

# About the VIQ

## ***When was the VIQ developed and what is its history?***

The VIQ was developed in 1994 and updated regularly since that time. It was one of Australia's first career interest tests. Up until that time, we used questionnaires devised in both the USA and UK. The VIQ however, was the first to go online in Australia in 1998.

## ***What psychological research and theories support the VIQ?***

The VIQ is based on the basic premise that a job needs to be an extension of who you are as a person and play to your strengths. Work interests is one part of that equation in that if a person enjoys a particular job or career, they are more likely to do well in it and be more satisfied. They are also more likely to be motivated and have more drive. This questionnaire therefore assesses an individual's inherent interests or liking in a certain type of task and job role.

## ***What age range is most appropriate for individuals doing the VIQ?***

The VIQ is not age specific in any way. It is most commonly used by students in high school, specifically those in years 10, 11 and 12. However, the VIQ is also completely applicable to tertiary and post-secondary students as well as adults.

## ***Is the VIQ appropriate for students with learning difficulties?***

The VIQ is now available in audio format. This may be especially valuable for students with dyslexia, and quite likely ADHD as well.

## ***How long will the VIQ results be valid for? Will they expire?***

As a person's interests can alter over time, it is advisable that doing the VIQ regularly could give more current insights. However, if a person has a strong interest in a specific area, it is highly unlikely that that area will diminish markedly over time.

## ***How many individuals have completed the VIQ since it was first used in 1994?***

Over 70,000 students have used the VIQ since it was first devised back in 1994.

## ***How does the VIQ fit in with a student's Personal Learning Plan (PLP)? How does the VIQ help?***

An understanding of potential career paths and potential tertiary study is an important part of a student's Personal Learning Plan. The results of the Career Action Plan part of the VIQ will contribute to a stronger understanding of the student's personal goals and will help them choose the school subjects that align with their personal path.

The VIQ is accurate in guiding students to choosing their interest areas. Doing the VIQ helps students learn who they are and shows the teacher, parent and school counsellor, the possibility of where they can go. The VIQ provides many areas of interest for students to explore and offers ways for them to create the most suitable course of study to put them on the most appropriate career path.

## ***How accurate is the VIQ? What makes the VIQ so reliable?***

The VIQ is so reliable because it enables students to locate the qualifications and courses they are required to have and complete for their career interests. We have numerous anecdotal stories from people who have contacted us to inform us that the career test that they did with us back in school was very accurate in terms of their final career result.

However, research has been conducted with the VIQ in terms of what is called its "predictive validity" and results showed that it was a very accurate instrument in terms of the career pathways that people took.

The VIQ's accuracy as a tool is also demonstrated by the fact that most of the questions have not needed changing since its creation. It is a tried and tested tool with 19 years of back data to validate its accuracy.

***Does the VIQ focus on a student's or client's strengths or weaknesses?***

No. The VIQ doesn't focus on either their strengths or weaknesses, but rather what the student enjoys doing. It is a questionnaire that helps identify areas that a student would enjoy or like to do. This is a particularly effective strategy for those students who have a passion for a career area, but are not necessarily excelling in the area academically at the current time.

## About the VIQ report

***What is included in the VIQ report? How many pages is the VIQ Report?***

The VIQ produces a comprehensive report of approximately 14 pages for the students to read and analyse. The VIQ helps students to understand their interests and guides them through the process of researching and focussing on specific jobs in their career pathways.

The VIQ report includes an Interest Profile, which lists their top categories of interest with a full explanation of what these mean. Also listed are the specific job roles and tasks that they actually selected as "very appealing" and "liked" for their top 3 interest categories. This shows the students how they got the profile results that they did. The report also lists the specific careers that relate to those preferred job roles and tasks.

Using these results and the job recommendations, the students are then guided through a Career Action Plan and fill in a series of worksheets that help them to evaluate and work through their report. The VIQ report gives students instructions on how to use their report in conjunction with the Australian "Job Guide" which looks at a range of occupations along with the education or training pathways that are required. This Career Action Plan includes making Year 11 and 12 subject choices that will help them to pursue their chosen career path along with investigating training courses and tertiary courses.

