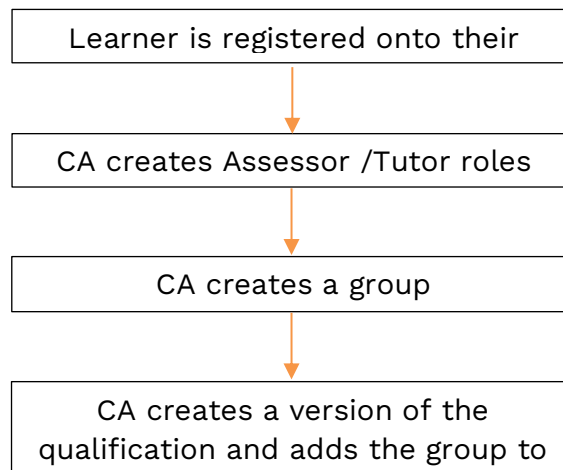
VTCT will activate the site and the nominated Centre Administrator user will receive an email regarding their login details within 3 workings days* of receipt of the registration of intent form.

*Once active, all eligible learners** will be added to ManageAssess. If you haven't registered an eligible learner yet, the site will become active as and when an eligible learner is registered.

**A learner will be eligible for ManageAssess providing they have been registered on to a qualification which ManageAssess supports.

The Centre Administrator's (CA) main responsibilities are:

- Updating learner accounts
- Creating centre users (tutors/assessors/IQAs)
- Creating groups and qualifications

```
┌─────────────────────────────────┐
│   Learner is registered onto their │
└─────────────────────────────────┘
              │
              ▼
┌─────────────────────────────────┐
│   CA creates Assessor /Tutor roles │
└─────────────────────────────────┘
              │
              ▼
┌─────────────────────────────────┐
│        CA creates a group        │
└─────────────────────────────────┘
              │
              ▼
┌─────────────────────────────────┐
│    CA creates a version of the   │
│  qualification and adds the group to │
└─────────────────────────────────┘
```

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a. When a learner is registered on to an eligible ManageAssess qualification, the learner will become available in ManageAssess within 24 hours

For details of how learners log in to ManageAssess please refer to Learner account section.

Centre Administrators can reset learner passwords as follows:

- Log in to ManageAssess as Centre Administrator

- Go to 'Users' and locate the learner

- Under 'Actions', select 'Edit' for the applicable learner

- Making note of the learner's username, enter a temporary password and select save

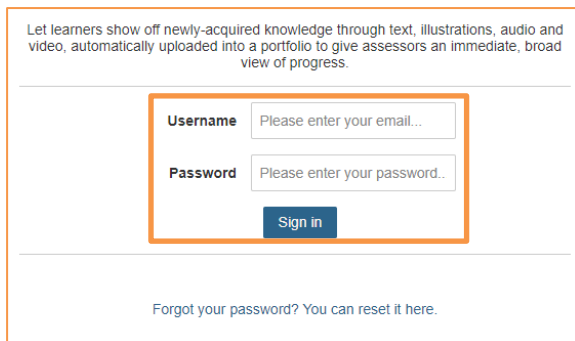- Now provide the learner their username and password.

    NB: *If emailing, it is highly recommended that you send the learner their username and password in separate emails*

b. You will now need to create your Assessor/Tutor and IQA users (only create one profile per user). See the Creating Tutor/Assessor and IQA users section for help with this process

c. You will now need to create a group for the learner(s), Assessor(s)/Tutor(s) and IQA(s). A group brings all of the learner's team members together; it also enables the allocation of a specific version of a qualification. See guide Creating groups section for help with this process

You will now need to create a version of the qualification, and assign the group you created to that qualification. You can create multiple versions of a qualification, which enables different start/end dates to be assigned as these may vary from one group of learners to the next. See the Assigning qualifications section for help with this process.

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1.2. Logging in and password reset

a. Your login email will contain a link to the ManageAssess login page; you can also access the login page via the VTCT website.

b. The ManageAssess login page. Enter your login and select Sign in.

