

ACW CENTRALISED PAYMENT DOCUMENT

TRAINING PROVIDERS

JANUARY 2014

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FEDERATION FOR INDUSTRY SECTOR SKILLS AND STANDARDS (THE FEDERATION) AND THE CENTRALISED PAYMENT SYSTEM

The Federation is the designated Certifying Authority for Apprenticeships in Wales. To manage this process the Federation developed a bespoke, online system, known as Apprenticeship Certificates Wales (ACW). Through this system the Federation delegates responsibility to individual Certification Bodies (Sector Skills Councils and Standard Setting Bodies).

During summer 2013 ACW was implemented, which is the web based system designed to enable access to training providers, employers and apprentices to request Apprenticeship completion certificates.

The Federation has developed a centralised payment system for all Apprenticeship completion certifications processed on the ACW system.

There are two options for paying through the payment system, either:

1. Pre-pay - this option will allow you to bulk buy credits¹ for certificates that will be added to a balance on the ACW system, and deducted when candidates are submitted for certification.
2. One off payment (pay at submission) – This option will allow you to use a credit/debit card to pay for the certificate when you submit the Apprenticeship certification claim for approval.

This guidance document has been designed to be interactive. When you see text in this [‘format’](#) this will be link to either a website or specific area of this document.

¹ One credit is equal to the cost of one certificate.

[Pre-pay \(purchase credits\)](#)
[Credit Card](#) and [BACS](#)

Finance User logs into
<http://www.acwcerts.co.uk>

Select the option to Purchase Credits

Select the amount of credits to
purchase and proceed

Credit Card

Enter the credit card details for
the transaction

Once the transaction has been
processed the credits will be added to
the Training Provider account and will
be deducted per certificate

BACS

Enter the purchase order number and
repeat your password

Once the order is submitted, payment
will need to be received by the
Federation before credits can be
allocated to your account

[One-off payment \(pay at submission\)](#)

Apprentice's completed record is
submitted for approval

Validation pop up is confirmed as 'OK'

Agree terms and conditions to
purchase one credit

Enter the credit card details for the
transaction

Once payment is accepted you can
view confirmation of the transaction
and confirm the status update for the
apprentice.

Only one person within the training organisation will be authorised to purchase credits for Apprenticeship certification and will normally be assigned to the Finance User role.

There are two payment options to pre-pay for credits, either via a credit card or by BACS, or you can pay via pay as you go.

You will need to request log in information by completing the form on the ACW website at https://acwcerts.co.uk/register_finance_user. The form requires some basic information and once submitted the Federation will complete your profile and contact you with your login credentials. If the Federation need to contact you regarding your profile you will need to have the following information to hand:

- Centre details (if you have more than one centre requiring access to the credits you purchase)
- Payment method (via pre-pay credit card, pay as you go or BACS)

The Finance User will only need to log into the [payment system](#) to pre-pay for credits. Once credits have been purchased the credits will be allocated to the Finance User and be accessible to associated ACW Users.

Apprenticeship Certification Wales

HOME ABOUT NEWS CERTIFICATION BODIES FORMS & DOCUMENTATION KNOWLEDGE BASE CONTACT US LOGIN

Your Details

Person responsible for signing off certification payments

Finance User

Finance User Email

Finance User Telephone Number

Finance Department Address

Street

Town

Postcode

Country

Other Details

Organisation Name

Also Trading As

Company House Number

Related Body

Preference of Payment

Pre-pay credit card

Pre-pay BACS

Pay as you go credit card

Notes

Please let us know what centres you are the financial director for and we will get back in touch to confirm everything before setting up your account.

Submit Application

Federation for Industry Sector Skills & Standards

Apprenticeship Certification Wales

HOME ABOUT NEWS CERTIFICATION BODIES FORMS & DOCUMENTATION KNOWLEDGE BASE CONTACT US LOGIN

Register on the Central Payment System

Click here to register as a Finance User for your Centre

For more information click [here](#)

ACW - Apprenticeship Certification Wales

The ACW online system is the place where apprentices, or third parties acting on their behalf, apply for their Apprenticeship certificates.

Apprentice: Need to apply for your certificate?

[Click here for an application form](#)

Centre: Need to register your Centre on ACW?

[Click here to register](#)

Problems Logging In?

If you are experiencing problems logging in please use our [previous login page](#) to login.

Federation for Industry Sector Skills & Standards

Apprenticeship Certificates Wales (ACW) is a registered trademark, owned by the Federation For Industry Sector Skills & Standards.

Once logged into the central payment system you will see the dashboard homepage summarising recent activity in purchasing credits.

- ① The latest purchase details basic information of your previous transaction.
- ② The summary of credits details current credit levels and how many have been used
- ③ The minimum threshold is managed by the Finance User and is designed as an indicator to notify the Finance User and ACW administrator/s when the credits are running low. To set the Threshold enter the minimum number into the box and click the yellow update threshold button.

In order to purchase credits you will need to select the option to purchase credits by either selecting the tab at the top of the page or the yellow button at the bottom of the page.

If you choose to pay for certificates using this method, you will be able to purchase credits for all of your ACW administrators to access. Each time an administrator submits an apprentice for certification one credit will be deducted.

