USER MANUAL

TRAINING CENTRES

JUNE 2013

Apprenticeship Certification Wales

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FEDERATION FOR INDUSTRY SECTOR SKILLS AND STANDARDS (FISSS) AND THE ACW SYSTEM

FISSS is the certifing authority for apprenticeships in Wales and hosts Apprenticeship Certificates Wales (ACW).

Working in partnership with the UK Commission for Employment and Skills (UKCES), FISSS shares the belief that a sectoral approach is the best way to create the conditions for increased investment in skills which will, in turn, drive enterprise, create jobs and deliver sustainable economic growth.

ACW is a web based system that is designed to enable access to training providers, employers and apprentices to request Apprenticeship completion certificates.

FISSS sits in the middle of a hub and spoke model where SSC/SSBs use ACW to:

- Receive requests for certificates from learning providers, employers or apprentices.
- Review submitted requests and evidence provided and either approve or reject, with appropriate reason/s and certification requests.
- Print and issue Apprenticeship completion certificates, providing that all of the current Apprenticeship framework requirements have been met.

It is unlikely that many individual apprentices will be directly requesting their completion certificate via ACW and they are more likely to do this via their training provider. However, the ACW system does facilitate apprentices applying directly for their own completion certificates.

NB: The Completion Certificate Claim form must be completed by the person who is submitting the Apprenticeship Completion Certificate Claim (also known as claimant) to confirm that all components of the Apprenticeship framework have been completed. You can locate the form on the home page of the ACW home page: http://www.acwcerts.co.uk/. When the form has been completed it will need to be uploaded to the Apprenticeship Certification Wales (ACW) system.

Providers (known as Centres) need to register to get access to ACW. This is done by completing an online registration request form which can be accessed via:

www.acwcerts.co.uk/register_centre

Centres select all of the SSCs/SSBs (known as Certification Bodies) they need to work with and once the registration form is submitted, the ACW access request is sent to the Administrator at each of the selected Certification Bodies.



ACW Administrators at each of the relevant Certification Bodies register the Centre and create an Administrator account and password which is then sent to the e-mail address provided on the submitted ACW access request form.

Certification Bodies also assign centres the necessary access to the required frameworks.



Centre Administrators can now access ACW and can create additional user accounts within their organisation.

They can now use ACW to input learner data and load the evidence required to claim an Apprenticeship completion certificate.

- Go to www.acwcerts.co.uk
- Click on the **Login Button**, which will take you to the login page ①.
- Enter your **Username** and **Password***
- Click the **Login** Button to enter 2).
- Please refer to the technical guidance to make sure your system meets the ACW system requirements 3.
 - Green ticks ✓ are confirmation your system is compatible.
 - Red X denotes incompatibility

Should you have any problems logging in with your username and password, please contact the relevant Certification Body.

Alternatively please contact the ACW **Support Team:**

Telephone: 0844 326 7565 E-mail: acw@fisss.org

Please be aware that the Username and Password are both case sensitive.

Keep all passwords in a safe place and do not reveal them to anyone. ACW follows the history of each Apprentice by tracking login details.

If additional user accounts need to be added then the Admin User will be able to set up accounts for colleagues to access the system.

Apprenticeship Certification Wales

The ACW online system is the place where apprentices, or learning providers / employers acting on their behalf. apply for their Apprenticeship certificates.







Prentisiaethau

Apprenticeships

(1)-Login

Username



Your Computer Details

Operating System:	Macintosh	4
Screen Size:	2560 x 1440	
Browser:	Firefox 21	4
Javascript:	Enabled	*
AJAX Support:	Enabled	~
Cookies:	Enabled	~

Your computer appears to be capable to run ACW. If you experience any issues please contact us.

Using ACW -

Please check to see that the computer you are using meets the following requirements below and has the features listed on the left set as enabled. This is to ensure that your use of this application is as efficient as possible.

In order to process the amount of data and functions of the application, we recommend that your processor speed should be at least 1 Gigahertz (GHz).

You will need at least 2 Gigabytes (2GB) of System Memory (RAM) to ensure all the features of the application are working

Operating System

As our application is designed for the web, the application is compatible with all the newer operating systems (Windows XP onwards, Lion OSX, Linux).

Whilst we aim to build our application to work on the majority of web browsers we strongly recommend updating your browser to the latest version to ensure your computer is displaying the website as intended.

If you are an Internet Explorer user please ensure you have the latest version. Users of Internet Explorer 7 will find some display issues but not fundamental to the functionality of the site, however we would recommend using Google Chrome or Firefox instead.

Proxy or Cached Version

In order to speed up the loading of a website web browsers and proxies (a system often used within organisations to manage all their users) use a technique called Caching which takes a snapshot of the website and shows it to the user when they re-visit it later. This is beneficial for websites that don't often change, however this can be a problem for our application as it will show, for example, an apprentice's old status thus causing issues. If you are unsure about this setting please speak to your IT department.