Let learners show off newly-acquired knowledge through text, illustrations, audio and video, automatically uploaded into a portfolio to give assessors an immediate, broad view of progress.
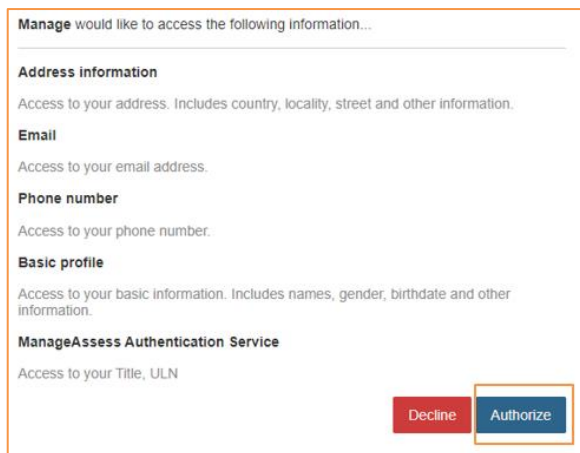
Username Please enter your email...

Password Please enter your password..

Sign in

Forgot your password? You can reset it here.

c. Upon first time login you will be prompted to enter a new password. Complete this and select Submit.

d. The next screen asks permission to access information that ManageAssess may or may not hold. You can check the information that ManageAssess holds once logged in.

ManageAssess does not access information via any other sources.

Select Authorize. You will only need to perform this action once. You will not be able to access ManageAssess is you decline.

Manage would like to access the following information...

Address information

Access to your address. Includes country, locality, street and other information.

Email

Access to your email address.

**Phone number**

Access to your phone number.

Basic profile

Access to your basic information. Includes names, gender, birthdate and other information.

ManageAssess Authentication Service

Access to your Title, ULN

Decline Authorize

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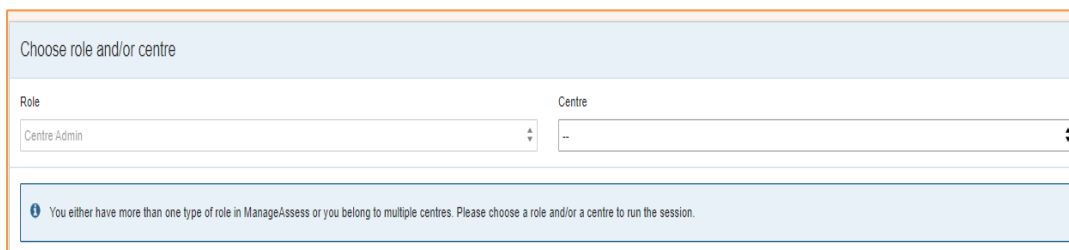If printed this document becomes uncontrolled

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e. If you have been assigned multiple roles and/or multiple centres/sites, you will be presented with the role picker screen.
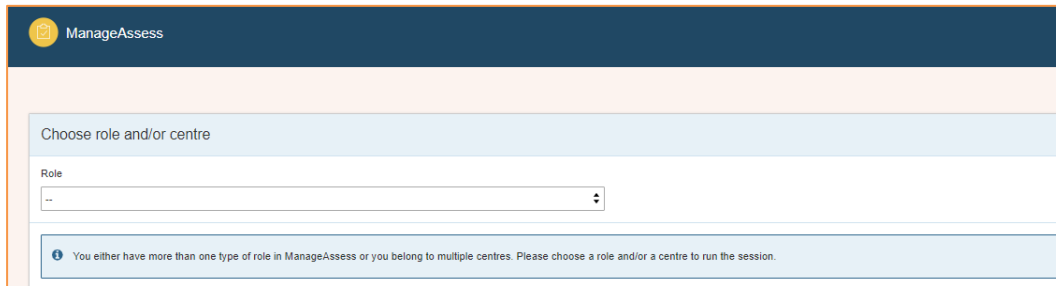
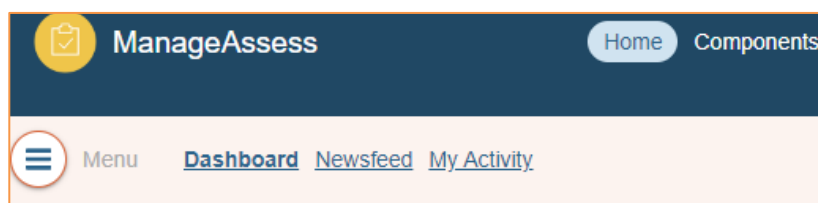f. Select the role that you wish to login as; this guide is for the Centre Administrator role.
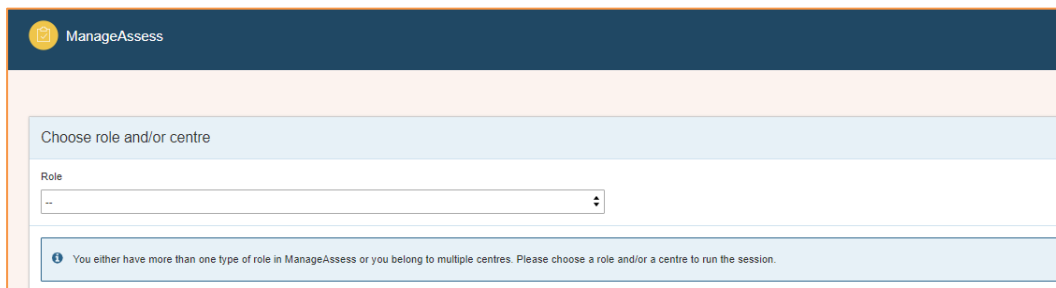
g. Select the centre/site that you wish to login as.

