

# SQA Guidance for centres using the Deskpace e-portfolio to support a Skills for Work course

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## 1. Introduction

SQA is actively working to develop a range of e-assessment tools such as the e-portfolio which can be incorporated into the overall assessment process in order to enhance the delivery and learning experience for candidates and to provide more choice to tutors in terms of the format of assessment. This guidance document is designed to inform tutors how the assessment processes work in the e-portfolio and highlights a number of additional issues.

The assessment processes have been set out in section 3. Your centre or course may not cover all of these and there may be additional processes that you use to deliver the course.

The National Assessment Bank document which contains the Instruments of Assessment and Marking Information can be found in the gateways for each Unit.

## 2. Types of content

The types of content and Unit resources that will be available to candidates are:

**Checklists** — these are the checklists from the NAB which do not require collaboration with the tutor. They are published by SQA to the candidates for each unit and Checklists for each Unit can be found under 'tools/checklists'. As a default they are set as auto-published which means that once the candidate completes and submits it, the completed version will be sent back to the unit gateway\* automatically where it can be viewed or marked by the tutor.

**Self-audits** — these are the checklists from the NAB which require collaboration with the tutor, either as complementary to the candidate self-assessment or as an observation checklist. They are also published by SQA to user groups for each unit and can be found under 'tools/self-audits'. As a default they are set as auto-published but the candidate must also send the self-audit to the tutor and set 'collaborate' permissions. Tutors can complete these via the Unit gateway as well as the shared assets in the 'view' menu.

**Assets** — these are items in the e-portfolio which candidates can create themselves such as action plans, meetings and webfolios using the 'create new menu'. To get these viewed/marked by the tutor the candidate publishes the assets to the relevant Unit gateway. For details on how to create each asset please see the Deskspace userguide.

\* For more information on gateways see section 4 of this document.

## 3. Assessment processes

### 3.1 Tutor assessment

This would normally include a practical task or performance by the candidate which the tutor assesses. The observer checklist for the tutor to complete online can be found under 'checklist' or 'self-audit' in the tools menu depending on the format. Once completed, the self-audit will automatically be saved to the relevant Unit gateway.

The candidate may also be required to complete a quality check as part of the assessment which will be available in the candidate's self-audit store and which should be sent to the tutor on completion with 'collaborate permissions'. For more information on how to send assets to a person or gateway see the Deskspace userguide.

Additionally, the candidate may upload evidence relevant to their practical task such as a photo, video or record, for which the tutor is able to send feedback using the comment function on the asset.

### **3.2 Candidate self-evaluation**

This would normally include a practical task or performance by the candidate which the candidate assesses. The self-audits for the candidate to complete online can be found under 'self-audit' in the tools menu. The candidate should send the completed self-audit to the tutor with 'collaborate' permissions. In most cases the self-audit has an additional section for tutors to complete, which can be accessed by opening the self-audit in the relevant Unit gateway.

### **3.3 Portfolio evidence**

This would normally include a planning or investigation task. Besides the checklists or self-audits required to be completed by the candidate for this task (as above), the candidate may submit evidence in a variety of formats using the assets available on the 'create new' menu, such as an action plan, ability or achievement. The candidate may also use a webfolio to collect evidence and submit this as one asset. For more information on the webfolio see the DeskSpace userguide.

### **3.4 Group/ peer-assessment**

In the case of a peer or group assessment, the candidate is normally required to carry out a self-audit as well as asking a peer or group member to evaluate their performance. They can do this by sending the self-audit to the appropriate user and setting the asset permissions to 'collaborate'. In turn, the group member can edit their section of the audit and add comments before sending it back to the candidate. If the self-audit or other asset is edited by another user the username and date will be recorded on the document. Candidates can also give their group members permissions to view and comment on an asset which does not require collaboration.