***Does the VIQ report give the student or client a list of potential jobs?***

Yes. As well as providing a list of the specific job roles and tasks that appealed to the student, the VIQ also gives students a recommended list of jobs that seemed most suitable from the responses they gave in the questionnaire.

***Are the interest categories described in the VIQ report the same as those in the Australia "Job Guide"?***

Yes. The VIQ is specifically designed so that the results are given in the same work interest categories as the Australian 'Job Guide'. In this way, the VIQ is unique in Australia. No other career interest test does this.

***What is the Career Action Plan? What is the process and how does it help?***

The Career Action Plan is the tool at the end of the VIQ report. It teaches the students how to use their results from the VIQ test and in conjunction with the Australian "Job Guide" to find the education and training pathways that are required for the occupations that seem to suit them most.

***Are the VIQ report and the Australian "Job Guide" compatible? Do they support each other?***

The VIQ report is specifically designed to be compatible with the Australian Job Guide. The VIQ report is designed so that the interest categories directly match up to those used in the

Australian Job Guide. In this way, the VIQ is unique in Australia.

***On my report, what is difference between Very Appealing and Liked?***

These are the two categories used to classify how much the individual may like a particular job role or task. 'Very Appealing' is higher than 'Liked.'

***Why doesn't the report show me a list of jobs that are NOT matched to my interest?***

The VIQ and VIQ report are designed to appeal to the individual's interests and not their disinterests. Generally speaking, most people already know what they **don't** like – it's what they **do** like that they want help to focus upon.

## Why the VIQ?

***How is the VIQ different from other careers assessment tools?***

There are a wide range of benefits. These include lower cost, easier to set up, no software to install, time savings for students and teachers, clients and career counsellors, and unlimited customer support.

The most important benefit that careers counsellors often mention is the VIQs ability to directly dovetail with and compliment the Australian "Job Guide" and its 7 interest categories.

***Are you able to give me a list of other schools that use the VIQ?***

A wide range of leading private and public schools in all states of Australia are happy customers of MyFutureCareer.com.au. Due to commercial confidentiality, we are not able to give you a list of other schools that use the VIQ. Rest assured, should you choose to use the VIQ you will be in the company of many of Australia's leading private and public schools.

***Are there any testimonials or case studies from schools using the VIQ?***

Yes. Students, teachers and those working in career centres have testified to the usefulness of the VIQ in helping students figure out what their career interests and pathways could be. They comment on how easy it is to implement and use the VIQ, the accessibility of the VIQ, the way the VIQ is a different way of working, the fact that students can take responsibility for their learning and that it is convenient and fun!

## Doing the VIQ

***Are instructions on how to do the VIQ provided to the student or client, or do I need to give them the instructions?***

The instructions are provided for the individual online when they begin the VIQ. All you need to do is direct the student to visit your organisation's customised URL @ <http://www.MyFutureCareer.com.au/viq/yourschoolname>

***How many questions are there in the VIQ?***

There are 140 questions in the VIQ, presented to the student 20 per screen. All questions are multiple choice with 4 options grading the student's level of liking for that particular job role, job task or job function.

***How much time does it take for a student to complete the VIQ?***

It usually takes students anywhere from 20 to 30 minutes to complete the VIQ. This includes time in registration and reading the instructions, as well as answering the questionnaire. Some students with reading problems may take a little longer, but the VIQ was designed to be completed within a class period. (However, it should be noted too, that there is an audio version for people with a learning disorder.)

***Where can you access the VIQ? Can it be done from home as well?***

The VIQ is accessed online from the customised URL that you choose when you register an account for your school or organisation (e.g. <http://www.MyFutureCareer.com.au/viq/yourschoolname>). This means the VIQ is accessible anywhere there is internet access.