If you experience any issues accessing our application you may need to ask your IT Department to whitelist the website address http://acwcerts.co.uk/

For more information or to contact the ACW Support Team, please e-mail acw@fisss.org or call 0844 326 7565.

Apprenticeship Certificates Wales (ACW) is a registered trademark, owned by the Federation For Industry Sector Skills & Standards. For more information or to contact the ACW Team, please e-mail acw@fisss.org or call 0844 326 7565. The recommended browsers that best support ACW are Internet Explorer 8 and 9, Opera, Chrome, Safari and Firefox.











Like Krzysztof Baran and 36

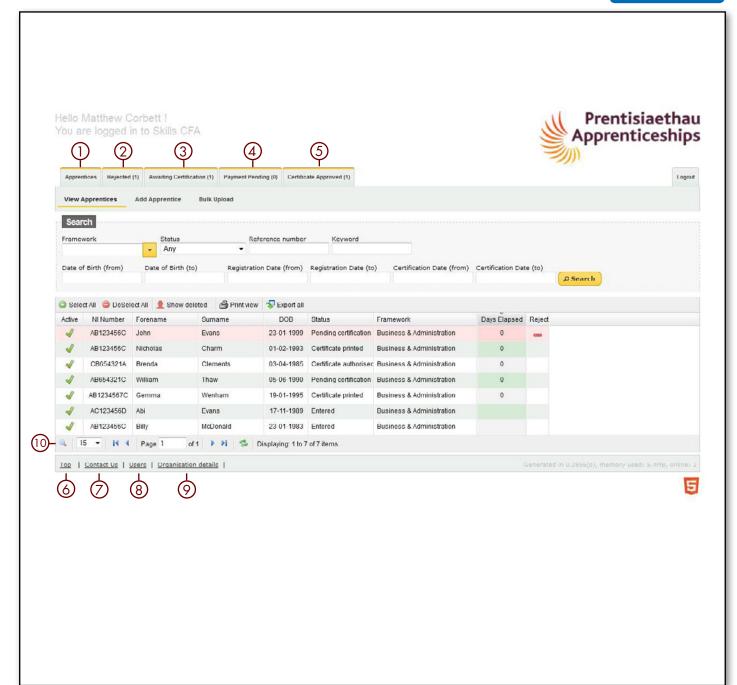


Once you have logged in to ACW, you will see this home screen with the following options:

- **1. Apprentices** View, Add or Bulk Upload apprentices, search for and edit apprentice details.
- **2. Rejected** View and update apprentices for certification.
- **3. Awaiting Certification** View and update apprentices awaiting certification.
- **4. Payment Pending** View and update which apprentice certificates are still to be paid for (if applicable).
- **5. Certificate Approved** View apprentices that are waiting for their certificate to be printed. Once they have been printed the apprentice will be removed from this folder.
- NB:- The **numbers in brackets**, on each of the tabs, indicates the number of records currently active within each of the tabbed categories.

ADDITIONAL OPTIONS - along bottom of screen

- **6. Top** Takes you back to the top of the current screen.
- **7. Contact Us** Contact details for Federation for Industry Sector Skills and Standards Managers of ACW.
- **8. Users** Allows users of ACW to be created. More information can be found on page 7
- **9. Organisation Details** Check organisation details
- **10. Search Tools** You can use the search tools to filter information. More information can be found on page 14



3.1 ADD/EDIT USERS

To add a new user:

- Select the Users Tab ① and click Add User ②.
- Enter all of the information ensuring that the contact details are correct ③.
- Once complete, select Create Item 4.

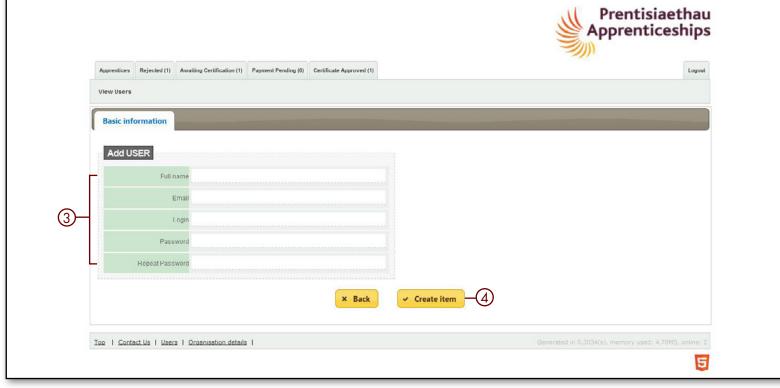
To edit an existing User:

 Double click on the username and amend the detail, then select Update Item.



Please note only admin logins can add and amend User details.