h. Once logged in you can access your profile by selecting the flyout menu icon and then 'View Profile' link.

Within your profile you can:

    a. Set preferences
    b. Amend personal/account details
    c. Change your password

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i. If you forget your password you can reset via the ManageAssess login page by selecting the 'Forgot your
password?' link.

Forgot your password? You can reset it here.

1.3. Creating Tutor/Assessor and IQA users

You only need to create one profile per user.

a. Select Users from the main menu.

Home   Components   Overview   Files   Groups   Users   Help
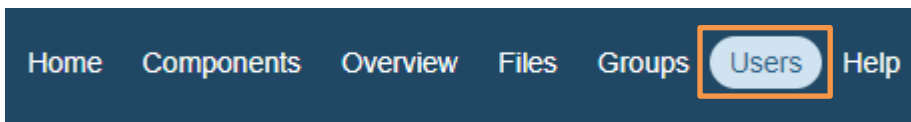
b. Select Add user.

Export CSV   Add user

c. Enter a Username, Temporary Password and Email address.

If an email address is provided, the user will be emailed a link to log into ManageAssess, along with their login details. The user will be required to change their password when they first log in.

Add User

User details

Username Optional if email provided

Username

Email Optional if username provided

Email

Temporary Password Changed by user on next login

Temporary Password

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d. If an email address is not available, enter a username and a temporary password, then provide the user with a link to the login screen plus the username and password you set. The user will be required to change their password when they first log in.

    If emailing a user their login details, it is highly recommended that the username and password are sent in separate emails.

e. Select the user's Role.

Roles

f. For role assigned, select the relevant centre (VTCT Skills site).

Centre   Start typing to search an...

g. To add additional roles, select Add another role +.

Add another role **+**

Multiple roles can be selected for a user. When the user logs in, and they have multiple roles assigned to their profile they will select which role they wish to enter the system as.
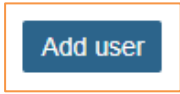
Centres are unable to add additional centre administrator users. If additional centre administrator users are required, an existing centre administrator needs to complete a [login authorisation form](#).

h. Enter the user's personal details. Mandatory fields are:

    a. First name
    b. Last name

Personal details

First Name

First Name

Middle Name Optional

Middle Name

Last Name

Last Name

Gender

Not Specified

Date of Birth Optional

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i. Select Add User.

Add user

j. The user has been created.

If an email address was provided for a user they will receive an email with their login details.

If an email address was not entered then provide the user with a link to the login screen plus the username and password you set. The user will be required to change their password when they first log in.

If emailing a user their login details, it is highly recommended that the username and password are sent in separate emails.

1.4. Editing a user

a. Select Users from the main menu.