The screenshot displays the Prentisiaethau Apprenticeships dashboard for a Finance User. At the top, it says "Hello Finance User Test!" and "Credits available: 3 credits". The Prentisiaethau Apprenticeships logo is in the top right corner. A navigation bar includes "Dashboard", "Order Credits", "Transaction History", "Reports", and "Logout". Below this, a secondary navigation bar highlights "Dashboard".

The main content area is divided into three sections:

- Latest Purchase (1):** A table showing transaction details:

Transaction Date	2014-01-10 09:52:26
Quantity of Certificates	3 Credits
Transaction Cost	£.66
- Summary (2):** A box showing "Available Credits: 3 credits".
- Minimum Credit Threshold (3):** A section with a "Minimum Credits Threshold" input field containing the number "2" and a yellow "Update Threshold" button.

At the bottom of the main content area, there is a yellow "Purchase Credits" button. The footer contains links for "Top" and "Contact Us", and technical information: "Generated in 0.1725(s), memory used: 5.56MB, online: 0". A small red shield logo is in the bottom right corner.

This process allows the Finance User to purchase a certain amount of credits that will be available for all ACW Users in your organisation to use.

There are three steps to the payment system listed across the top:

- Transaction information
- Payment
- Order confirmation

The yellow square indicates what stage of the process you are at.

On the order platform there are three areas:

- Credit quantity
- Unit cost
- Total Cost

Enter the amount of credits that you would like to purchase. The system will automatically calculate the total cost based on the £22 unit cost.

You will need to accept the terms and conditions by ticking the box before you can proceed. To view the terms and conditions please click the underlined link. Once you are happy with the order, click the yellow proceed button.

Hello Finance User Test!
Credits available: 3 credits

Prentisiaethau Apprenticeships

Dashboard | **Order Credits** | Transaction History | Reports | Logout

Transaction Information | Payment | Order Confirmation

Enter the number of credits that you wish to buy for your allocated centres. These credits will be available on a first come first served basis to your centres.

Credit Quantity	Unit Cost	Total Cost
Enter amount of credits	£ 22.00	£ 0.00

By ticking this box I accept the terms and conditions of placing an order through ACW.

Top | [Contact Us](#) |

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Hello Finance User Test!
Credits available: 3 credits

Prentisiaethau Apprenticeships

Dashboard | **Order Credits** | Transaction History | Reports | Logout

Transaction Information | Payment | Order Confirmation

Enter the number of credits that you wish to buy for your allocated centres. These credits will be available on a first come first served basis to your centres.

Credit Quantity	Unit Cost	Total Cost
Enter amount of credits 1000	£ 22.00	£ 22,000.00

By ticking this box I accept the terms and conditions of placing an order through ACW.

Top | [Contact Us](#) |

Generated in 0.3722(s), memory used: 5.43MB, online: 0

You will then proceed to the payment page where you will need to enter the card details that you wish to pay with:

- Card Number
- Expiry Date (MM/YYYY)
- CVV/CVC Number
- Issue Number (if available)

Once all the details have been entered select the option to continue. The system will then verify the details that you have entered before confirming the order.

You may at this stage be directed to 3D Secure which is linked to your bank. If you are, please complete the details and submit. Once you submit you will return to the central payment system.

You will be notified when the payment has been accepted and you will be able to view confirmation of the payment by selecting the view confirmation button.

The screenshot shows the 'Payment Details' form in the Prentisiaethau Apprenticeships system. The page header includes 'Hello Finance User Test 1' and 'Credits available: 3 credits'. The navigation menu shows 'Dashboard', 'Order Credits', 'Transaction History', and 'Reports'. The 'Payment' step is highlighted in the progress bar. The form displays the following information:

- Payment Reference: 12345678-1390230164
- Amount: 22000.00 GBP
- CREDIT / DEBIT CARD section with input fields for:
 - Card Number
 - Expiry Date (01 / 2014)
 - Card Security Code
 - Issue Number (if Available)

At the bottom of the form, it says 'Powered by DATA CASH - A WATERLORD COMPANY' and has a green 'Continue' button. The footer includes 'Too | Contact Us |' and 'Generated in 1.1437(s), memory used: 5.620MB, output: 0'.

The screenshot shows the confirmation message on the Prentisiaethau Apprenticeships system. The page header includes 'Hello Finance User Test 1' and 'Credits available: 3 credits'. The navigation menu shows 'Dashboard', 'Order Credits', 'Transaction History', and 'Reports'. The 'Payment' step is highlighted in the progress bar. The message reads:

Your purchase has been accepted.

Please click the **View confirmation** button below to view an order confirmation summary where you can print out a receipt of this transaction.

Below the message is a yellow button labeled 'View confirmation'. The footer includes 'Too | Contact Us |' and 'Generated in 1.1437(s), memory used: 5.620MB, output: 0'.

The confirmation will be displayed and a unique order number will be assigned to the transaction noted in red at the top of the order platform.

You also have the option to print confirmation by selecting the yellow Print Confirmation button.

The receipt also provides you with a validation code. This code is for you to track payments with your bank.

There are no minimum/maximum limits to the amount of credits that you purchase or how often your purchase them. These will be down to your individual organisational preferences.

Hello Finance User Test!
 Credits available: 1003 credits

[Dashboard](#) | [Order Credits](#) | [Transaction History](#) | [Reports](#) | [Logout](#)

[Dashboard](#) | [Order Credits](#) | [Transaction History](#) | [Reports](#)

Transaction Information | Payment | Order Confirmation

Thank you for your order 1390230164-FU-1
 Your order has been successfully processed and has been credited. Please find a breakdown of your order below.
 For your records, you can find a copy of this transaction within your [transaction history](#) tab.

