Nursing and Midwifery Council
QA Hub User Guide
For use by education institutions and approved education institutions (AEI)

22 February 2019
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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 visits 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 visits 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). 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 AEI 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.
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.
3 Uploading or amending Gateways

3.1 Uploading Gateway 1

3.1.1 Initial screens

In order for any event request to proceed through the system, you will need to complete Gateway 1 in full, and submit it for review through the QA Hub.

After logging in, you will be taken to the landing page.

From the Gateway dropdown at the top of the page, select ‘Upload/amend gateway 1’.
You will be taken to the main Gateway 1 screen, where you have several tasks to complete.

Gateway 1 - Standards Framework for Nursing and Midwifery Education

The Standards framework for nursing and midwifery education applies to all approved education institutions (AEIs) and their practice learning partners that are serving NMC approved programmes.

In addition, the Standards framework for nursing and midwifery education applies to a higher education institution seeking approval of an NMC programme and to obtain AEI status.

Approval of AEIs and NMC programmes is through a Gateway process.

Approval of the Standards framework for nursing and midwifery education is through Gateway 1 of the quality assurance (QA) process.

The process is outlined in more detail in the QA Handbook.

What you must do

This template enables you (the education institution) and your practice learning partners to demonstrate how you meet the standards and requirements in the Standards framework for nursing and midwifery education (NMC, 2016).

You must:

- provide a narrative against each standard and requirement of how you and your practice learning partners meet the standards and requirements. The QA criteria identified against such requirement in the mapping tool should help with this process; and
- upload relevant copies of supporting documentation including policies and procedures. (Please note: we do not accept URLs in the QA hub for security reasons. Ensuring up to date documents are uploaded including the date for the next internal QA review of each document.
- You must also identify key words from a pre-populated list to assist in identifying how submitted documentation relates to and mitigates particular risk areas. This will assist QA inspectors in their review and analysis of documentation and focus their attention on relevant areas over the period of the QA process.
- In addition, you must provide details of all practice learning partners used for student placements, for all NMC approved programmes delivered (or proposed to be used). To assist in this process, we will provide a schema for you to complete which will then be used to populate placement data information used by your education institution.

The evidence you provide in Gateway 1 will provide a benchmark for future QA activities and will be used by QA inspectors to support the approval of subsequent gateways and standards.

You will need to confirm annually that requirements are still met and report by exception any changes to your ability to meet the standards.

Name of Education Provider

University of Manchester

Add Practice Learning Partners

To add or update your practice learning partners into the system, click on the Upload/Amend PR(P) button.

Please check that the name of your education institution is showing next to the Name of Education Provider text just above the add Practice Learning Partners pane.
3.1.2 Adding Practice Learning Partners

The first is to upload your Practice Learning Partners (PLP)

From the top frame, click on the ‘Upload/Amend PLP’s’ button

If you have not entered any PLPs before, the quickest method is to bulk upload the details by using the schema template. You can download the template by clicking on the link, as below

This will provide you with a spreadsheet document. Please take note of the instructions, as failure to comply with these may result in the upload failing.

Having completed your schema spreadsheet, and saved it to your PC, you can then upload it using the Upload PLP Schema button.
Clicking on this button will take you to the following screen, where you can select your saved schema spreadsheet as the upload file by using the ‘Browse’ button. Having selected the file, click on the ‘Import file’ button. Your PLP’s should then be imported into the Hub and be visible in the ‘Practice Learning Partner’s’ pane.

If you only wish to add a small number of PLPs, whether as additional to your existing upload, or as a whole set, please use the ‘Create Practice Learning Partner’ button:

Clicking here will take you to the screen below, where you will be asked to enter the details of your PLP.

Having entered the details, press ‘Save’ and those details will be stored within the system. You will be returned to the first page, where the details of those PLPs entered will now be shown in a table, as per below:
Add additional PLPs as necessary by repeating the above steps. Select ‘Close’ when the task is completed.

To edit or delete a PLP, please use the appropriate buttons available to the right of each partner.
3.1.3 Uploading Supporting Documentation

You will now be returned to the Gateway 1 main page, where your second task is to upload the various documents that will act as evidence of your meeting the requirements under each standard in Gateway 1.