3.2 DISABLE USER ACCOUNTS

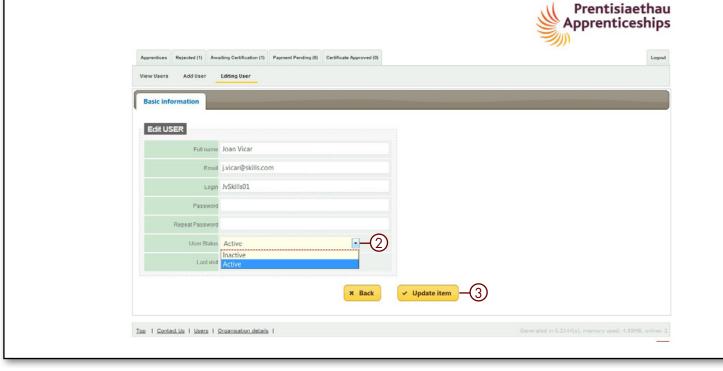
The Certification Body Adminstration
User can disable account on the system.
By disabling the account this will mean
that the record of previous work is kept
but the User will no longer have access
to the system. If the Certification Body
Adminstration User details need to be
amended, you will need to contact:

ACW Support Team

Telephone: 0844 326 7565 **E-mail:** acw@fisss.org

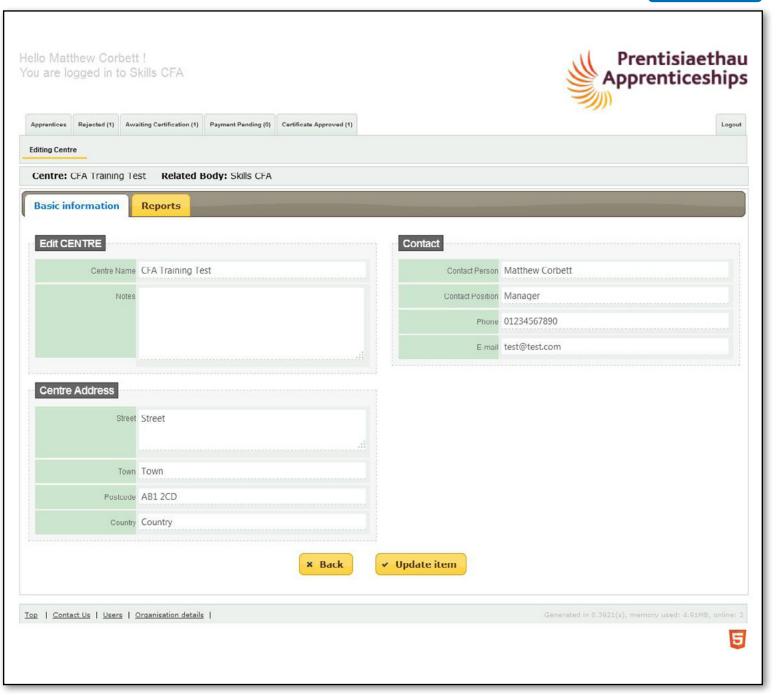
- To disable an account, double click on the **User** to open the record ①.
- Click on the drop down arrow next to User Status and select Inactive ②.
- Click **Update Item** to save changes 3.





3.3 VIEW/AMEND ORGANISATION DETAILS

This is where you can view the organisation details. If there are any amendments required please contact the relevant Certification Body.

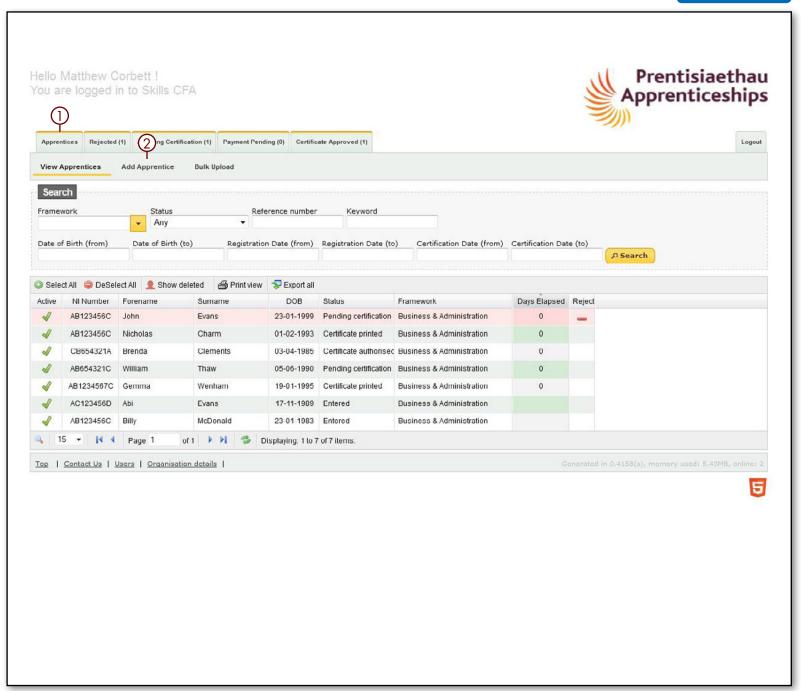


4.1 ADD A SINGLE APPRENTICE

STEP 1 OF 3

There are two ways to add an apprentice – one at a time using the form or a bulk upload via a CSV file.