Home   Components   Overview   Files   Groups   Users   Help
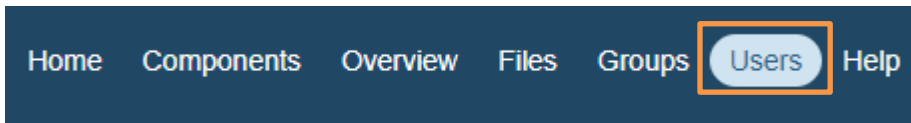
b. Select the Edit link for the user you want to edit.

Name	Username	Email	Date Created	Last Login	Actions
CA Test Centre Admin	js		Fri 18th Oct 2024	Fri 18th Oct 2024 at 08:51	Edit Upload and tag files

c. You can now edit the user's details.

You can only edit a role for a user where the role is a level below yours. Example: a centre administrator cannot edit the centre administrator role for another user as this role is at the same level as their own.

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1.5. Learner Accounts

Centres cannot create learners. Learners are added to the ManageAssess automatically following an eligible qualification registration.

Refer to your ManageAssess login email for details of how learners log in.

Whilst Centre Administrator's can reset learner passwords, learners should be encouraged to use the forgotten password facility on the ManageAssess login page if they need to reset their password.
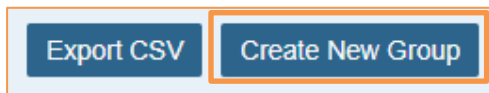
Learners are added to ManageAssess as users and are not assigned to a qualification. A learner is assigned to a qualification when a group they have been added to is assigned a qualification.

1.6. Creating Groups
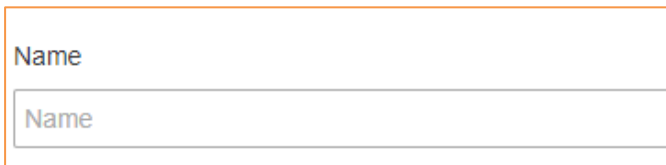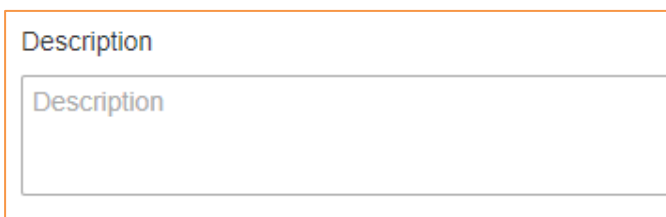
a. Select Groups from the main menu.
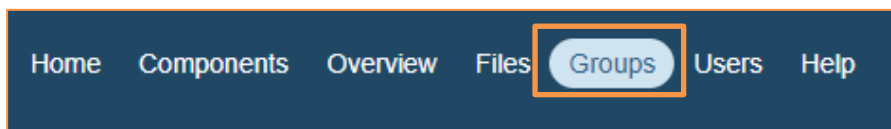
b. Select Create New Group.

c. Enter a name for the group. Try to use unique group names as this will help when managing groups.

d. Enter a Description for the group (optional).

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e. Select the Assessors/Teacher(s)/Tutor(s) that need to be assigned to the group.

Teachers

Start typing name

No Teachers selected...

f. The selected Assessors/Teacher(s)/Tutor(s) users will be displayed and can be removed.

Teachers

Start typing name

👤 Jon
   tutor   Remove

g. Select the IQA(s) that need to be assigned to the group.

Internal Quality Assurers

Start typing name

No Internal Quality Assurers selected...

h. The selected IQA users will be displayed and can be removed.

Internal Quality Assurers

Start typing name

👤 IQA
   iqa   Remove

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i. Select Create Group.

Create Group

j. Your eligible learners (learners who have been registered on to a qualification that ManageAssess supports) will be displayed.
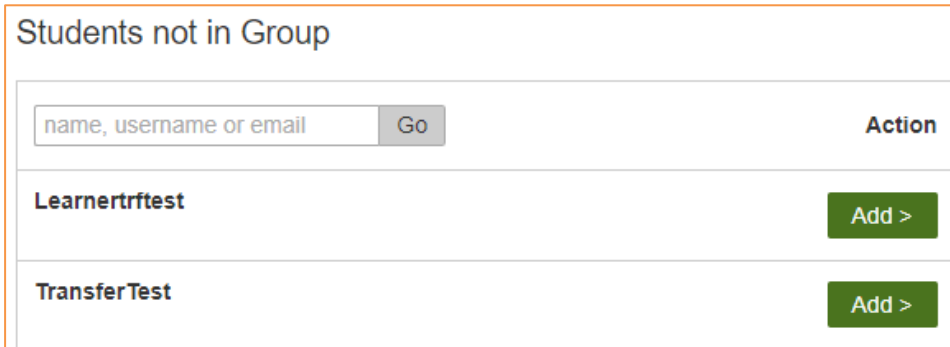
Students not in Group

