Nursing and Midwifery Council QA Hub User Guide

For use by Registrant and Lay Visitors allocated to review QA Hub submissions by Approved Education Institutions

20 March 2019
Issue and Revision Record

<table>
<thead>
<tr>
<th>Revision</th>
<th>Date</th>
<th>Originator</th>
<th>Checker</th>
<th>Approver</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>10/10/2018</td>
<td>A Rodger</td>
<td>A Sutcliffe</td>
<td>B Heller</td>
<td>First issue</td>
</tr>
<tr>
<td>2.0</td>
<td>February</td>
<td>A Rodger</td>
<td>M Keeley</td>
<td>B Heller</td>
<td>Update following revisions to the Hub</td>
</tr>
<tr>
<td>3.0</td>
<td>March 2019</td>
<td>M Keeley</td>
<td></td>
<td></td>
<td>Update following additions to Hub</td>
</tr>
</tbody>
</table>

Document reference: NMC | 1 | A

Information class: Standard

This document is issued for the party which commissioned it and for specific purposes connected with the above-captioned project only. It should not be relied upon by any other party or used for any other purpose.

We accept no responsibility for the consequences of this document being relied upon by any other party, or being used for any other purpose, or containing any error or omission which is due to an error or omission in data supplied to us by other parties.

This document contains confidential information and proprietary intellectual property. It should not be shown to other parties without consent from us and from the party which commissioned it.
# Contents

1 Executive summary  

2 System Overview  
   2.1 Browser  
   2.2 Access assistance  
   2.3 Logging on  

3 Reviewing Gateways  
   3.1 Reviewing Gateways 1 & 2 as a Registrant Visitor  
   3.2 Rejecting or approving a Gateway following review  
   3.3 Reviewing Gateways 1 & 2 as a Lay Visitor  

4 Gateway 3 and Programme Approval Report  
   4.1 Reviewing Gateway 3 & Programme Approval Report – Registrant Visitor  
   4.2 Final Programme Approval Report – Registrant Visitor  
   4.3 Post-Submission Programme Approval Report – Registrant Visitor  
   4.4 Reviewing gateway 3 & Programme Approval Report – Lay Visitor  
   4.5 Final Programme Approval Report – Lay Visitor  

5 Additional Information  
   5.1 Programme Approval Report – Status and Report Stage  


1 Executive summary

The Nursing and Midwifery Council (NMC) launched a new Quality Assurance Framework for nursing, midwifery and nursing associate education on 1 September 2018, which includes a gateway approach for the approval of NMC programmes against new standards. The delivery of the new QA process is supported by a new online portal.

The new portal will be known as the NMC QA Hub.

An Approved Education Institution (AEI) user can request and prepare for approval/modification events using a gateway approach to programme approval, and submit annual self-assessment reports. In addition, a new education institution seeking programme approval and AEI status will use the QA Hub.

Mott MacDonald and QA visitors manage all events through the QA Hub using online reporting for version control and document repository tools. The QA Hub aims to enhance the current arrangements within the existing on-line portal which was introduced in 2013 and work towards integrating data within one on-line system.
2 System Overview

2.1 Browser

We recommend that you use Google Chrome to ensure maximum functionality. One of the benefits of Google Chrome is the spell-checking facilities. (Click here to download Google Chrome). Google Chrome will highlight any words which it believes are spelt incorrectly. You can then either manually correct these or right mouse click for suggestions of alternative spelling. Please ensure that your pop ups are not blocked for this site to enable you to download documentation.

2.2 Access assistance

If you do have any issues accessing the system, please contact nmc@mottmac.com or telephone us on 01223 463441 The office is open from 9am until 5.30pm Monday to Friday.

2.3 Logging on

Log onto the NMC QA Hub via the main screen using the account details supplied to you. Your username should have ‘Visitor’ as the suffix. It is possible that one or two early users may have ‘Reviewer’ as the suffix.

Once you have logged on for the first time, we recommend that you change your password to something more memorable. To do this, from the landing page, click on your user name at the top right of the screen. Doing so will bring up the ‘Change Password’ dropdown.
Select this, which will bring you to the following screen, where you can alter your password.

![Change Password screen](image)

Having entered your current and new password details, click on the ‘Change Password’ button to effect the change. You can then use your new password when logging in to the site going forward.