To add a **single apprentice**, ensure that you are in the **Apprentice Tab** ①, click **Add Apprentice** ② button.



4.1 ADDING A SINGLE APPRENTICE

STEP 2 OF 3

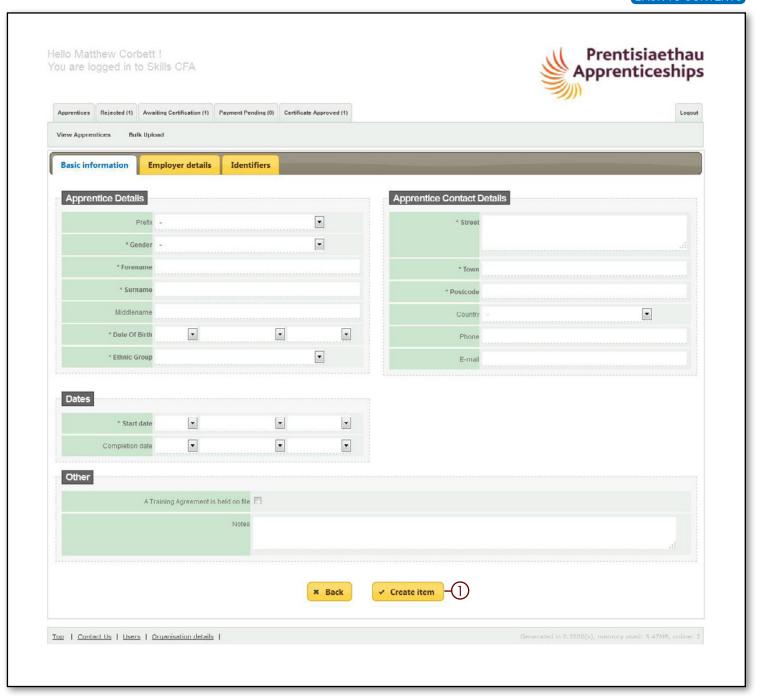
The Apprentice record is now ready to be completed:

- Basic Information
- Employer Details
- Identifiers
 (NI Number, other unique identifiers and <u>NOT</u> the ACW No.)

Once all of the mandatory fields have been completed (these are marked with a *) select

Create Item ①. This will then reveal 3 new tabs:

- Framework
- Status
- Current Evidence



4.1 ADDING A SINGLE APPRENTICE

STEP 3 OF 3

FRAMEWORKS

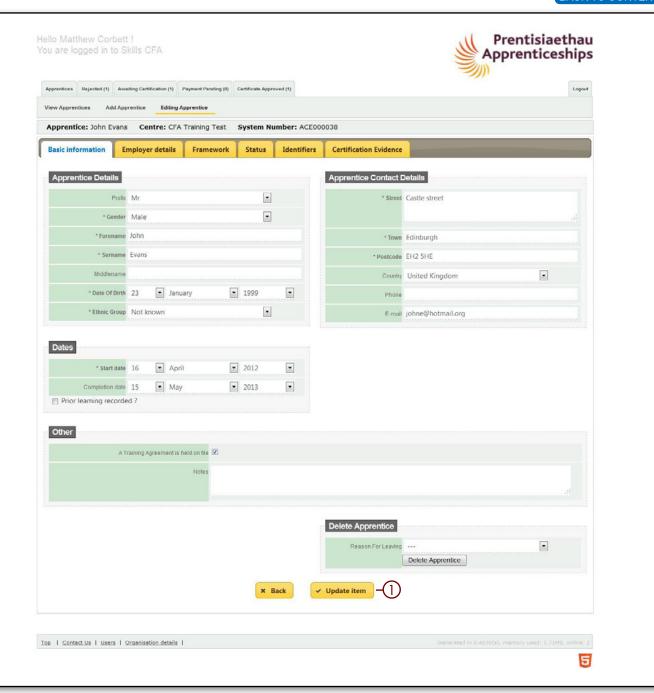
Select which Frameworks will be completed by the Apprentice.

STATUS

This tab shows the Status of the Apprentice. When you add an Apprentice it will automatically be given the status Entered. There is further explanation of the Status later in the manual

CERTIFICATE EVIDENCE

The Frameworks selected will determine which evidence is required for certification. There is further explanation of uploading certificate evidence on page 15

