

For Mentors: Approving Experiential Learning in WQA's Modular Education Program's Learning Experience Manager (LEM)

WQA's Modular Education Program consists of a number of different learning activities that are organized into badges.

Badges are coupled into Certificates:

- Basics (Now available)
- Fundamentals (Now available)
- Core certificates
 - Certified Installer-U (Aug 2014)
 - Certified Installer-E (Aug 2014)
 - Certified Installer-U/E (Aug 2014)
 - Certified Water Treatment Representative (Aug 2014)
 - Certified Water Specialist (Oct. 2014)
 - Certified Service Technician
- Advanced certificates
 - Master Water Specialist
 - Master Service Technician

Note that completion of certificates does not earn a certification title. Certification titles are earned by passing the appropriate exams once the certificates have been completed.

Learning activity types:

-  ELearning - fully contained online
-  Research (short reading from the online Knowledge Base); part of a multi-step activity 
-  Experiential (hands-on plus completion of an online question form called a portfolio)

Reviewing a completed portfolio:

When a learner assigned to you completes an experiential activity, the system will notify you via email that a portfolio is ready for your approval. You will then be able to view the activity's questions and the answers provided by the learner. Some of the experiential activities will include suggested correct answers to help you.

To review an activity:

1. Log into the Learning Experience Manager (LEM) at <http://wqa.treklem.com>
2. On the Dashboard screen, look for the Updates area
3. The Updates area will tell you how many activities are waiting for your review
4. Click on the Coach button on the left-hand menu to go to the list of portfolios.
5. Click on the View button to the left of the portfolio you want to review

- Review the questions and answers then click “Good Job” or “Needs Work”. You will then have the opportunity to write a note to the learner.

The screenshot displays the Water Quality Association TREK interface. The top header features the Water Quality Association logo and the text "TREK The Learning Experience Manager™". A sidebar on the left contains navigation icons for Dashboard, My Learning Path, My Badges, Portfolio, Catalog, Observations, Administrator, and Mentor. The main content area is titled "PORTFOLIO" and includes tabs for USERS, GROUPS, LEARNING, PORTFOLIO, BRAND, REPORTS, and DEVELOPER. The portfolio entry shows fields for Who, What, When, and Where. Below these fields are sections for Attached Files (with a red circle around "photo.JPG"), User Responses, and Answer Key. The User Responses and Answer Key sections both have radio buttons for Document and Photo. At the bottom right, there is a Status field set to "Pending" and two buttons: "GOOD JOB" and "NEEDS WORK".

- When you’ve completed the note, click on “Accept” or “Deny”.

In some activities, a single right answer is possible. In those cases, the Mentor will be provided with the answers through a copy of the portfolio that appears to the right of the learner’s results. In most cases, the portfolio on the right will be blank. (See above)

Learners are often asked to upload materials such as copies of a water analysis or photos of water tests as part of the portfolios. A link to that material, if uploaded, will be provided in the learner’s completed portfolios. (See above.)

Mentors who wish to see the original course for which the portfolio was completed can do so by placing the relevant certificates (Basics, Fundamentals) on their learning paths.

- Click on Catalog on the left hand menu.
- Select the appropriate certificate and follow instructions to add to the learning path.
- Click on My Learning path to see the list of badges that make up the certificate. Click on the badge to see the learning activities that make up the badge.
- Use the learner’s portfolio number (S-X-#) and title as a guide to locate the correct badge and learning activity. X = B for the Basics Certificate, X=F for the Fundamentals certificate. The learning activities are numbered sequentially for the full certificate.

Note: Mentors will not get credit for completing the educational courses unless they are also registered as learners on their company's subscription.

Questions?

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