If you have forgotten your password, please click the link on the log-in screen to request a new one.

![Log-in screen](image)
3 Reviewing Gateways

3.1 Reviewing Gateways 1 & 2 as a Registrant Visitor

Having logged on, you will be taken to the landing page. Gateways submitted by the institutions that you have been allocated to review as a Registrant Visitor will be displayed on this page, as below.

Details of the AEI in question and the status of the Gateway will be displayed.

When you are ready to commence your review, click on the ‘Ready for Review’ button which will bring you to the following screen, detailing the AEI’s submitted information for the appropriate gateway, in this example, Gateway 1.

There is now an opportunity for you to review the information supplied by the AEI, and the ability to add comments, by exception, against each standard in each gateway.
There are 5 standards in Gateway 1, and 10 in Gateway 2. If applicable, comments can be added for each standard in the Gateway.

Please note: Comments should only be added to each standard by exception. You do not have to add comments to each standard for your review to proceed.

To add comments to a standard, click on the ‘Met/Not Met’ button.

This will take you to the following screen, where you may add your comments up to a total of 4,000 characters.

When you have entered your comments, press ‘Save’.

Pressing ‘Close’ prior to pressing ‘Save’ will mean that the text you have entered will not be saved.

A pop-up message will appear to confirm your comments have been successfully saved.
You may exit the task at any time by pressing the ‘Close’ button at the foot of the screen. Your saved comments will be retained, and you can re-enter the task at any time from the landing page by clicking on the ‘Ready to Review’ button.
3.2 Rejecting or approving a Gateway following review

After reviewing the Gateway, you may wish to reject it if it does not meet the required standards, or approve it if it does. Buttons are available at the foot of each Gateway to enable you to do this.

Pressing ‘Reject’ will take the gateway back to the AEI for amendment in accordance with your comments, after which they should re-submit to allow further review.

Pressing ‘Approve’ will allow the overall process to continue, with the Gateway status updated to ‘Approved’.

3.3 Reviewing Gateways 1 & 2 as a Lay Visitor

As a Lay Visitor, you will only have viewing rights to look at Gateways 1 and 2. You do not have the ability to add comments, or reject or approve a gateway.

Logging onto the site will bring you to the Landing Page, where gateways submitted by AEI’s will be visible. The top pane contains those gateways which are yet to be either approved or rejected by the Registrant Visitor; the second pane contains gateways which have been either approved or rejected.

This will allow you to see at what stage each Gateway has reached.

The Landing Page will look something like this.
4 Gateway 3 and Programme Approval Report

4.1 Reviewing Gateway 3 & Programme Approval Report – Registrant Visitor

Log onto the site, and from your landing page, select the ‘ready for review’ button for the relevant gateway 3

This will take you to the gateway 3 details, which you can review.
At the foot of the Gateway 3 details page are buttons which will allow you continue with the process and begin to create the Programme Approval Report (PAR).

To continue with the process, press 'Proceed'.

This will take you to the Programme Approval Report (PAR) for that Visit.
You can start to complete the report. Pressing the ‘Practice Learning Providers’ button will bring up a new tab identifying the PLP’s that the AEI has indicated will be used to deliver this programme.

In section 2, you are asked to add a summary of your findings. Pressing the button will take you to a form to complete. Press ‘Save’ to save the data you have entered, press ‘Close’ to exit the form.
In section 3 you are asked to review the Partnerships section, as well as add the outcome of whether each standard has been met, and include your findings against each standard. Press ‘Save’ to save the data you have entered, press ‘Close’ to exit the form.

In section 4, you will add sources of evidence. Section 4 is usually completed after the visit has taken place.
You can complete as much or as little as you choose within each section in each visit.

Having entered at least some data, pressing ‘Save’ at the foot of the main form will save any data you have already entered, and will move the PAR to the Programme Approval Reports pane on your landing page.

Once the PAR has moved to the PAR pane on the landing page, select the ‘Edit’ button to go back into the PAR to add additional comments or data.