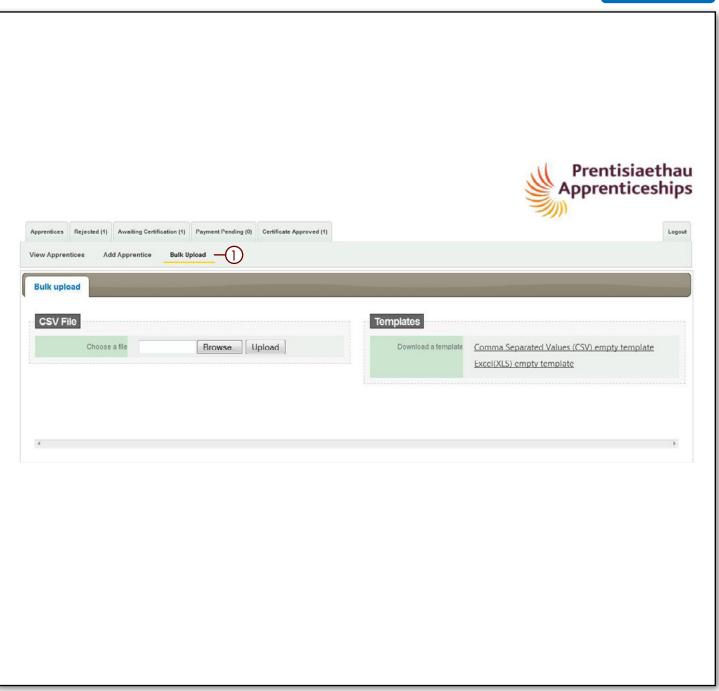


4.2 BULK UPLOAD APPRENTICES

The **Bulk Upload** facility ① allows you to add multiple apprentices at once, auto-filling the apprentice and employer details.

There are two file types available, a **CSV** or **Excel file**. We recommend the use of the Excel file as this is generally easier to enter the data. This **must** be saved as a CSV file before loading to ACW.

Once the file has been loaded to ACW you will need to enter the framework details for the each apprentice.

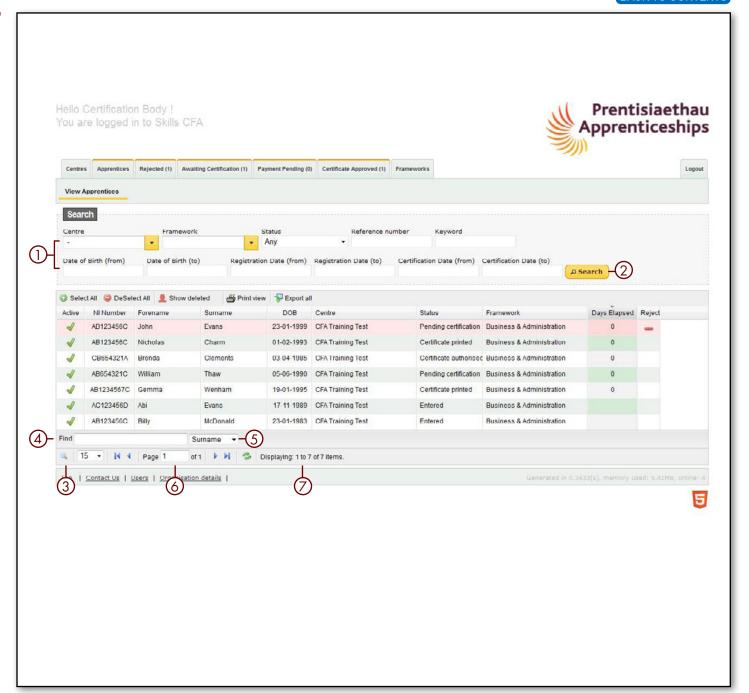


4.3 SEARCH FOR AN APPRENTICE

The **Apprentice Tab** allows you to search for and view all apprentices registered on ACW.

There are a variety of search options, using both text and drop down menus ①. This allows you to set the required search criteria. You can search by:

- Centre
- Framework
- Status
- Ref No. (ACW No. or NI No.)
- Keyword
- Date of Birth (from/to)
- Registration Date (from/to)
- Certification Date (from/to)
- When you have set your required search criteria click the Search Button Q.
- Or click the Magnifying Glass ③ to reveal the Find
 ④ option. The drop down menu ⑤ allows you to search by:
 - Surname
 - Forename
 - NI Number
- Once you have entered your search criteria you <u>must</u> then press the <u>enter key</u> to initiate the search.
- To navigate between pages you can use the blue arrow keys or type in the white box area to specify a page 6.
- The **Displaying** information text shows how many items there are in total and what page is showing ⑦.



4.4 ADDING EVIDENCE TO AN APPRENTICE RECORD

The **Certificate Evidence** tab provides a list of all evidence required for certification. All evidence **must** be loaded separately next to each requirement.

- Select the **Browse button**, a pop up will open where you can select the appropriate file from your system.
- Click **Open** and the file will be uploaded to ACW.