***Do students usually complete the VIQ in school time or at home?***

The VIQ is generally completed in class in, for example, the school computer labs or in the library, during allocated class time. However, some schools prefer to ask students to complete the VIQ on their own time from home.

***What happens if a student does not finish the VIQ in the allocated class time?***

The student is able to resume and complete the VIQ at any other time, either in class, or at home. The VIQ is accessible online from any location. To resume an incomplete VIQ, the student needs to visit your school's custom URL again, but this time they must login on the RIGHT side of the page with the email address and password they gave when they first registered.

***A student is not happy with their report and would like to do the VIQ again? Does this take up another credit?***

Yes. If the report has already been confirmed, a credit has already been used from your account and this cannot be refunded. Please note, if a student wishes to do the VIQ again, they will need to use another email address (only one VIQ is possible per email address) and this will require another credit for the report to be confirmed.

***When still doing the VIQ, is it possible to go back and change one of your answers?***

At this time, due to technical limitations, a student cannot go backwards to change their answers once each batch of 20 questions per screen is completed and saved.

## About the VVQ

### ***What is the VVQ?***

The VVQ is the Vocational Values Questionnaire and it looks at the kinds of work attitudes or values that a person holds in relation to different aspects of work (e.g. secure work, creative work etc).

### ***Why the VVQ?***

The VVQ focuses on the values that give you job satisfaction. They are critical to motivating you towards work. It is important therefore to keep these values in mind when you are reviewing the list of careers that might appeal to you as this is likely to result in an enjoyable and successful career path.

### ***How much does it cost?***

The VVQ is absolutely free for all organisations.

## About the VVQ report

### ***What can I expect from the VVQ report?***

The VVQ will provide you with an ordered list of values that you should consider when looking for your career path. From this list, you will need to narrow it down to your top 5 'Must Have' values. Keep these values in focus as they are your guide to job satisfaction.

## Doing the VVQ

### ***How do I enable the VVQ for my organisation?***

The VVQ can be enabled for your organisation within your organisational settings. The setting is approximately half way down the page. To enable it, simply tick the box.

### ***How does someone complete the VVQ?***

The VVQ is provided to a user as an optional step after completing the VIQ. You will see the option below the VIQ confirmation message.

### ***What happens if someone has completed the VIQ previously & wants to do the VVQ?***

The website will remember where you left off. Simply login again using the 'Login' button at the top of the website. After logging in, it will return you to the VIQ completion page ready to start your VVQ.

### ***Can I create a direct link to the VVQ for my students to complete?***

Yes you can. Simply send your students to <http://www.myfuturecareer.com.au/vvq/OrgCode>. Please keep in mind that they will not be able to begin the VVQ if they have not yet completed the VIQ.

# Pricing

**How much does the VIQ cost?**

The pricing of VIQs depends on the status of your organisation (e.g. not for profit, public, private etc). Please contact us and we will let you know the relevant pricing.

**How much does the VVQ cost?**

The pricing of VVQ is 100% free for organisations with existing accounts. Please keep in mind that for a student or client to complete the VVQ, they are required to complete the VIQ before hand.

**Are there any ongoing fees (e.g. monthly support costs)?**

There are no ongoing fees. You only pay for the number of credits you require for the number of students completing the VIQ. Unlimited customer support is provided free of charge.

**Can my students still use the VIQ even if I haven't paid yet?**

Your students will be able to answer the VIQ questionnaire, but you will be unable to generate the PDF report for the VIQ until you allocate a VIQ credit, which requires pre-payment.

**What payment methods are accepted?**

You can pay online by credit card, by posting a cheque, or by sending money via electronic funds transfer through your net banking. The most common payment method is EFT.

**Is paying online by credit card secure and safe?**

MyFutureCareer.com.au follows the best practises for online security. All sensitive data is managed and processed externally by St George Credit Card Processing Systems, which uses a high level of encryption and server security.

**I've misplaced my invoice. How can I get another copy?**

You can access your invoices online by selecting the 'invoice' icon on the VIQ dashboard. You are able to print off as many copies as you need from there.