If there is a Lay Visitor attached to this visit, they will also be preparing a PAR, and will issue this to you as soon as they are able. This will be available in the PAR panel:

[Diagram of Programme Approval Reports pane]

If you want to export the results of the table, then pick one of the following options:
You must amalgamate their comments with yours to produce what is known as the Interim Draft Programme Approval Report (IDPAR). When you have added as much data as you can, and have collated the Lay Visitors comments with yours, please press 'Submit'.

This will issue the IDPAR to the Lay Visitor where they will review. The Lay Visitor can add comments in a text box at the bottom of the IDPAR and will send this back to you. Read their comments and make necessary changes before pressing ‘Submit’.

This will issue the IDPAR to both the AEI, and MM Tech for review.

After the Initial Draft Programme Approval Report (IDPAR) has been submitted to the AEI and MM Tech for review, it is available to view on the homepage. The Report Stage will be 'INTERIM' and Status is 'Submitted' – ensure this is the correct IDPAR you are viewing.

The AEI and MM Tech may make comments or upload documents within the IDPAR, so ensure these are considered before creating the Final Programme Approval Report (FPAR).

4.2 Final Programme Approval Report – Registrant Visitor

To create the Final Programme Approval Report (FPAR), select ‘Ready for Review’ next to the relevant Gateway 3. At the foot of the gateway, select ‘Create Final PAR’.

This is an editable copy of the IDPAR that was submitted to the AEI and MM Tech. Edit the FPAR as necessary. Pressing ‘Save’ at the foot of the main form will save any data you have entered and will move the FPAR to the Programme Approval Reports pane on your landing page. The Report Stage will be ‘FINAL’, and Status ‘Saved’.

If there is a Lay Visitor attached to this visit, they will also be preparing a PAR, and will issue this to you as soon as they are able. This will be available to view in the PAR panel below:
If the Lay Visitor requests that the PAR is returned to them for edits, select ‘Return Initial Draft Programme Approval Report to LV’ – **this is the only time this button is to be selected**:

As for the IDPAR, amalgamate the LV’s comments with yours. When you have added as much data as you can, and have collated the Lay Visitors comments with yours, please press ‘Submit’ on your version of the FPAR.

The FPAR is then issued to the Lay Visitor where they will review. If the Lay Visitor is happy with the report, they will issue it back to you where you must press ‘Submit’ to send the completed FPAR to MM Tech.

If the Lay Visitor disagrees with the FPAR you have sent them, then MM Tech will be alerted, and resolve the dissolution via a comments box within the PAR. The FPAR will be shown in your homepage with the status ‘LV Objection’:
MM Tech will confirm changes required via a comments box and submit this report to you. It can be accessed from the PAR panel on the homepage, with status as ‘Saved’ - select ‘Edit’ to make changes and view MM Tech comments:
Once you have finished editing, press ‘Submit’ to forward the FPAR to the Lay Visitor who can review, before sending it back to you to submit to MM Tech.

4.3 Post-Submission Programme Approval Report – Registrant Visitor

Once you have submitted the FPAR, MM Tech will review. If they have any queries or amendments to make they will issue it back to you for changes.

If MM Tech have sent the FPAR back for changes, the PAR will appear in the ‘Programme Approval Reports’ panel of the homepage, with the ‘Report Stage’ as ‘Tech/AEI’.

INSERT SCREENSHOT

If the ‘Recommended outcome to the NMC’ was recommended for approval subject to specific conditions, then the PAR will be re-issued to both the Registrant Visitor and the AEI. The AEI will upload necessary supporting documentation.

The RV can open the PAR from the homepage by selecting ‘Edit’ next to the relevant PAR – Report Stage will be ‘Tech/AEI’ and Status ‘Saved by Registrant Visitor’:

When the AEI has uploaded all necessary documents, the Registrant Visitor can review them by opening the PAR from the homepage, and then selecting ‘Conditions Documentation’ below (this opens in a new tab):

The Registrant Visitor can then make edits to the PAR where necessary and submit the PAR to MM Tech for review.
4.4 Reviewing gateway 3 & Programme Approval Report – Lay Visitor

Log onto the site, and from your landing page, select the ‘View gateway’ button for the relevant gateway 3 from either the first (submitted) or second (Reviewed and approved or rejected) pane

This will take you to the gateway 3 details, which you can review.

At the foot of the form, press the ‘Create Approval Report’ button
This will take you to the Programme Approval Report (PAR) for that Visit.