Prentisiaethau **Apprenticeships** You are logged in to Skills CFA Apprentices Rejected (1) Awaiting Certification (1) Payment Pending (0) Certificate Approved (1) Logout View Apprentices Add Apprentice **Editing Apprentice** Apprentice: Abi Evans Centre: CFA Training Test System Number: ACE000029 **Certification Evidence Basic information Employer details** Framework Status Identifiers **Certification Evidence** File **Document Name** Action Checked Browse... Upload 3 O Level 2 NVQ Certificate in Business & Administration BOILER PLATES.docx Functional Skils in English Level 1. Upload Browse... Funtional Skills in Maths Level 1 Browse... Upload Funtional Skills in ICT Level 1 Browse... Upload Level 2 Certificate in Principals of Business & Administra Upload Browse tion or Level 2 Certificate for Legal Secretaries or Level 2 Diploma for Legal Secretaries or Level 2 Diploma for Me dical Administration (depending on pathway) ERR Workbook (Legal & Medical ONLY) Upload Browse... Learner Authorisation form Browse... Upload Additional Documents e.g. Marriage certificate, Evidence Upload Browse... for RPL, name change document × Back ✓ Update item

REMEMBER!

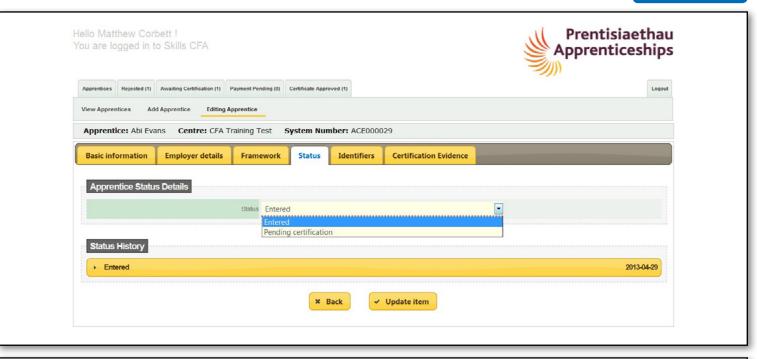
Please note, the maximum file size is 2MB.

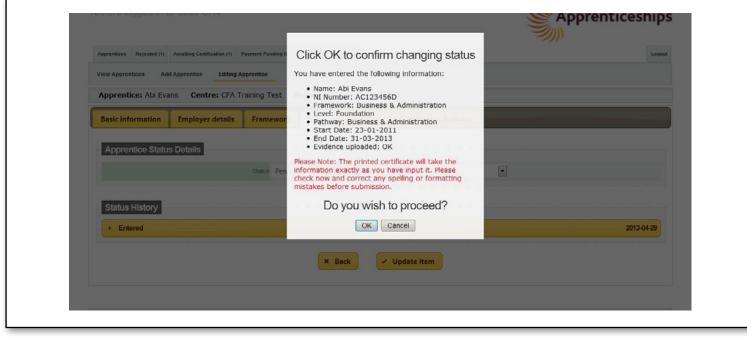
Any larger and the system will not accept the upload.

4.5 SUBMIT AN APPRENTICE FOR CERTIFICATION

- Once you have uploaded all evidence, go to the **Status** tab and change the status to **Pending Certification.** This will open a validation box where you can check:
 - Mandatory fields have been completed.
 - All evidence has been uploaded.
 - Completion date has been entered.
 - Any missing information will be highlighted in red.

The 10-day turnaround time starts from the date the apprentice is submitted for certification. You can view this in the days elapsed column on the **View Apprentices** page.





When the Certifying Body has reviewed the submission, they will change the status to one of the following:

• CERTIFICATE AUTHORISED ①

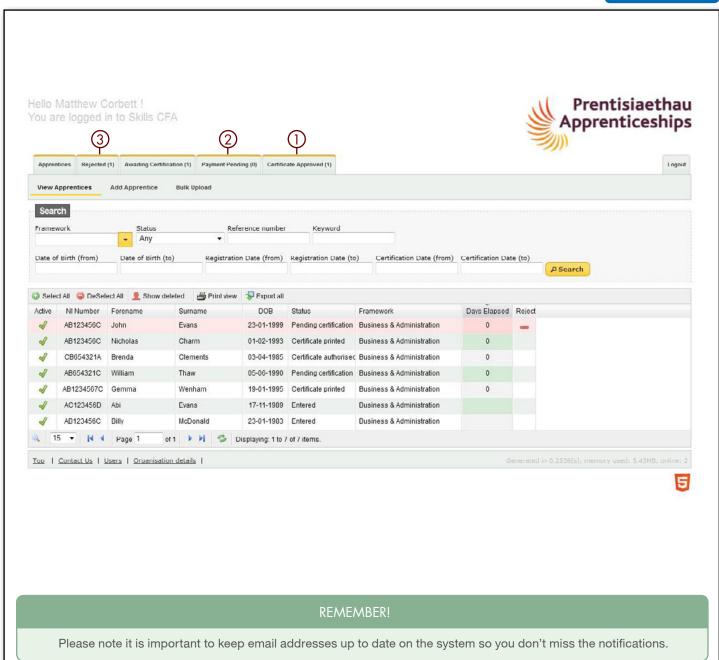
This means that the Certifying Body is satisfied that all of the components within the Apprenticeship Certificate claim have been successfully completed by the apprentice. The certificate is now ready to print, once the certificate has been printed the apprentice record will be removed from the tab and the status will say certificate printed.