name, username or email	Go	Action
Learnertrftest		Add >
TransferTest		Add >

k. Select 'Add' to the right of a learner to add them to the group.

Students not in Group

name, username or email	Go	Action
Learnertrftest		Add >
TransferTest		Add >
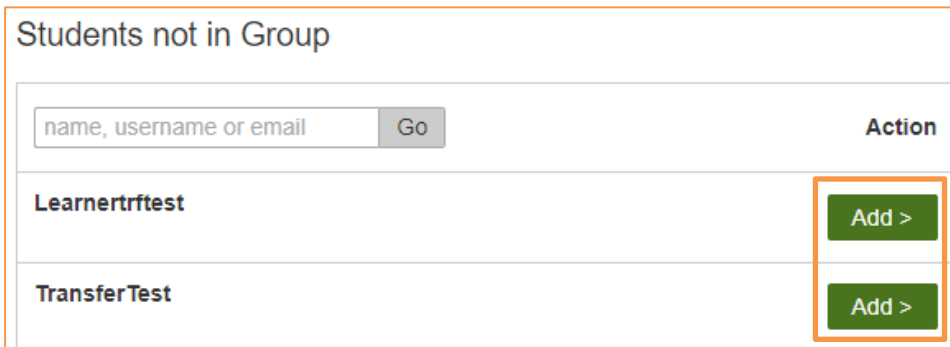
l. Each learner added will be displayed to the right and can be removed.

Name	Action
Learnertrftest	< Remove
TransferTest	< Remove

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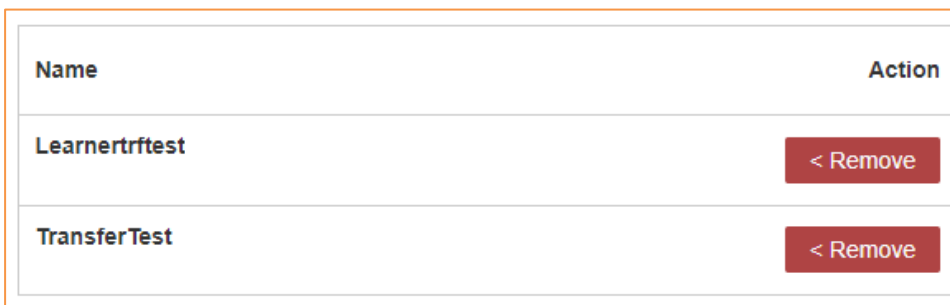
m. Once you have finished adding learners to the group, select Save Group Students.

Save Group Students

1.7. Editing Groups

a. Select Groups from the main menu.

Home   Components   Overview   Files   Groups   Users   Help
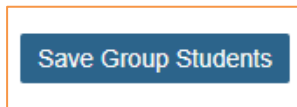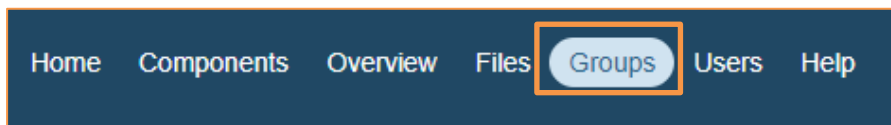
b. Select the group name link for the group you want to edit.

Name

Guide testgroup

1.8. Assigning qualifications

a. Once you have created a group, you need to assign it to a qualification.

You may need to create a version of the qualification if no version has been previously created.

b. Select Components from the main menu.