Transaction ID	Finance Manager	Credit Quantity	Cost
1390230164-FU-1	Finance User Test	1000	£ 22,000.00

[✔ Finish](#) | [Download PDF](#)

[Top](#) | [Contact Us](#) | Generated in 1.0411(s), memory used: 6.12MB, online: 0

RECEIPT


Thank you for your order
 Your order has been successfully processed and has been credited to your account. Please find a breakdown of your order below.
 For your records, you can find a copy of this transaction within your transaction history tab.

Transaction ID	1390230164-FU-1
Transaction Time	20/01/2014 15:02:39
Status	ACCEPTED
Credit Quantity	1000
Total Cost	£ 22,000.00
Finance Manager	Finance User Test
Organisation Name	SA
Validation Code	A39373D3T3S3P4B3

Under the transaction history tab you will be able to view all completed transactions since the account was activated.

By double clicking on an individual transaction you will be able to view basic information regarding the transaction as well as having the option to print this page.

Hello Finance User Test!
Credits available: 1003 credits



Dashboard Order Credits **Transaction History** Reports Logout

Dashboard Order Credits **Transaction History** Reports


Transactions

Select All DeSelect All


Transaction ID	Credits	GBP Paid	Buyer Ref	Date	Valid	Accepted
1390230164-FU-1	1000	22000.00	finance_user_tester	2014-01-20 15:02:39	1000	1
1390230056-FU-1	1000	22000.00	finance_user_tester	2014-01-20 15:00:52	0	0
1389347551-FU-1	3	66.00	finance_user_tester	2014-01-10 09:52:26	3	1
1389347424-FU-1	0	0.00	finance_user_tester	2014-01-10 09:50:20	0	0
1389347058-FU-1	4	88.00	finance_user_tester	2014-01-10 09:44:19	0	0

15 Page 1 of 1 Displaying: 1 to 5 of 5 items.

Top | [Contact Us](#) | Generated in 0.3082(s), memory used: 5.43MB, online: 0



Hello Finance User Test!
Credits available: 1003 credits



Dashboard Order Credits Transaction History Reports Logout

Dashboard Order Credits Transaction History Reports

Basic information

Transaction Details

Transaction ID	1390230164-FU-1
Transaction Time	20/01/2014 15:02:39
Transaction Status	ACCEPTED
Transaction Type	Credit Card - Bulk
Transaction User	finance_user_tester

Financial details


Credit quantity	1000 credits
Total Cost	£ 22000.00

Download PDF

Transaction Information [Download PDF](#)

[Close](#)

Top | [Contact Us](#) | Generated in 0.3909(s), memory used: 5.36MB, online: 0



Once logged into the central payment system you will see the dashboard homepage summarising recent activity in purchasing credits.

- ① The latest purchase details basic information of your previous transaction.
- ② The summary of credits details current credit levels and how many have been used
- ③ The minimum threshold is managed by the Finance User and is designed as an indicator to notify the Finance User and ACW administrator/s when the credits are running low. To set the Threshold enter the minimum number into the box and click the yellow update threshold button.

In order to purchase credits you will need to select the option to purchase credits by either selecting the tab at the top of the page or the yellow button at the bottom of the page.

If you choose to pay for certificates using this method, you will be able to purchase credits for all of your ACW administrators to access. Each time an administrator submits an apprentice for certification one credit will be deducted.

As the Finance User for the organisation you will be able to purchase credits that will be available for all ACW administrators to use.

The screenshot displays the dashboard for a Finance User. At the top, it says "Hello Finance User Tester ! Credits available: 1003 credits". The Prentisiaethau Apprenticeships logo is in the top right. A navigation bar includes "Dashboard", "Order Credits", "BACS Order History", "Transaction History", "Reports", and "Logout".

The main content area is divided into three sections:

- Latest Purchase (1):** A table showing transaction details:

Transaction Date	2014-01-20 15:02:39
Quantity of Certificates	1000 Credits
Transaction Cost	£22000
- Summary (2):** A card showing "Available Credits: 1003 credits".
- Minimum Credit Threshold (3):** A card with a "Minimum Credits Threshold" input field containing the value "2" and a yellow "Update Threshold" button.

At the bottom of the main content area is a yellow "Purchase Credits" button. The footer contains "Top | Contact Us |" on the left and "Generated in 0.3015(s), memory used: 5.56MB, online: 0" on the right, along with a small red shield icon.

This includes the ability to purchase credits for multiple centres that may be within the organisation, although this will need to be agreed with the Federation when registering for the payment system.

There are three steps to the payment system listed across the top:

- Transaction information
- Review BACS order
- Order confirmation

The yellow square indicates what stage of the process you are at.

On the order platform there are three areas:

- Credit quantity
- Unit cost
- Total Cost

Enter the amount of credits that you would like to purchase. The system will automatically calculate the total cost based on the £22 unit cost.

You will need to accept the terms and conditions by ticking the box before you can proceed. To view the terms and conditions please click the underlined link. Once you are happy with the order, click the yellow proceed button.