**Note** we do not accept URLs in the QA Hub for security reasons.

From this page select the ‘Add or Remove Documents’ button from the ‘Add or remove documents for the standards’ pane.

This will take you to a document uploader. Using the browse button, select the files you wish to upload from your PC, or other data source. You may upload multiple files in one go by selecting them by holding down the CTRL button as you click on each file.

**Please note:** zip files will not be accepted by the Hub.
The system will add the date and time the file(s) were uploaded. Press ‘Close’ when you have finished uploading all your files. You will notice when looking at the files at a later point that the date and time the file was uploaded has been added to the file name.

Please note: There is only one document repository for each AEI, and this covers all 3 Gateways. Adding or removing documents from this single repository could affect other Gateways to which those documents may have been appended.
3.1.4 Removing documents from the repository

To remove documents from the repository, first press the ‘Add/Remove documents’ button from the main Gateway screen.

To remove a document, select the icon from the right of the relevant document. A warning message will appear advising that deletion will remove the document from all Gateways and all requirements to which it may have been added. If you wish to proceed with document deletion, press the ‘Confirm’ button.

Delete document

This document has already been added to a requirement(s).
By deleting it, this means it will be removed from the requirement(s) in all gateways to which it has been added, along with any notes and keywords that were added to the document.
Please confirm you would still like to delete document Test 1_20181025162224.docx.

[Button options: Cancel, Confirm]
3.1.5 Removing documents from a requirement

If you have incorrectly added a document from the main repository to a particular requirement, it can be removed without affecting correctly allocated documents.

First, select the ‘Add comments/Link Documents’ button from the main gateway screen.

The navigate down to the ‘Documents saved for this requirement’ pane and select the remove button against the document(s) you wish to de-link from this requirement.

Pressing this will bring up a confirmatory message as below.
Press OK to return to the requirement screen and continue with your work. The document will have been removed from the requirement but will remain within the repository for attachment to other requirements as necessary.
3.1.6 Completing the requirements under each NMC standard

Gateway 1: *Standards Framework for nursing and midwifery education* includes five standards. Each standard has identified requirements of which there are 79 in total. You must now show how you meet each of the requirements.

Each requirement will have a pane, such as the one below, where you must enter an evaluative summary (narrative), select keywords, upload and link relevant supporting documents and sign post your data so that the QA visitor can review in an efficient manner.

First, click on the 'Add Comments/Link Documents' button
This will take you to the editing pane, below

In the ‘Comments’ box, enter an evaluative summary detailing how you meet the requirement. In the pane underneath, a list of the documents you uploaded in a previous step can be seen.

You can link the documents that provide evidence that you have met the standard and requirement by clicking on the ‘Add to requirement’ link next to the relevant document(s). When you do this, you will be taken to the screen below:
Here you must select the keyword(s) which are appropriate to each document by ticking the box next to each. You may select as many as you wish. Once you have selected the keywords, press save, which will take you back to the requirements editing pane. Use the ‘Notes’ box to add any comments or narrative you think appropriate for this page, which supports the evidence against each requirement.

In the document mapping box, identify the specific content/element of the linked documents, which provide supporting evidence that the requirement is met e.g. Document 1, page 6, paras 3-5. This will act as a guide to the QA visitor and help with their review.

When this exercise is complete, press ‘Save’.

Repeat these steps for each requirement under each standard in Gateway 1.

If you are unable to complete all the requirements in one go, press ‘Save’ at the foot of the main Gateway page to come back and complete the task at a later date.

If you have completed all the steps for Gateway 1, and wish to move on with the process, please press ‘Submit’.

Please note – at least one document must be linked within each requirement for Gateway 1 to be successfully submitted.
3.2  Amending Gateway 1

3.2.1  Initial screens

If you have already uploaded part of the evidence to support achievement of Gateway 1 and you wish to complete the task, or you wish to amend elements of Gateway 1, perhaps as a result of new or amended internal processes, you can do so by following the processes outlined in 3.1, above.

After signing into the QA Hub, you will be taken to the landing page, where any Gateway's previously saved or submitted will be detailed in the upper pane, as per below.