### **3.5 Invigilated online assessment**

The online assessment is made up of the questions in a Unit that must be answered by the candidate in invigilated conditions. The online assessments are delivered to centres through the Solar assessment system which your centre is already set up for<sup>1</sup>. The Solar administrator in each centre will be able to schedule the assessments, provide keycodes for candidates and provide tutors with access to the marking features in the system. Candidates

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<sup>1</sup> The Solar system has recently been revamped and training sessions for the new system are being delivered to nominated staff in each centre. For information on the new system or to find out who has been trained in your centre please contact the Solar administrator Joan Morris either by e-mail [Joan.Morris@sqa.org.uk](mailto:Joan.Morris@sqa.org.uk) or by calling 08452135405

can access the scheduled assessments by selecting the 'topic test' option from the tools menu, which will redirect the candidate to the Solar website where the keycode must be entered.

### 3.6 Research log

Where the candidate is required to keep a research log, the blog feature from the 'create new'/ 'more' menu can be used. The blog is just an online log in which candidates can create date-stamped posts of their activities. The candidate can choose to allow comments on their entries from other users and can also customise the look and feel of their blog. For more information on blogs see the DeskSpace userguide.

### 3.7 Dialogue and feedback

There are a number of ways in which the tutor can provide feedback to a candidate. On any asset the candidate sends you — be it a checklist or an action plan or a piece of evidence — you are able to comment using the comment feature on the asset (see the 'speech bubble' icon).

Tutors can choose to make their comments private or public. If the feedback option below is selected the method used is exactly the same as for normal comments except that the comment is marked with a teacher icon (see user's view of feedback). Whilst users can remove comments from their assets, feedback cannot be removed.

The screenshot shows a 'New Comment' form with the following fields and options:

- Subject:** A text box containing 'Research Project WebFolio'.
- Body:** A large text area containing the text: 'You have provided a very robust justification for your project and the methodology you chose. The examples you have included as evidence are apposite and it was particularly valuable being able to chart the development of your thinking and actions through this webfolio. More detailed feedback is provided on the attached proforma.'
- Upload:** A text box with a 'Browse...' button.
- Fill In Proforma:** A dropdown menu currently set to 'No Proforma'.
- Privacy and Feedback Options:** A row of icons and labels: a lock icon for 'Private' (unchecked), a graduation cap icon for 'Feedback' (checked), and a speech bubble icon.

Feedback as it would appear on a user's asset:

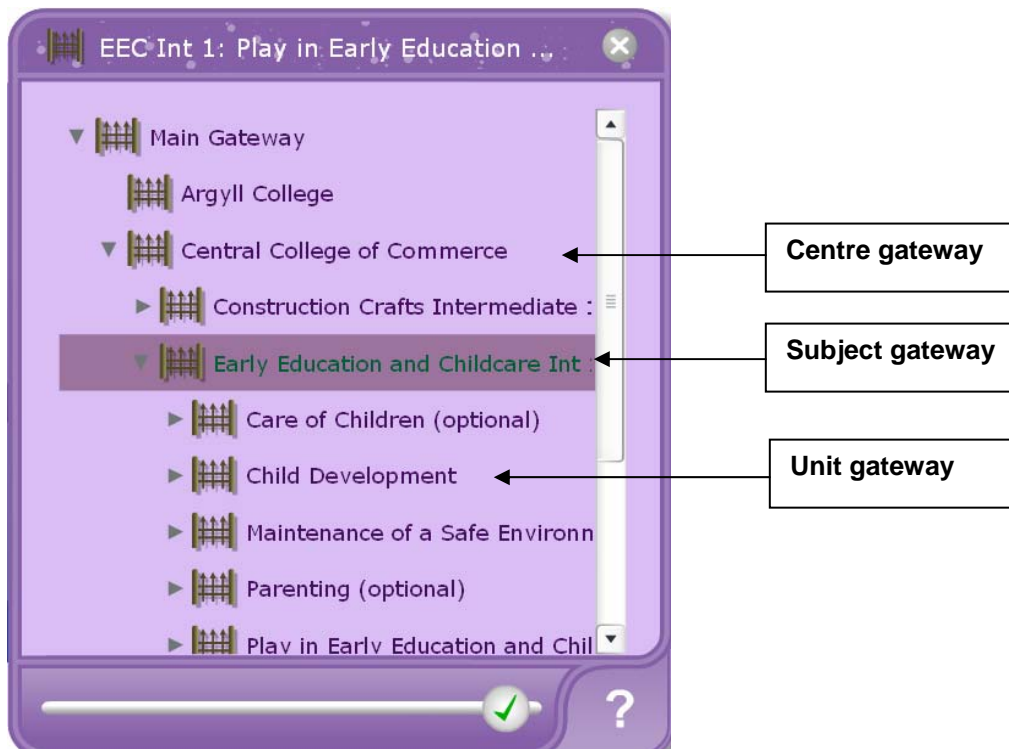
The screenshot shows a feedback comment on a user's asset with the following details:

- Subject:** **Re: my experiences while volunteering**
- Posted by:** **Shane Sutherland** on Thursday, August 17, 2006 9:52 AM
- Feedback from teacher/assessor/mentor** (indicated by a graduation cap icon and a tooltip)
- Text:** 'You have offered a really insightful account of your first few weeks with good personal reflection and valuable links to particular events. Your work now needs to draw upon some aspects of the theory we have been discussing - you should attempt to illuminate the theory through your experiences or explain what you experienced (and how your or others acted) through reference to theory.'
- Actions:** [Edit](#) | [Remove](#) and [Post Comment](#)

Alternatively in the gateway you will see a feedback option which can be used as a discussion form for the asset (see feedback icon in Appendix A).

## 4. Gateway information

Gateways are organised hierarchically ie they are nested as 'sub' gateways within 'parent' gateways. The gateways are represented within the Deskspace e-portfolio to allow users to choose where they are publishing their work. Below is an example of the SQA Unit gateway structure which starts with the centre name, followed by the Skills for Work subject area, followed by the Units within that subject area.



### 4.1 Permissions

When a gateway is created three groups are created within it:

**Users** are normally candidates; typically rights include publishing assets to a gateway. Users can always see their own assets even where 'view' permissions have not been set. They can also view and copy from resource gateways.

**Tutors** normally have rights to view, comment and/or feedback on gateway assets. They can also publish files to resource gateways.

**Administrators** have rights to add other users, set permissions for groups, create new groups and archive gateways. SQA is the administrator.

#### **4.2 Resource gateways**

As well as the Unit gateways, resource gateways have been set up for each Unit which. Tutors can publish their own resources relevant to that Unit by uploading a file and sending it to the resource gateway. Candidates will be able to view and copy these resources.

### **5. Class records and archiving**

For some Skills for Work Units the National Assessment Bank resource includes a class record for the tutor's convenience, or a track sheet for the candidate. The system currently does not support the same level of reporting in electronic form, but tutors may continue to use the paper versions if they wish to. Candidates could use their action plan or blog for tracking progress and check their asset store for completed assets, checklists and self-audits.

However, tutors *are* able to record on candidate's assets, checklists and self-audits if these have been marked, and can indicate the grade given for these. For more information on how to use this feature in gateways see Appendix A.

### **6. Re-assessments**

In the case where a re-assessment is required, please refer to the re-assessment conditions in the National Assessment Bank document as these may vary amongst Skills for Work courses and Units.

The candidate should rename the original asset or self-audit available from their asset store to include the keyword 're-assessment'. The candidate must then update it according to the re-assessment requirements and send it to the tutor with 'collaborate' permissions. The tutor can then update their section in the self-audit and add comments if appropriate. Please ensure that these comments capture the required information on the re-assessment as set out by SQA in the NAB document.

### **7. Optional Units**

As a default the resources, self-audits and checklists for all mandatory Units have been made available to candidates. If you wish to use the resources for the optional Units, please contact the SQA Customer Contact Centre and the relevant checklists can be made available to your candidates. You can request this at any time during the academic year.

### **8. Plagiarism and the code of conduct**

The usual code of conduct for plagiarism and collusion applies for candidates using the SQA Deskspace e-portfolio to support their Skills for Work course. This document is available from the SQA Deskspace home page entitled 'Your Course Work 2007 — A Guide for Candidates'.

However, there are some additional issues to bear in mind in an online environment. Just as it is a centre's responsibility to monitor candidates do not share each other's work on paper where inappropriate, it is a centre's responsibility to inform students not to give out passwords to each other and to monitor the online content for misconduct and use of bad language.