Hello Finance User Test!
Credits available: 1003 credits

Prentisiaethau Apprenticeships

Dashboard Order Credits BACS Order History Transaction History Reports Logout

Dashboard Order Credits BACS Order History Transaction History Reports

Transaction Information Review BACS order Order Confirmation

Enter the number of credits that you wish to buy for your allocated centres. These credits will be available on a first come first served basis to your centres.

Credit Quantity	Unit Cost	Total Cost
Enter amount of credits <input type="text"/>	£ 22.00	£ 0.00

By ticking this box I accept the terms and conditions of placing an order through ACW.

✖ Cancel ✔ Proceed

Top | Contact Us |

Generated in 0.5443(s), memory used: 5.45MB, online: 0

Hello Finance User Test!
Credits available: 1003 credits

Prentisiaethau Apprenticeships

Dashboard Order Credits BACS Order History Transaction History Reports Logout

Dashboard Order Credits BACS Order History Transaction History Reports

Transaction Information Review BACS order Order Confirmation

Enter the number of credits that you wish to buy for your allocated centres. These credits will be available on a first come first served basis to your centres.

Credit Quantity	Unit Cost	Total Cost
Enter amount of credits <input type="text" value="100"/>	£ 22.00	£ 2,200.00

By ticking this box I accept the terms and conditions of placing an order through ACW.

✖ Cancel ✔ Proceed

Top | Contact Us |

Generated in 0.5443(s), memory used: 5.45MB, online: 0

You will then be given the opportunity to review the order, check the amount of credits you wish to purchase and the total cost of this.

Here you have the opportunity to include a purchase order number. This is not a mandatory field but may be used if your organisation uses purchase orders.

In order to try and minimise errors you will be required to re-enter your password before proceeding with the order.

If you have entered an incorrect amount of credits required you can select the back option to amend the credit amount.

Once you are ready to complete the order you will need to confirm the order by selecting the yellow order button.

Hello Finance User Test!
Credits available: 1003 credits

Prentisiaethau Apprenticeships

Dashboard | Order Credits | BACS Order History | Transaction History | Reports | Logout

Transaction Information | **Review BACS order** | Order Confirmation

Please review your order below and click "Order" to place your order, if there are any issues with the order below, please click "Back" to amend it or please contact us directly for more information.

Credit Quantity	Unit Cost	Total Cost
100 Credits	£ 22.00	£ 2,200.00

Please enter your PO Number (if applicable):

Please enter your password to confirm this order:

Top | [Contact Us](#) | Generated in 0.5127(s), memory used: 5.44MB, online: 0

Hello Finance User Test!
Credits available: 1003 credits

Prentisiaethau Apprenticeships

Dashboard | Order Credits | BACS Order History | Transaction History | Reports | Logout

Transaction Information | **Review BACS order** | Order Confirmation

Please review your order below and click "Order" to place your order, if there are any issues with the order below, please click "Back" to amend it or please contact us directly for more information.

Credit Quantity	Unit Cost	Total Cost
100 Credits	£ 22.00	£ 2,200.00

Please enter your PO Number (if applicable):

Please enter your password to confirm this order:

Top | [Contact Us](#) | Generated in 0.5127(s), memory used: 5.44MB, online: 0

When you have confirmed your order you will be directed to the order confirmation page.

This page summarises the details of your order and provides you with a unique submission reference that relates to your order.

- ① This submission reference number along with the reference 'ACW' must be included in all BACS payments made so that we can reconcile the payment to your finance account and allocate your credits. You can print this order confirmation by selecting the print confirmation button.


If you do have a need to contact the Federation regarding your order you will need to have this reference number available.

You can also view all credit orders made under the BACS order history tab.

You can view all transactions within the transaction history tab. This will keep track of all orders made and the status of orders. **Please note: until the Federation has received payment and allocated your credits the transaction will not be listed under the transaction history tab.**

The Federation will monitor BACS payment on a regular basis and, therefore, credits will be allocated to your ACW account within 24 hours of receiving the payment.

Hello Finance User Test !
Credits available: 1003 credits



Dashboard
Order Credits
BACS Order History
Transaction History
Reports
Logout

Dashboard
Order Credits
BACS Order History
Transaction History
Reports

Transaction Information
Review BACS order
Order Confirmation

Thank you for your BACS order.

Once payment has cleared for this order, we will credit your account with the number of credits purchased. At this point, you will also be able to view a copy of the transaction within your [BACS Order History tab](#).

Please transfer the exact total cost of your order to the bank account below and include your Submission Reference number as a reference on your payment.

Company Name	Company Number	Address	Contact
The Federation for Industry Sector Skills & Standards	SC175918	28 Castle Street Edinburgh EH2 3HT Scotland	0845 072 5600


Bank Account	Sort Code	Account No.	Submission Reference
Bank of Scotland 20/22 Shandwick Place Edinburgh EH2 4RN	80-11-20	00506207	#4 1

Credit Quantity	Unit Cost	Total Cost
100 Credits	£ 22.00	£ 2,200.00

PO Number	Order Date
PO315	20/01/2014 15:24:11

✓ Finish
📄 Download PDF

[Top](#) | [Contact Us](#) |
Generated in 0.3360(s), memory used: 5.58MB, online: 0

