Here's a step-by-step user flow explaining how to navigate and use the IQA/EQA pages in the admin dashboard

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1. Accessing the Quality Assurance Dashboard

1. **Login** to your admin dashboard
2. **Click** on "Quality Assurance" in the left sidebar menu (icon: Checklist)
3. You'll land on the **Quality Assurance Dashboard** with 4 main tabs:
    - IQA Management
    - EQA Management
    - Quality Standards
    - Audit Trail

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2. IQA Management Workflow

2.1 Trainer Monitoring

1. **Click** "IQA Management" tab
2. **Click** "Trainer Monitoring" sub-tab
3. **Actions & Results:**
    - View list of all trainers with performance metrics
    - Click a trainer to see:
        - Session observation records
        - Learner feedback scores
        - Compliance status
    - Use filters to sort by date/status
    - Click "Add Observation" to log new monitoring data

2.2 Assessment Sampling

1. **Click** "Assessment Sampling" sub-tab
2. **Actions & Results:**
    - View randomly sampled assessments
    - Click any assessment to:
        - Verify grading consistency
        - Check feedback quality
        - Flag discrepancies
    - See auto-generated sampling statistics
    - Export reports for audit purposes

2.3 LMS Data Analysis

1. **Click** "LMS Data Analysis" sub-tab
2. **Actions & Results:**
    - View dashboard with key metrics:
        - Course completion rates
        - Quiz score distributions
        - Learner engagement trends
    - Click any metric to drill down
    - Set up automated alerts for anomalies

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3. EQA Management Workflow

3.1 Accreditation Status

1. **Click** "EQA Management" tab
2. **View** current accreditation status at the top
3. **See** countdown to next EQA visit (if applicable)

3.2 Evidence Submission

1. **Click** "Evidence Submission" sub-tab
2. **Actions & Results:**
   - View checklist of required documents
   - Upload files directly to each requirement
   - Track submission progress (▯/▯)
   - Click "Generate Submission Package" to prepare ZIP for EQA

3.3 Compliance Checks

1. **Click** "Compliance Checks" sub-tab
2. **Actions & Results:**
   - View auto-checked compliance items
   - See failed checks highlighted in red
   - Click "Create Action Plan" for non-compliant items

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4. Quality Standards Configuration

1. **Click** "Quality Standards" main tab
2. **Actions & Results:**
   - View/edit all internal quality benchmarks
   - Compare against EQA requirements
   - Click "Update Standards" after changes
   - See change history timeline

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5. Audit Trail Access

1. **Click** "Audit Trail" main tab
2. **Actions & Results:**
   - View complete log of all QA activities
   - Filter by:
     - Date range
     - User (who made changes)
     - Activity type
   - Click any entry to see detailed record
   - Export full audit logs (CSV/PDF)

Key User Journeys

For Routine IQA:

1. IQA Management → Trainer Monitoring → Add Observation
2. IQA Management → Assessment Sampling → Review Samples

3. IQA Management → LMS Data Analysis → Set Up Alerts

For EQA Preparation:

1. EQA Management → Evidence Submission → Upload Documents
2. EQA Management → Compliance Checks → Resolve Issues
3. Quality Standards → Verify Alignment

After EQA Visit:

1. EQA Management → EQA Feedback → View Report
2. Create Action Items → Assign to Team
3. Audit Trail → Document Changes Made

Visual Indicators to Look For

- Green checkmarks = Completed/compliant
- Yellow warnings = Needs attention
- Red alerts = Urgent action required
- Trend arrows = Performance changes
- Pinned items = Critical for accreditation