You can start to complete the report. Pressing the ‘Practice Learning Providers’ button will bring up a new tab identifying the PLP’s that the AEI has indicated will be used to deliver this programme.

In section 2, you are asked to add a summary of your findings. Pressing the button will take you to a form to complete. Press ‘Save’ to save the data you have entered, press ‘Close’ to exit the form.
In section 3 you are asked to review the Partnerships section, as well as add the outcome of whether each standard has been met, and include your findings against each standard. Press ‘Save’ to save the data you have entered, press ‘Close’ to exit the form.
In section 4, you will add sources of evidence. Section 4 is usually completed after the visit has taken place.

You can complete as much or as little as you choose within each section in each visit.

Having entered at least some data, pressing ‘Save’ at the foot of the main form will save any data you have already entered, and will move the PAR to the Programme Approval Reports pane on your landing page.
Once the PAR has moved to the PAR pane on the landing page, select the ‘Edit’ button to go back into the PAR to add additional comments or data.

Once you have completed as much as you can, press ‘Submit’. This will issue your PAR to the Registrant Visitor, who will amalgamate your comments with their own to produce the Interim Draft Programme Approval Report (IDPAR), which will be sent back to you to review. Add comments where necessary at the foot of the report:

To view the RV's IDPAR with amalgamated comments, select ‘View’ from the PAR with Status as ‘Review’ and Report stage as ‘INTERIM’.
Then insert comments in the comments box, and select ‘Forward to RV’:

Once you have reviewed & added comments, press ‘Forward to RV’ so the RV can make edits and issue the IDPAR to the AEI and MM Tech.

4.5 Final Programme Approval Report – Lay Visitor

To create the Final Programme Approval Report (FPAR), select ‘Ready for Review’ next to the relevant Gateway 3. At the foot of the gateway, select ‘Create Final PAR’.
This opens an editable copy of the IDPAR that was submitted to the AEI and MM Tech. Edit the FPAR as necessary. Pressing ‘Save’ at the foot of the main form will save any data you have entered and will move the FPAR to the Programme Approval Reports pane on your landing page. The Report Stage will be ‘FINAL’, and Status ‘Saved’.

Once you have finished editing the FPAR, press ‘Submit’ at the foot of the report. This will issue your PAR to the Registrant Visitor, who will amalgamate your comments with their own. They will then issue the completed FPAR back to you.

View the Registrant Visitor’s completed FPAR via the PAR Panel on the homepage. The Report Stage will be ‘FINAL’ and Status ‘Review’.

At the foot of the report, select either ‘Agree’ or ‘Disagree’ – whether you agree with the report, or if you have disagreements:

Selecting ‘Agree’ will send the FPAR back to the Registrant Visitor where they will issue it to MM Tech.

Selecting ‘Disagree’ will alert MM Tech to the dissolution. MM Tech will provide a solution via a comments box within the PAR and forward this to the Registrant Visitor to make changes. The FPAR will be shown in your homepage with the status ‘LV Objection’:
Once the Registrant Visitor has made changes following MM Tech’s solution to the disagreement, they will re-submit the FPAR to you for review. Open the PAR from the PAR panel on your homepage. You can then view the PAR, view MM Tech’s comments, and have the option to ‘Agree’ or ‘Disagree’ again:
5 Additional Information

Clicking on ‘To do’ at the top from any page will return you to the Landing Page:

To log off, use the button at the top right of any page:

To filter on any category within a pane, use the search box at the top of each listing. The box is ‘real time’, so will produce results as you are typing. You can filter on any category (column) within the table.
You can also use the arrows at the top of each column to re-order the column contents.

5.1 Programme Approval Report – Status and Report Stage

PAR Status

- Saved – The PAR is in progress and can be edited
- Submitted – The PAR has been submitted
- Review – Only visible to the LV - LV needs to review the RV’s PAR with merged comments.
- LV Objection – LV has selected ‘Do not agree’ when reviewing the RV’s Final PAR. MM Tech will provide a solution via a comments box.

PAR Report Stage

- INTERIM – The Initial Draft PAR
- FINAL – The Final PAR
- Tech/AEI – The Final PAR has been submitted to Tech/AEI to review & add observations.