From the Gateway dropdown at the top of the page, select ‘Upload/Amend Gateway 1’
This will take you to the Gateway 1 main page, where you can add or amend PLP’s (see 3.1.2), upload additional documents to those already in the system (see 3.1.3), and amend the details under each requirement (see 3.1.6).

At the foot of the Gateway main page, press ‘Save’ if you wish to return later to complete your work, or ‘Submit’ if you believe it has been completed, and you want to move on to the next stage.

Upon returning to the landing page, any change to the status of your Gateway 1 will be recorded.
3.3 Uploading Gateway 2

3.3.1 Initial screens

After signing in, you will be taken to the main landing page.

From the Gateway dropdown at the top of the page, select ‘Upload/Amend Gateway 2’
You will then be taken to the Gateway 2 main page, as below, where you will need to complete three tasks.

3.3.2 Identify which programmes of education the Standards for student supervision apply to

From the main screen, select the ‘Add/Remove Programmes’ button.
This will take you to the following screen, where you must select the programme(s) the standards apply to.

Select as many as are appropriate by means of the check box beside each programme, and press ‘Save’ when done.

Those selected will appear at the top of your gateway 2 screen, as below:
3.3.3 Uploading Supporting Documentation

Next you must upload documents that provide the supporting evidence that you have met each requirement under each standard in Gateway 2: Standards for student supervision and assessment.

From this main page, click on the ‘Add or Remove Documents’ button.

This will take you to the uploading page, where you can upload additional documents (if you wish) to those already uploaded for Gateway 1.

To upload documents, follow the instructions outlined in 3.1.3, above.
3.3.4 Completing the requirements under each NMC standard

Having uploaded your Gateway 2: *Standards for Student Supervision and Assessment* documents, you are required to complete the requirements for each standard.

The standards for student supervision and assessment in Gateway 2 include 10 standards. You must provide an evaluative summary and supporting evidence for each requirement under each standard.

To complete each requirement under every standard, follow the process outlined in 3.1.6, above.

If you are unable to complete all the requirements in one go, press ‘Save’ at the foot of the main gateway page to come back and complete the task later.

If you have completed all the steps for Gateway 2, and wish to continue with the process, please press ‘Submit’.

Please note – at least one document must be linked within each requirement for Gateway 2 to be successfully submitted.
3.4 Uploading Gateway 3

3.4.1 Initial screens
After signing in, you will be taken to the main landing page.

Gateway 3 is programme specific, so select the appropriate programme from the dropdown menu.

3.4.2 Uploading supporting documentation
As with gateways 1 & 2, you will be allowed to add (or remove) documents to the repository using the ‘Add or Remove Documents’ button.
3.4.3 Completing the requirements under each standard

As with Gateways 1 & 2, you are now required to complete the requirements for each standard.

You must provide an evaluative summary and supporting evidence for each requirement under each standard. The number of requirements will vary, depending on the type of programme the Gateway 3 refers to.

To complete each requirement under every standard, follow the process outlined in 3.1.6, above.

If you are unable to complete all the requirements in one go, press ‘Save’ at the foot of the main gateway page to come back and complete the task later.

If you have completed all the steps for Gateway 3, and wish to continue with the process, please press ‘Submit’.

Please note – at least one document must be linked within each requirement for Gateway 3 to be successfully submitted.
4 Completing an Event Request Form

4.1 Creating an Approval Event Request

4.1.1 Initial Screens

After signing in, you will be taken to the Landing Page. From the Event Request dropdown at the top, select ‘Create Approval Event Request’.

This will take you to the main screen for creating an approval request, as per below:

![Create Approval Event Request Screen]

Complete the form by following the steps and entering the necessary information. Once completed, submit the request for approval.
4.1.2 Step 1

When completing the Event Request Form, please take note of the timescales required by the NMC about the dates you can select for your visit. These are detailed in the text at the top of the page.

You will then be asked to complete two questions, the first of which acts as confirmation that your practice learning partners agree with your requesting approval for the relevant programme(s).

**Your Event Request Form cannot proceed to submission if the answer you select here is ‘No’**.

The second question is for information only and does not affect the progress of the form.

You are then asked to complete details about your education institution. Most of these should be pre-filled dependent upon the information you supplied when requesting your AEI account. All fields marked with an asterisk * are compulsory, other fields are optional.