**How can I check if my invoice has been paid yet?**

First log in to your organisation administration dashboard. Click the INVOICES link at the top right hand of the page. Then, a list of all invoices (pending, cancelled, refunded and paid) is shown in their separate categories. If your invoice is still to be paid, it will be listed as "payment pending".

**Is it possible to pay by credit card, but instead of online, to pay by phone or fax?**

Although this is not normal practise, it is possible to organise this special payment method by telephoning Dr Darryl Cross at 08 8361-7722. Please note, our online credit card processing facilities are secure and are managed by St George Bank, so you can feel confident in transacting online should you wish to.

**Do the VIQ credits I have purchased expire?**

No, VIQ credits never expire. They will remain on your account until they have been used. They cannot be refunded, though.

**What is the minimum number of credits I can buy in one purchase?**

There is no minimum number of credits you need to buy in one purchase. It is recommended that you purchase the number of credits you require once per year for all the students you expect to complete the VIQ. For example, if you have 100 students likely to do the VIQ this year, it is suggested that you purchase 100 credits in one transaction.

**I am just a small school or organisation. Do I need to buy and use a certain number of**

**credits each year?**

No. There is no minimum number of credits you need to buy and use each year. Small schools and organisations are welcome.

**What is a credit and what does it buy me?**

One credit gives you the ability to enable one VIQ for PDF reporting. Once you spend a credit and enable a VIQ report, you can generate, print or save the PDF reports an unlimited amount of times for that VIQ.

**How does the price of the VIQ compare with other career assessment solutions?**

The VIQ is very cost-effective in comparison to other assessments and is one of the very few which charges based on the usage of the questionnaire, in comparison to many which request an annual licence fee.

**How do I check how many credits I have left on my account?**

On your VIQ dashboard, it will show you how many VIQ credits you have left next to the shopping cart icon.

**How do I buy more credits? Where do I go? What do I do?**

On the VIQ dashboard, you click on the shopping cart icon then you simply type in the number of credits you require and select your payment method.

**I need more credits immediately! If I buy via credit card do I get the VIQ credits instantly?**

If you purchase by credit card online, you will be issued the credits immediately. However, if you pay via cheque or EFT, your transaction will need to be confirmed by us manually before the credits are issued to your account. However, even before the credits are issued to your account, your students or clients can still access and complete the VIQ test. You will just be unable to view the report until you have been provided with credits.

**I want to pay via electronic funds transfer via bank wire. How long does it take before my credits will be added to my account?**

After you send the invoice to the person responsible for payments in your school, it can commonly take this person a day or two before this payment is initiated. An EFT transaction then takes another day or possibly two (depending on what bank your school uses) before the funds have successfully cleared and are delivered into the MyFutureCareer.com.au bank account. Your credits will be added within two business days of their arrival in our accounts. Overall, this means it can take up to five working days before your credits are released. If you require the credits urgently, you can contact us for them to be released early.

**Where can I go to see a list of all past invoices? Are cancelled and refunded invoices also listed?**

Log into your VIQ account at <http://www.myfuturecareer.com.au/viq/yourschoolname> and click on the invoices icon on the top right hand side of the VIQ dashboard. There you will see a list of all your past invoices including ones that are pending, ones that have been paid and ones that have been cancelled and refunded.

# Confidentiality

## ***What level of confidentiality do you provide with the VIQ and VVQ?***

As a registered psychologist, Dr Darryl Cross and his team have extensive experience with confidentiality practices and maintain the best practises to protect all stakeholders' interests. Careful web security protocols are enforced, meaning only those who absolutely must have access to sensitive data are given access to it. MyFutureCareer.com.au has signed confidentiality agreements with all staff members who assist Dr Cross with technical support and customer service for MyFutureCareer.com.au.

## ***Who has access to the reports other than the school careers counsellor?***

Each school can have one or more organisation administrators. These administrator accounts have access to all past and future reports that were completed from their school URL. If you wish to remove a staff member's access, this can be done by clicking the CANCEL link from the ADMIN USERS page.