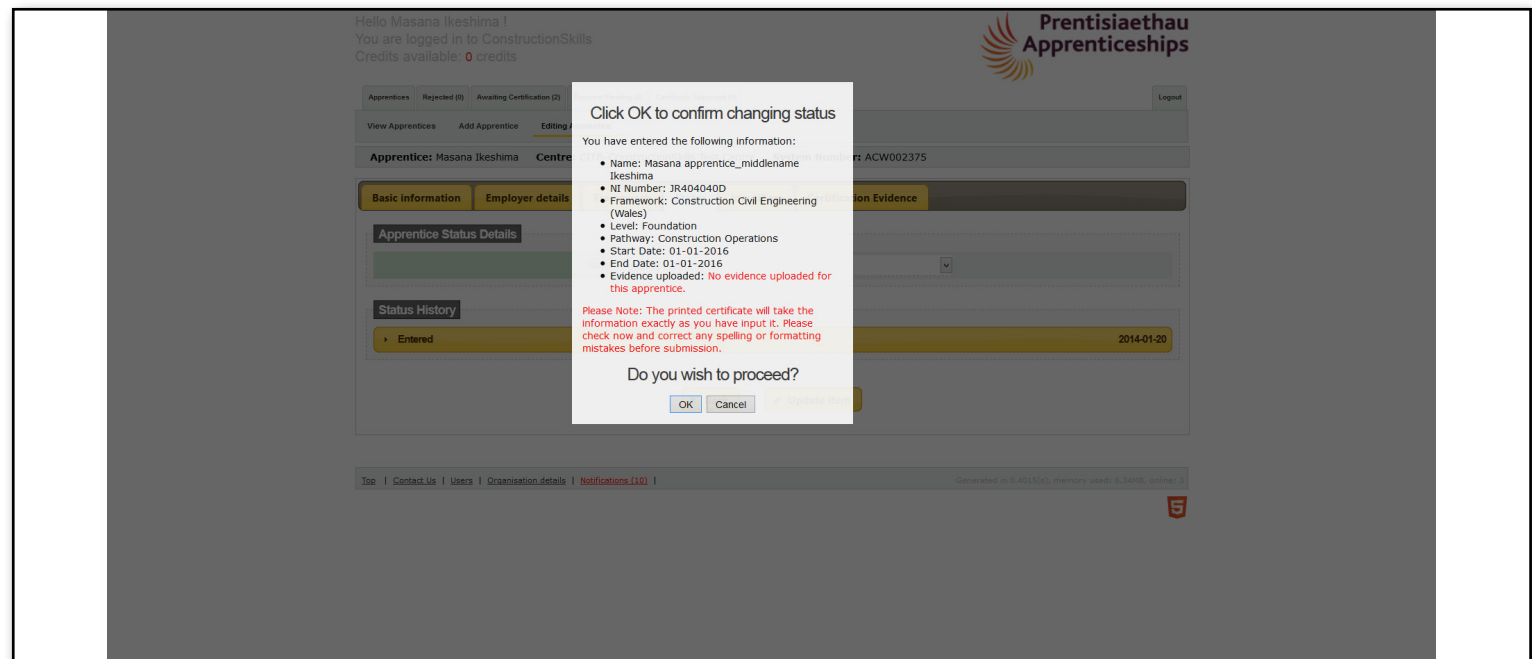
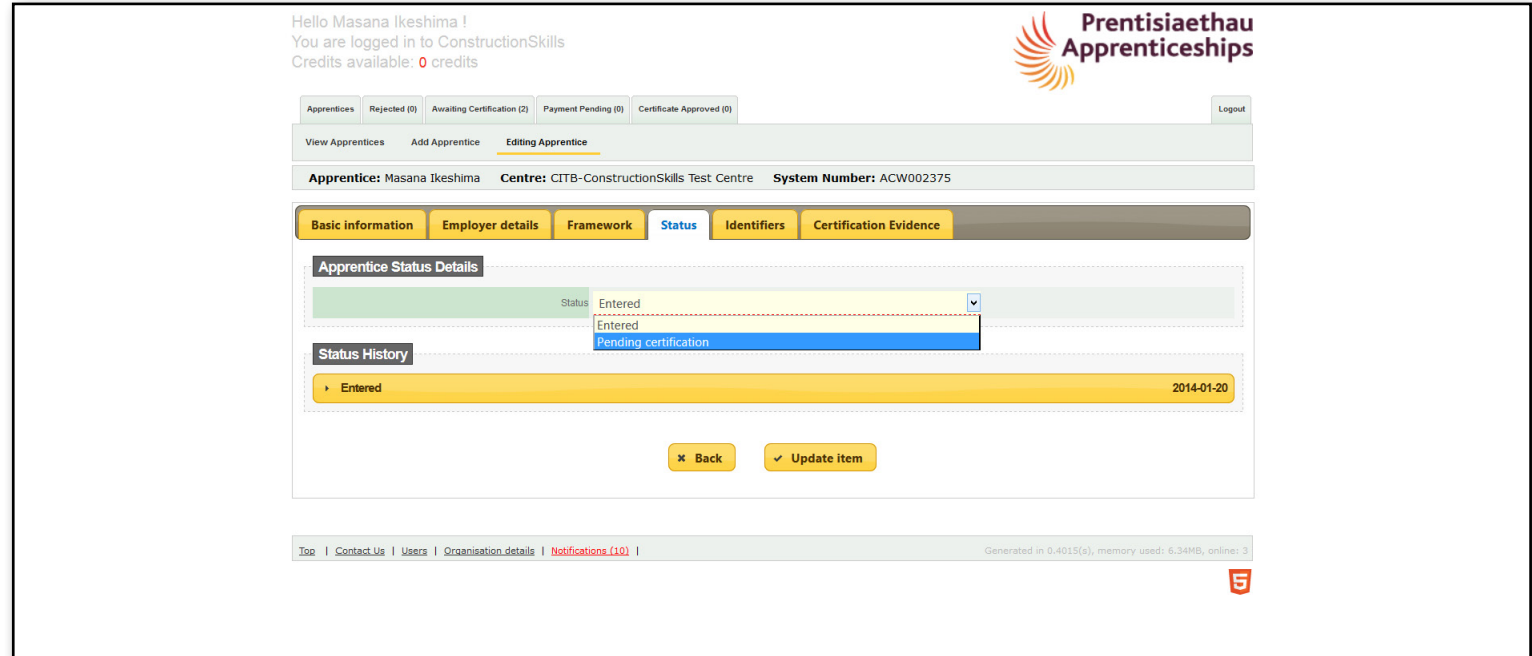