When you have completed these details, press ‘Next’.

**Please note: Do not use the ‘Back Button’ when completing an Event Request Form. If you wish to go back to a previous step, please click on the green navigational buttons at the top of the page.**
4.1.3 Step 2

Step 2 requires you to identify which programme you want to be approved as part of your event.

Clicking on the blue bar will expand the section to show the courses available within each, as per below.
By means of the tick box, identify all the courses you wish to include in your event request.

For each course ticked, you will be asked to provide various details, including the start date of the new programme. Required fields are marked with an asterisk.

Once you have completed the details for all your chosen courses, click ‘Next’ at the bottom of the page.
4.1.4 Step 3

Step 3 asks you to complete some further questions about your event. All questions must be answered. Dependent upon your answer, further information may be required, and this can be completed by using the pop-up box or supplementary question(s) that will appear.

Once you have completed these questions, either click on ‘Save as Draft’ to return to the Event Request form later to complete it, or press ‘Submit’ if you wish to send the form through to Mott MacDonald for review.

You will then be returned to the landing page, with your latest Event Request Form showing in the Event Requests table, with the status updated. You will also see a message stating that your request form has been successfully saved or submitted.
5 Creating a Self-Assessment Report

5.1 Completion

In order to create and submit your annual self-assessment report, log-in to the Hub using your AEI username. From the landing page, select ‘Self-assessment’ from the options at the top.

From the next page, select ‘Create New’

The form consists of one page, and all questions are mandatory. If a question is not applicable to you for this year, please enter n/a in the answer box.

Once you have started the form, you can press the ‘Save’ button at the bottom to return and complete the form at a later date, or ‘Submit’ to send the completed form to the NMC.

If you have missed any questions before pressing submit, a warning message will appear at the top of the form

And the missing field(s) will be identified with red text
You can view your completed and submitted form by pressing the ‘View’ button from the main Self-Assessment page.
6 Programme Approval Report

6.1 Initial Draft Programme Approval Report

The Visitors will create an Initial Draft Programme Approval Report (IDPAR). Once this is complete, it will become available to the AEI.

To view QA visitor’s Programme Approval Reports (PARs), scroll to the bottom of the homepage where you will see a list of all PARs that have been submitted (below). Select ‘View’ next to the relevant PAR.

You are then able to read the Visitor’s IDPAR. To add comments or supporting documentation, scroll to the bottom of the IDPAR to the comments section (below), and select ‘Edit AEI Comments’.
You are then presented with the below screen to add comments or documentation. Comments will always be visible to MM Tech, but you have the choice whether to allow the Visitor to view them.

6.2 AEI Observations

Following the submission of the IDPAR (section 6.1), the QA Visitor will create & submit a Final PAR to MM Tech. MM Tech will then forward this to the AEI to add any observations.

To add observations to the Final PAR, scroll to the bottom of the homepage and select ‘Edit’ next to the relevant PAR – the ‘Report Stage’ will be ‘Tech/AEI’, below:
In the PAR, scroll a small way down to ‘Section 2’ and select ‘Add Summary of Findings’.

Scroll to the section marked ‘AEI Observations’. If you wish to add observations, select ‘Yes’ and write comments, if not, select ‘No’. When you are finished select ‘Save’.

Pressing ‘Save’ at the foot of the main form will save any data you have already entered. When you have finished adding observations, select ‘Submit’ to send the completed form to MM Tech.

6.3 Report recommended for approval subject to specific conditions

If the outcome of the PAR is ‘recommended for approval subject to specific conditions’, the visitor will have informed the AEI on the visit. The AEI must then upload additional documentation which has been communicated to them outside of the QA Hub.

To upload requested documentation as part of the final PAR, select ‘PAR Document Depository’ from the top menu:

Select ‘Add Documents’, then on the next screen, choose which Gateway the documentation relates to, and upload the documents. When you have finished, press ‘Close’. The Visitor will then amend the PAR taking these files into account.
7 Additional Information

Pressing ‘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 view visits that have been arranged to for your Event Request, scroll down to the ‘Event Requests’ panel. Select ‘View Visits’
This will show the details of the visit, including visitors attending, date, and number of days.