If your school has the "Instant User Level Reporting" setting activated, this means the student will also have access to THEIR report (and their report only).

In addition, Dr. Cross, the MyFutureCareer.com.au programmer and customer service support personnel have access to all data from all schools.

# VIQ & VVQ Support and Help

## ***Is there a phone number I can call to get help or ask questions?***

There is a contact number which you can call to get help and ask questions. The phone number is 1300 891 062, contactable from Monday to Friday between the hours of 8.30am-4.30pm, Adelaide time.

## ***How can I ask questions via email?***

You can ask questions via email. The email address to use is [info@myfuturecareer.com.au](mailto:info@myfuturecareer.com.au)

## ***What level of customer support can I expect in the signup process and ongoing as a customer?***

We strive for the highest level of customer support and you can expect help during the signup process, and then any ongoing support you require. Your customer support person can be contacted via phone or email. You have unlimited access to customer support.

## ***Is it possible to speak to Dr Darryl Cross about the psychological aspects of the VIQ or VVQ?***

We can arrange for you to speak to Dr Darryl Cross about the psychological aspects of the VIQ or VVQ. The psychological properties of the VIQ or VVQ are also listed on the My Future Career website. Please contact the customer support to arrange a time to speak to Dr Darryl Cross.



# The Setup Process

**What are the steps to get my school using the VIQ?**

Firstly, you need to register your school by visiting our website [www.MyFutureCareer.com.au](http://www.MyFutureCareer.com.au). Secondly, click on the "Free Trial" option at the top of the page. Here you can choose whether you wish to use the free trial or not; if not, select that you do not want to use the free trial and instead, simply enter in your school's details, which creates an account and enables you to purchase credits and create groups for the students. You will need to wait 24 hours or so until we manually confirm your account. You will then be able to purchase credits for the number of students you wish to complete the VIQ. From that point on, you just need to direct your students to your school's customised URL.

**I'm in a rush. How quickly can I get set up to use the VIQ?**

Visit [www.MyFutureCareer.com.au](http://www.MyFutureCareer.com.au) and select the "Free Trial" option at the top of the page. When you sign up, simply tick the box that says "I don't need to do the trial. I just want to register an account for my organisation" and just sign up your school's details.

**How much time does it take to set up my school to use the VIQ?**

Not very long. All we need to do is create an account for you which will require your school's contact details. From there, you create groups for students who are completing the VIQ (eg., class group, house group, home group) or you create a group for your clients if you are an organisation (eg., 2013, 2014 etc). After that, you're ready to go!

**Is there a free trial? Can I try it myself?**

There is a free trial that you can try yourself. Simply visit [www.MyFutureCareer.com.au](http://www.MyFutureCareer.com.au) and select "Free Trial" at the top of the page to see for yourself what the VIQ has to offer.

**I like the trial. What is the next step?**

You can go ahead and set up your school or organisation on the My Future Career website. Once the school or organisation has been verified, you are free to purchase credits for the students or clients who you wish to complete the VIQ and get the students and clients to do the VIQ for themselves. Call us if necessary and we can contact you to help you with this.

**I would like to test the merit of the VIQ on a few students. Can I have some free credits?**

We can offer you 2 or 3 free credits for you to use on a few students. Please contact us for this.

**How do I know if my school already has an account on the system?**

I am able to check on the database for you as to whether your school already has an account. You can also check at the first stage of the free trial process.

**Do I need to install any software on my school computers?**

No. You do not need to install any software on the school computers. Everything you need to complete the VIQ and VVQ is on the internet.

**My school was using the VIQ a few years ago. Do I need to set up a new account? What do I do?**

It's great to see that you're back using the VIQ. You do not need to set up a new account. We can simply reset the password for you to access your school's existing account.