Home   Components   Overview   Files   Groups   Users   Help
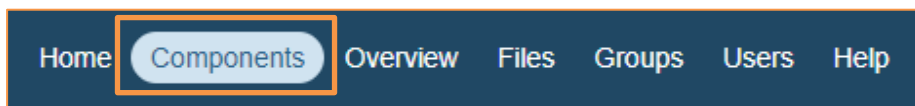
c. Select the Qualifications link.

My Components   Subscription Bank   Qualifications   Overview

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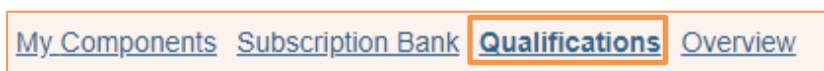
d. All qualification versions previously created will be displayed. If a version of the qualification you need to assign to a group has not been created, go to the [Creating a version of a qualification](#) section.

If using a previously created version be aware that start and end dates may have been applied, and these dates may not be applicable to the new group.

Name ↕	Code ↕	Start ↕	End ↕	Actions
Level 1 Extended Award in Hair and Beauty Skills	601/5787/2	--	--	Manage
Level 2 NVQ Diploma in Barbering	601/5887/6	--	--	Manage

e. To the right of the qualification you want to assign the group to select Manage.

Name ↕	Code ↕	Start ↕	End ↕	Actions
Level 1 Extended Award in Hair and Beauty Skills	601/5787/2	--	--	Manage
Level 2 NVQ Diploma in Barbering	601/5887/6	--	--	Manage

f. Select Assign to Groups.

Assign to Groups

g. Select the group you want to assign to this qualification.

Groups

Selected Groups
None selected...

Select...

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h. When finished select Assign.

Groups

Selected Groups

👥 Guide testgroup [Remove]

Select... ▼

Note: assigning this Group to a qualification will only assign the users to mandatory units. You can assign users to optional units via the qualifications page.

Note: assigning this Qualification without setting the start and end dates will not set start and end dates on any mandatory Components it creates.

[Cancel] [Assign]

1.9. Creating a version of a qualification

Only create a new version of a qualification if no version already exists and/or the start/end dates set are not applicable to the group.

Only qualifications which you have registered learners on to, and that ManageAssess supports, will be available for creation.

a. Select Components from the main menu.

Home Components Overview Files Groups Users Help
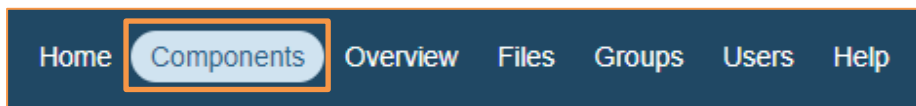
b. Select the Subscription Bank link.

My Components **Subscription Bank** Qualifications Overview

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c. To the right of the qualification you want to create a version for select Create Qualification.

Exam Board	Name	Code	Create
VTCT	Level 2 NVQ Diploma in Barbering	601/5887/6	Create Qualification
VTCT	VTCT Level 2 Diploma for Hair Professionals (Barbering) - Post-August 2020	603/1324/9	Create Qualification

d. Set start/end dates if required.

Start/End dates apply to mandatory units only. An end date being reached will flag the unit as overdue but will not prevent interaction with the unit.

Start Date

End Date

e. Select the group(s) that you want to assign the qualification to.

Groups

Selected Groups

None selected...

Select...

f. The selected group(s) will be displayed and can be removed.

Groups

Selected Groups

Guide testgroup   Remove

Select...

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g. Select Create Qualification.
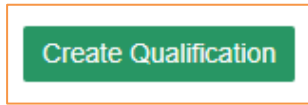
1.10. Help and support

- E: linx2logins@vtct.org.uk
- T: +44 (0) 2380 684500
    - o Mon-Thurs: 08:45 – 17:00
    - o Friday: 08:45 – 16:30

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Document amendment history page

Version	Document Owner	Issue Date	Changes	Role
1.0	Customer Support Manager	18/10/2024	New document: previous CA guides combined	Customer Support Manager

Document Review

Role	Review Status
Customer Support Associate	Reviewed

Document Owner

Document Owner	Document shared with
Customer Support Associate	Customer Support Manager

Document Sign-off

Role	Sign-off Date
Document Owner	18/10/2024

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