If you are only processing a small amount of certificate requests at a time you may prefer to use the pay as you process payment method. This method will automatically initiate once you select the apprentice to be submitted for certification under the Status tab.

Payment process

When the apprentice's ACW record has been finalised with all mandatory requirements and the certification evidence completed you will need to submit the request as you previously have done through the status tab (further details on how to use ACW can be found in the [ACW User guide](#)).

The validation pop up will appear as normal. This indicates the mandatory fields and highlights if there are any areas that are missing information. Select **OK** and a payment pop up will appear.



There are three steps to the payment system:

- Transaction information
- Payment
- Order confirmation

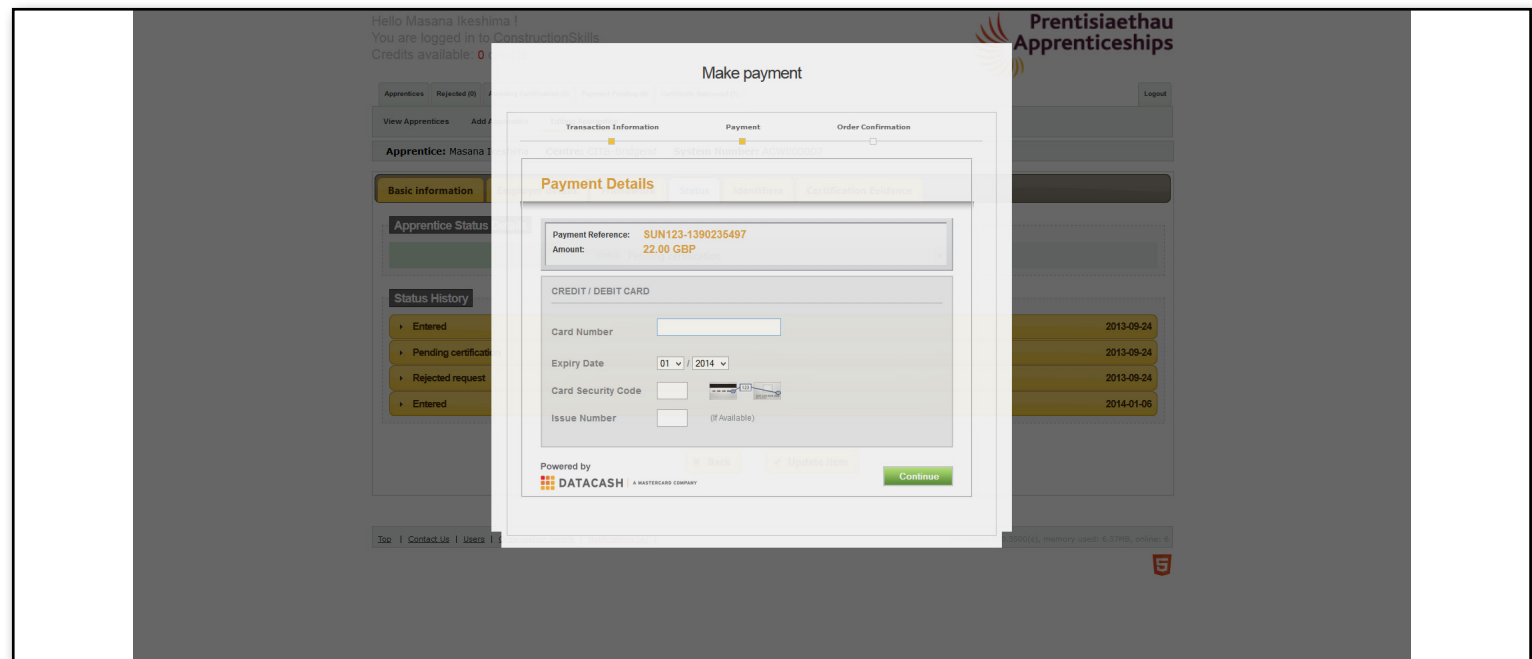
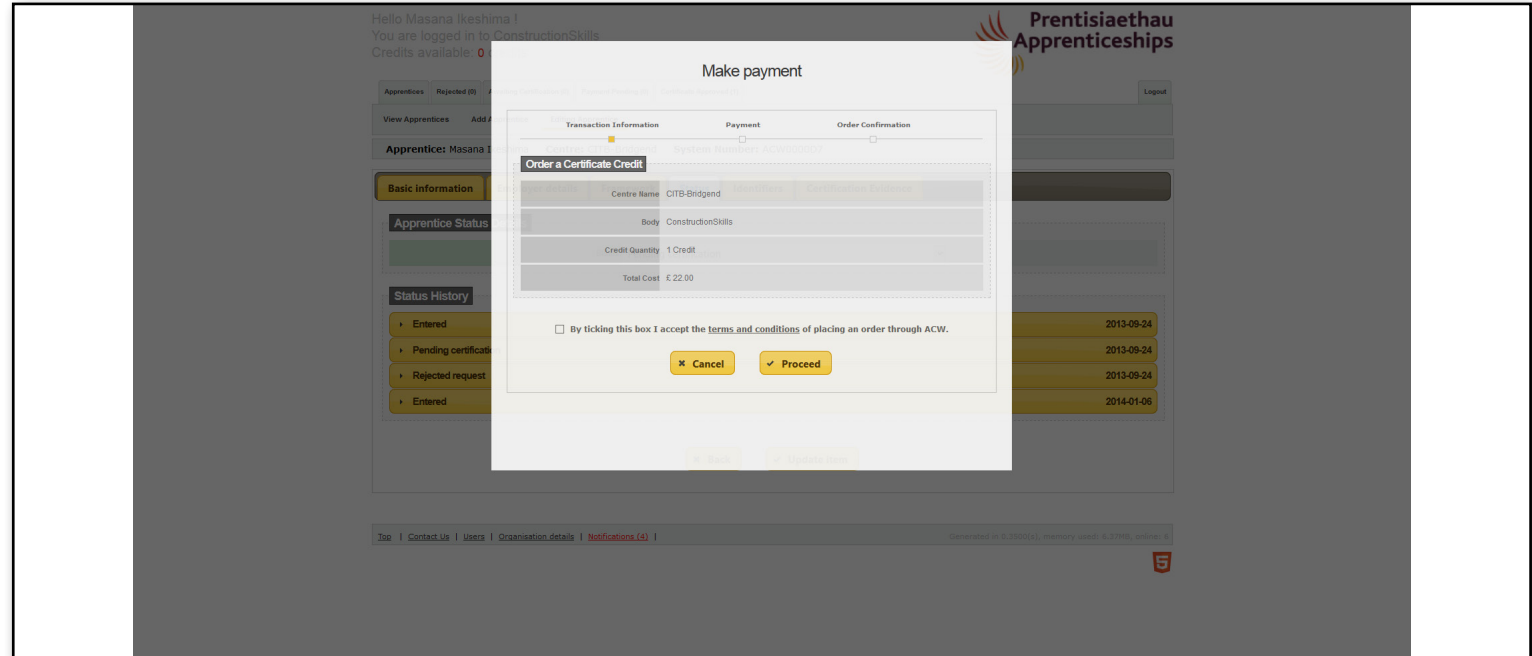
These are listed across the top and the yellow square indicates what stage of the process you are at. The transaction information will be auto-calculated for you based on one certificate cost of £22.