# Post Completion

***What needs to be done by the career counsellor after the students or clients have completed the VIQ?***

After the students/clients have completed the VIQ, the career counsellor needs to confirm the individuals' VIQs (this is to prevent any bogus VIQs being completed and being charged to your school or organisation). Once confirmed, you can visit the Confirmed VIQs page and print off the PDF report for the students. The students can then complete their Career Action Plan.

***What needs to be done by the career counsellor after the students or clients have completed the VVQ?***

After the students/clients have completed the VVQ, their report will be ready to download from your organisational dashboard immediately. You may download this report ready to provide to the student or client so that they can use it as their personal guide to job satisfaction.

***Can the students see the report immediately after they complete it?***

You can enable it so that students can see their reports immediately after completion. However, it is the usual practice that the students' reports are sent to the careers counsellor for them to print off for the students, and then to distribute in class or whenever the teacher or careers counsellor desires.

The same occurs for careers counsellors in an organisation or agency. You can allow your clients to immediately view the VIQ or VVQ, but it is preferable that you hand it to them and go through it with them in the privacy of your office or location.

***How long will the VIQ reports be available online? Will they be deleted?***

At this stage we have no plans to delete old VIQs or VVQs. We will contact current customers far in advance if we plan to delete any old VIQs or VVQs.

***What is the difference between the 1 page summary and the full VIQ report?***

The one page summary only shows the Interest Profile across the 7 work interest areas. The full report includes the Interest Profile, followed by a description of each of your interest areas, a list of job tasks and activities in the questionnaire that appealed to the student, and importantly, a recommended list of jobs that seemed most appealing and suitable for them. The final part of the report is a Career Action Plan to help the person research and focus on their career pathways.

***Is there any way of comparing my school's results to the national average of other schools?***

Yes there is. Log into your school's organisation account and select the icon at the bottom right hand corner for VIQ analysis reports where there is a graph which compares your school's results to the national averages. This is very interesting data for your school (which could have implications for subject streams and for the curriculum itself).

***What is a good time and place to deliver the reports to the students?***

It is recommended that you provide them with the report at a time where they are also able to access the Australian "Job Guide" so that they can put into use, their Career Action Plan.

# Managing Your Account

## ***How do I update my school's or organisation's details, such as address, phone number etc?***

When you log in to your school's or organisation's account, click on the "Organisational Settings" link at the top right hand side of the page. Here you can update any of your organisation's details.

## ***How do I enable the VVQ for my school or organisation?***

The VVQ can be enabled for your organisation within your organisational settings. The setting is approximately half way down the page. To enable it, simply tick the box.

## ***My email address has changed. How do I update it?***

Log in to the school's or organisation's account, click on "Admin Users" and click EDIT on the user you want to update. When you log into your account after you have updated your details, simply use the updated email address as your "email", not the old one.

## ***Help! I have forgotten my password. Can you reset it for me?***

We can. This is also something you can do yourself. Simply go to the login page at [www.MyFutureCareer.com.au/users/login](http://www.MyFutureCareer.com.au/users/login) and click on the link which says 'Help! I've forgotten my password'. You can then enter in the email address you registered with and we'll send you an email with your password.

## ***We have more than one careers advisor? Can both use the system at once?***

Yes you can! Go to the VIQ dashboard and select the "Admin Users" icon. On that page, you then select the link 'Add A New Organisation Administrator' and enter in their details. They will log in with their email and password. The newly added administrator will be able to view all reports from your organisation, create and see invoices, edit organisation settings, add/remove/edit organisation administrators and other administration duties. You should only add someone as an organisation administrator who has the authority and trust for the position.

## ***How do I add my school logo to the website where students do the VIQ?***

When you first register an account, our helpful customer service staff will add the logo to your account for you. Please ring or email us and we will assist you.

## ***A student or client typed in their name wrongly. Can this be fixed easily?***

It can be fixed, but you need to contact MyFutureCareer's support staff and we will do this for you.