PAYMENT PENDING ②

This means that the Certifying Body is satisfied that all of the components within the Apprenticeship Certificate claim have been successfully completed by the apprentice. However they need to receive either payment or a purchase order number before they can process the certificate. You will need to discuss this will the Certifying Body regarding the individual payment process.

REJECTED ③

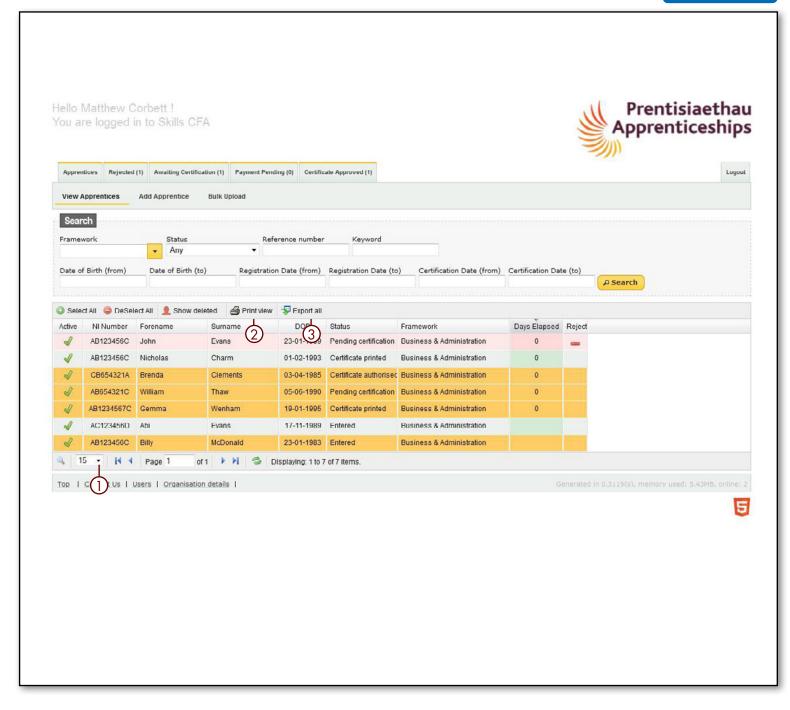
This means that the Certifying Body is **not** satisfied that all of the components within the Apprenticeship Certificate claim have been successfully completed by the apprentice. The reason for the rejection will be e-mailed to the main admin user and the person who submitted the submission. Refer to page 19 for further information.



4.6 PRINT/EXPORTING APPRENTICE DATA

Use the **drop-down** ① to select the number of Apprentices to print (up to maximum of 100).

- Select **Print View** ② to print the list view of the selected number of Apprentices
- Select the Export All button ③ to export the apprentices listed on screen. This will open as an Excel spread sheet.

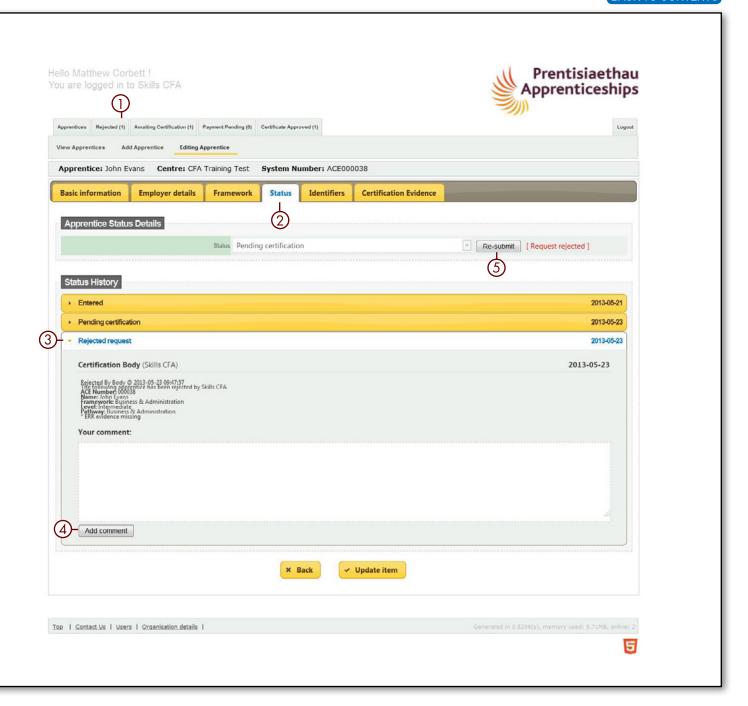


REMEMBER!

We recommend that you limit the list for printing or exporting to 100 apprentices as anymore may slow the system down.