You will need to tick the box to agree to the **terms and conditions** (which can be viewed by clicking on the underlined link) when ordering a certificate on ACW. To move onto the Payment details you will need to select the **Proceed** tab.

You will need to enter the card details that you wish to pay with.

- Card Number
- Expiry Date (MM/YYYY)
- CVV/CVC Number
- Issue Number (if available)

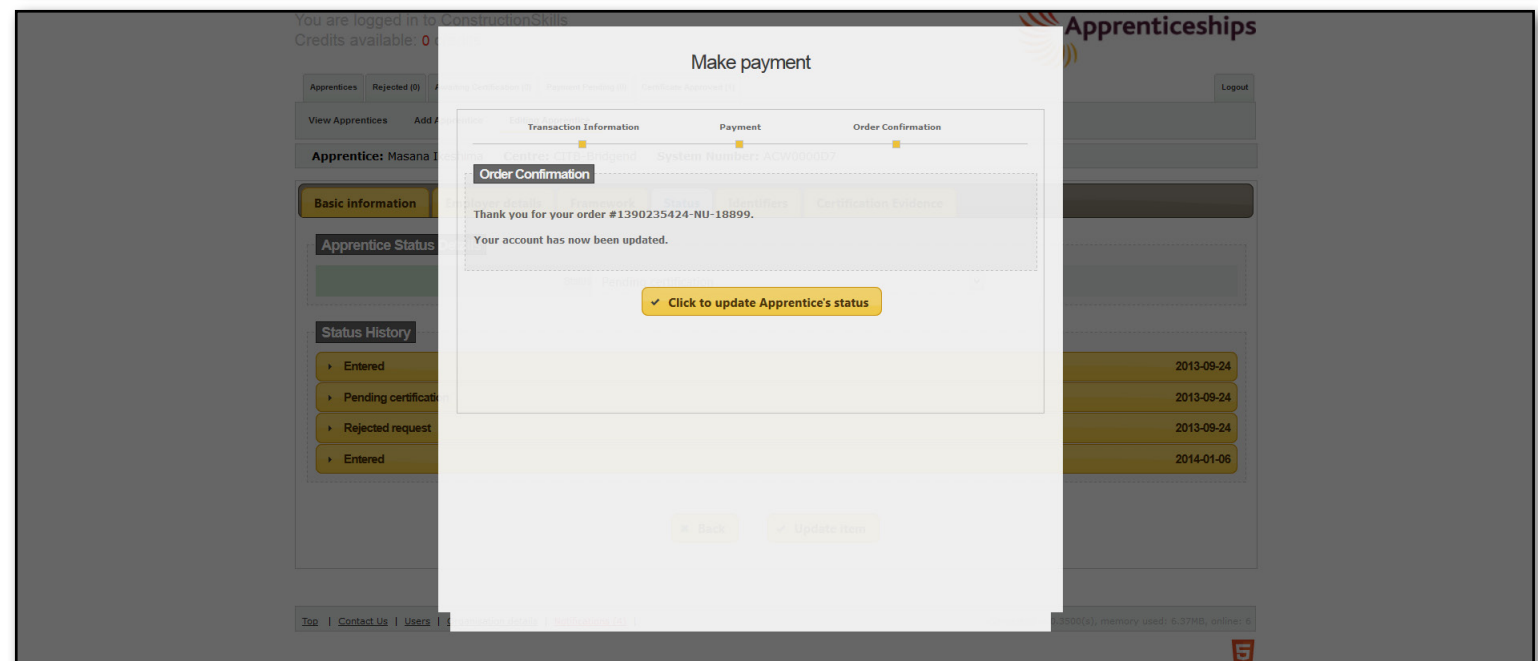
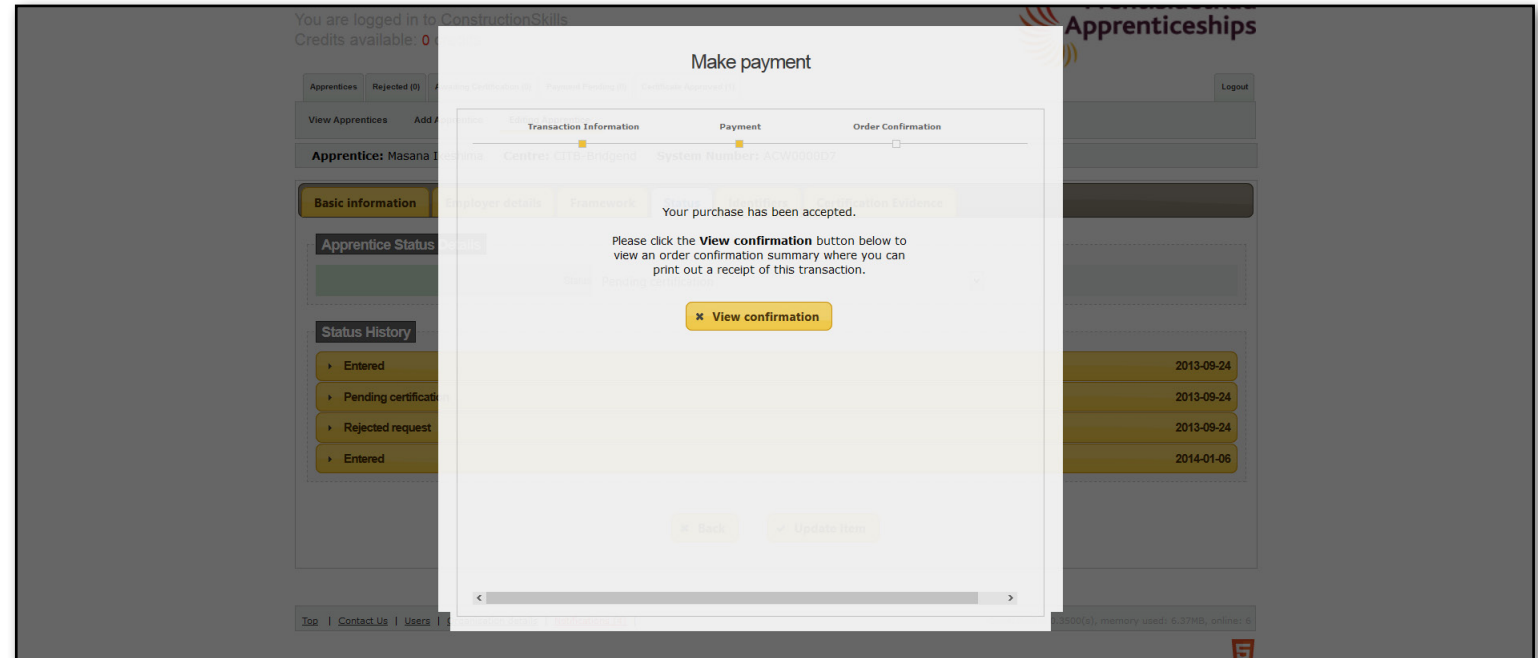
Once all the details have been entered select the option to **continue**. The system will then verify the details that you have entered before confirming the order. The pop up will provide you with a payment reference that you can keep for your records. You may at this stage be directed to 3D secure which is linked to your bank. If you are, please complete the details and submit which will return you to the central payment system.



You will see the display that informing you that the payment has been accepted. You can view the confirmation of the transaction by selecting **View confirmation**.

You will be provided with an order reference which you can keep for your records.

When you have finished this process, select **Click to update Apprentice's status** which will return you to the apprentice's record and submit the request to the certification body.



If you experience problems while using the system, the CPS support team are available to help:

Telephone: 0844 573 2560 **E-mail:** acwcps@fisss.org