## ***Can I be notified by email every time a student or client completes the VIQ? Is it possible to turn this off?***

It is possible to be notified by email each time a student or client completes the VIQ. This option is enabled when you register and enter in your email address for the question which asks whether you wish to receive alert emails for newly completed VIQs. To turn this feature off, just leave this question blank. You can update this setting under 'Organisation Settings'.

## ***A careers advisor has left our school. How do I cancel their access to the reports?***

Log into your school's account at [www.MyFutureCareer.com.au/users/login](http://www.MyFutureCareer.com.au/users/login), click on the "Admin Users" icon. There you will see a list of the careers advisors who have access to your school's account. Simply click cancel and confirm this action to cancel the access rights for those who no longer need access to your school's or organisation's account.

## ***What are the different roles I can choose for a new administrator? How are these used? Are they important?***

The different roles you can choose for a new administrator are principal/senior management, careers counsellor/advisor, class teacher/facilitator, and administration/billing.

These are merely for the internal use of the MyFutureCareer support staff and do not affect your user experience.

***How can I see a list of all VIQs done by one group (e.g., a class or house group)?***

When you log into your account, if you click on the “completed VIQs” link, you will be able to see all the completed VIQs. Here you can filter the completed VIQs by group.

***How can I generate multiple reports at once?***

When you log into your account, if you click on the “completed VIQs” link, you will be able to see all the completed VIQs. Here you can filter the completed VIQs by group.

From within this page, there are some large buttons above the list of completed VIQs that will generate group reports for VIQ Reports, VIQ Summaries and VVQs (if enabled within your organisation settings).

## Groups

***What is a group?***

A group is a way of organising and combining students or clients into particular collections. This makes it easier for you to find and print reports.

For example, you may wish to put all students from the BROWN house group together into a group called “Brown 2013”.

Each group is linked to a single year (e.g., 2013) which helps you to also organise who did the VIQ by WHEN they did it.

***How do I set up a group?***

To set up a group, click on the “Manage Groups” icon. Next, click on the “Create A New Group” link. From there, simply type in the group name (e.g., Home Group 1), and the Calendar year you are currently in.

When you select a calendar year, it means that the group is for that specific year. Selecting the calendar year therefore enables you to use the same group names for the next year as well.

***Can I edit the name of a group after I have created it?***

You can edit the name of a group after you have created it. Select the “Manage Groups” icon at the top right hand side of the VIQ dashboard. When on the Groups page, scroll down to the list of the groups where you have the option to click on the “edit” link next to the group name. Edit the group name there and simply click “save.”

# Processing the VIQs

***On my school's or organisation's VIQ dashboard, it says there are incomplete VIQs. What does this mean? What do I do?***

An incomplete VIQ is a questionnaire that has been started by a student or client, but not finished. The individual needs to have finished the VIQ for it to then move to the unconfirmed stage.

***What are unconfirmed VIQs? What do I need to do to confirm them?***

Unconfirmed VIQs are successfully completed VIQs which have not yet been accepted by the school administrator as legitimate. Unconfirmed VIQs need to be manually approved and allocated a VIQ credit before a VIQ report can be generated and viewed. You can confirm an unconfirmed VIQ by visiting the 'Unconfirmed VIQs' page from the VIQ Dashboard, selecting the VIQs you wish you confirm, and then clicking the confirm button. This is to ensure that only the people that you want to do the VIQ actually get confirmed and to stop any outsiders from using up your school's credits.

***Does confirming an unconfirmed VIQ always subtract a credit from my organisation's account?***

Yes, it does. You can only accept a VIQ report once, and this first time will use one of your VIQ credits.

***What does confirming a VIQ do?***

Confirming a VIQ enables the PDF file associated with the VIQ report to be generated, and then saved or printed. You are unable to view the PDF report for a VIQ until it is confirmed.

***How do you know if a VIQ has been confirmed?***

Confirmed VIQs appear in the Confirmed VIQ page, which you can visit by clicking the green tick icon at the bottom of the VIQ Dashboard page. If a VIQ appears in the Incomplete or the Unconfirmed lists, they have not yet been confirmed and you are not yet able to view the report.