4.7 MANAGE REJECTED APPRENTICES

- The Rejected tab ① allows you to view all
 of the Apprentices that have been rejected
 for certification, by the Certification Body.
 The number in brackets on the tab indicates
 the number of Apprentices that are currently
 in this category.
- To view a rejected Apprentice, double click on their name and their record will open.
- Click on the Status Tab ② and the Status
 History will be displayed.
- Click on Rejected Request ③ and the date of, and reason for rejection will be recorded.
- Once changes have been made, return to the Status tab.
- You are able to add additional comments to the rejection history in the comment box and select **Add Comment** (4) before navigating away from the page.
- Once the changes have been made, re-submit the apprentice in the Status tab ⑤.



4.8 MANAGE APPRENTICES AWAITING CERTIFICATION

The system prevents two users editing an apprentice's record at the same time. This will appear as being **Locked** ①. The second user to open the record will be presented with a read-only view ②.

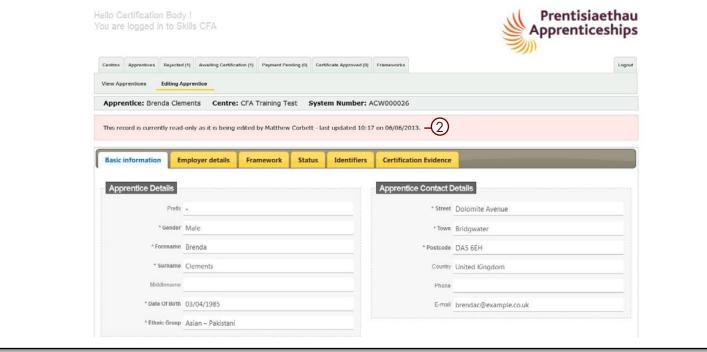
You can see who has the record open under the apprentice tab. If that person is unavailable then please contact the ACW Support Team to unlock the record.

4.9 CHECKING EVIDENCE & CHANGING THE STATUS

If there are queries raised by either the training provider or Certification Body regarding certain pieces of evidence the FISSS have the final say.

FISSS will look at the evidence on the system and if accepted will add a note under the individual evidence to provide clarity on why the evidence has been accepted and this will be locked so that the training provider is unable to amend the evidence once accepted. This could happen prior to the certification body reviewing the evidence but you will be able to see the comment added by FISSS.





4.10 AWAITING CERTIFICATION

(also referred to as Pending Certification)

- The Awaiting Certification Tab ① allows you to view all of the Apprentices that are awaiting certification. The number in brackets on the tab indicates the number of Apprentices that are currently in this category.
- You will be able to see many days have elapsed since submission in line with the 10-day turnaround ②.

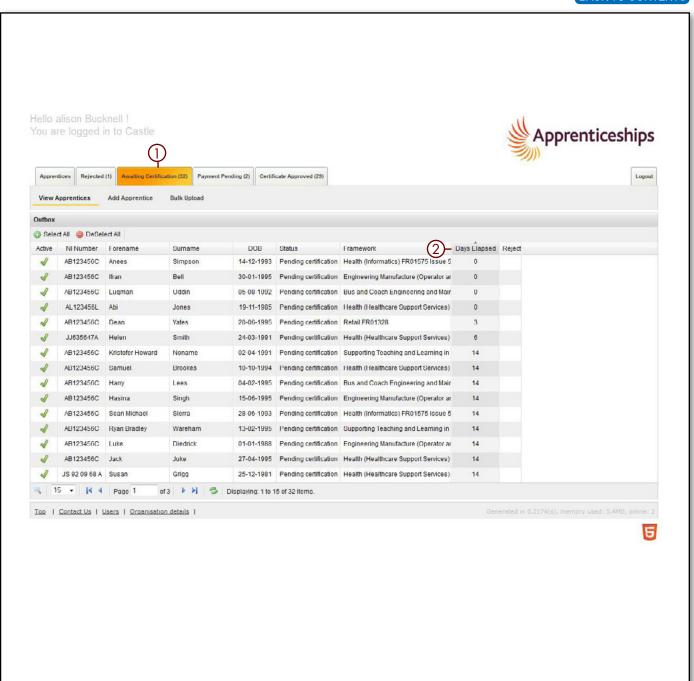
4.11 PAYMENT PENDING

(This tab is NOT used by all Bodies)

- The number in brackets on the tab indicates the number of Apprentices that are currently in this category.
- Where it is in use, it shows the list of Apprentices
 that have had their uploaded evidence checked and
 approved and that everything is in order. However,
 payment for the certificate has not yet been received.
 Until payment is received, the Apprentice status will
 not be updated to Certificate Authorised, enabling the
 certificate to be printed.
- Please contact the Certifying Body for their payment process to find out if this tab is used.

4.12 CERTIFICATE APPROVED

• The Certificate Approved Tab allows you to view all of the Apprentices that have been authorised for certification and waiting for their certificate to be printed. The number in brackets on the tab indicates the number of Apprentices that are currently in this category.



If you have any further queries or you are experiencing a problem, please contact the ACW Support Team:

Telephone: 0844 326 7565 E-mail: acw@fisss.org

Apprenticeship Certification Wales