Candidates can also report inappropriate content that they may receive using the reporting feature on the bottom of every asset. This will open up a complaint form for completion and if submitted will be received by the e-portfolio manager.

Please see Appendix B for the e-portfolio code of conduct from the supplier Pebblepad in addition to the SQA document.

**Appendix A: Managing gateways**

**GATEWAY** pebblePAD

Edit Gateway > Assessment Gateway > **Assessment Gateway** Back

this is for assessments Your permissions: Feedback :: View

More Gateways

Go up a level

No more Gateways.

Title	Published	Last modified	Published by	Grade	Marked	Feedback	Administer
My 1st Thought	July 7, 2007	July 7, 2007	Perb, Sue (user)	A14 <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
My 2nd Thought	July 7, 2007	July 7, 2007	Perb, Sue (user)	<input type="text"/>	<input type="checkbox"/>		

Two published items. The first has been marked. The second has not yet been viewed so has the alert bell

Field for recording a grade. The tick indicates that the grade has been released to the user

This indicates that feedback has been added to the asset. The tick indicates that the feedback has been 'released'

This icon launches a tutor/moderator forum for the published item where private discussions can take place about the work.

## **Appendix B: Pebblepad Code of conduct**

This code of conduct for use of the ePortfolio system operates in addition to any other conditions for the use of IT facilities. If you are the recipient of any ePortfolio item which you consider to be offensive; improper or unlawful [please inform the eportfolio manager](#)

### **Overview**

Users of the ePortfolio system should take care not to use it for the transmission or receipt of material which is considered to be offensive; in breach of relevant codes on harassment; wasteful of resources, or not commensurate with the provision of the system for legitimate educational or developmental purposes.

Examples of such unacceptable use may include the transmission or receipt of material which draws excessively upon resources; the transmission or receipt of materials which is to the possible detriment of the ePortfolio system or is to the possible detriment of other users; the transmission of text or images which may be considered abusive or offensive; other unacceptable conduct which may reflect adversely upon the user, other ePortfolio users or the ePortfolio system itself. The provision by a user of explicit or cryptic links to such material stored elsewhere on the internet is also unacceptable.

Any transmission of materials by a user carries the name of the user. Any act or attempt by a user to transmit via the ePortfolio system materials which purports, falsely, to have emanated from another user, person or organisation shall be subject to appropriate sanctions.

In view of the possibilities of introducing computer programs which may cause damage or disruption to the ePortfolio system, the downloading of programs via the system is prohibited. However, in the event that a user does introduce a disruptive program by such means, and whether this is done knowingly or not, the right is reserved, in addition to any other sanctions which may apply, to recover from the user responsible for downloading the software, the cost of any remedial action necessary, together with any other direct costs to cover, for example, the re-creation of data or business interruption.

### ***ePortfolio monitoring and sanctions***

Whilst telecommunications traffic passing through this system is not routinely intercepted or monitored, all users of these facilities are expected to use them responsibly and in compliance with this code. Within the provisions of the law the right is reserved at any time to intercept and monitor communications in accordance with the Regulation of Investigatory Powers Act; The Telecommunications (Lawful Business Practise)(Interception of Communications) Regulations and any other relevant legislation. Such interception/monitoring shall normally only take place with the express written approval of a relevant authority but may be undertaken without any prior notice to the users of the ePortfolio system.

Shared or published ePortfolio items which are reported by others to be in contravention of any part of this code may be moderated by the ePortfolio manager or a delegated person.

Some institutions may choose to moderate all shared items. The ePortfolio manager will be able to inform you of the policy in use.

Any suspected breach of the provisions of this code may result in the immediate withdrawal of ePortfolio access privileges and/or withdrawal of additional computing facilities, pending investigation. In addition to the sanctions applicable to a breach of the law, any actual breach of the provisions of this code may result in the temporary or permanent withdrawal of the ePortfolio and/or other computing facilities and may also be subject to appropriate disciplinary procedures.

In the event of any doubt or uncertainty as to what is and what is not acceptable eportfolio practice, as outlined in this code, advice should be sought from the ePortfolio manager.

### ***Statutory and other provisions of English law***

Whilst the use of the internet is a broadly unregulated medium, there are a number of statutory and other legal provisions which may impact upon its use. The following are a selection of provisions for which users of this ePortfolio will need to be aware; they are, however, by no means exhaustive. Users should expect that any discovery of a breach of the law arising from use of this ePortfolio system will be referred to the appropriate authorities.

#### ***Computer Misuse Act 1990***

The Computer Misuse Act 1990 makes it a criminal offence to access, or attempt to access computer material without proper authority or to make unauthorised modification of computer material. Persons convicted of an offence under the Computer Misuse Act are subject to a maximum of 5 years' imprisonment or a fine or both. In the context of ePortfolio use, it is likely that the following examples would be considered illegal:

- accessing restricted material without proper authority
- provision of any material, such as access codes or 'hacking' instructions which enables others to gain unauthorised access to protected or private areas of the ePortfolio system
- knowingly receiving (or using) any material from a user who has gained unauthorised access to the ePortfolio system
- unauthorised modification of the ePortfolio system or data stored on the ePortfolio system.

#### ***The Copyright Designs and Patents Act 1988***

It is an offence under this Act to copy software, images, sounds or other internet materials without authority. It is immaterial whether such unauthorised copying is done with a view to personal convenience or for monetary gain. Unlimited fines and up to two years' imprisonment may be imposed on offenders.

The use of any unauthorised or unlicensed software, images, sounds or other internet materials should not be tolerated and users may be required to provide evidence that use of any materials contained within the ePortfolio system is lawful.

### ***Data Protection Act 1998***

This Act prohibits the holding, processing or disclosure of personal information data about others on a computer or in a 'structured' manual form, unless the data user is properly registered with the Information Commissioner and observes the data protection principles. In view of the complexity of the legislation, all users of the ePortfolio system should avoid establishing, holding or processing any personal data concerning other persons: this includes both 'uploading and downloading' of such data via the internet.

### ***Race Relations, Disability Discrimination and Sexual Discrimination***

Discrimination on the grounds of race, colour, nationality, ethnic or national origin, disability or gender is unlawful under the provisions of legislation dealing with these matters. Any material published or received via the ePortfolio system which discriminates or encourages discrimination is in contravention of the legislation.

### ***Criminal Justice and Public Order Act 1994***

This miscellany of legislation includes a consolidation of provisions for the protection of minors by making it a criminal offence to possess pornographic or obscene material of or involving minors, or material considered to be excessively violent. In the context of the ePortfolio system it would apply to the transmission, receipt and storage of text, audio and graphic images.

### ***Laws of Defamation***

Any publication of a statement, comment or innuendo about another individual or organisation which cannot be justified at law may render the author liable to an action for defamation. In the context of ePortfolio use, the author of the material is responsible all actions, proceedings, claims and costs resulting therefrom. A disclaimer to this affect is accessible from each published output of the ePortfolio system.

### ***Obscene Publications Act 1959***

The publication (whether for gain or not) of material intended to be read, heard or looked at which is such as to tend to deprave and corrupt persons having access to the publication is a criminal offence which carries a maximum sentence of three years' imprisonment. In the context of ePortfolio use, the author of the material is responsible for all actions, proceedings, claims and costs resulting therefrom. A disclaimer to this affect is accessible from each published output of the ePortfolio system.

### ***Telecommunications Act 1984 & Communications Act 2003***

A person who sends a message or other matter that is grossly offensive, indecent, obscene or menacing in character via the public telecommunication system or sends a false message for the purpose of causing annoyance, inconvenience or needless anxiety to another shall be guilty of a criminal offence. The internet makes use of the 'public telecommunication system'. A breach of this Act will result in a substantial fine and/or imprisonment.

### ***International law***

Users of the ePortfolio system should be aware that any material which they create and transmit is potentially accessible world-wide and that such material must not therefore contravene any international laws or treaties. Users should be aware that material lawfully provided in the United Kingdom but accessed in another country may constitute an offence within that recipient country.

### ***Advertising***

Users of the ePortfolio system should not create, place or distribute any advertisement on the internet which is in the nature of a commercial activity.