

USER MANUAL

TRAINING CENTRES

OCTOBER 2013

Apprenticeship Certification
Wales

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

FISS is the certifying authority for apprenticeships in Wales and hosts Apprenticeship Certificates Wales (ACW).

Working in partnership with the UK Commission for Employment and Skills (UKCES), FISS 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.

FISS 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 reveal a drop down for you to login ①.
- Enter your **Username** and **Password***
- Click the **Login** Button to enter ②.
- Please refer to the system checker tool to make sure your system meets the ACW system requirements ③.
 - Green ticks ✓ are confirmation your system is compatible.
 - Red ✗ 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

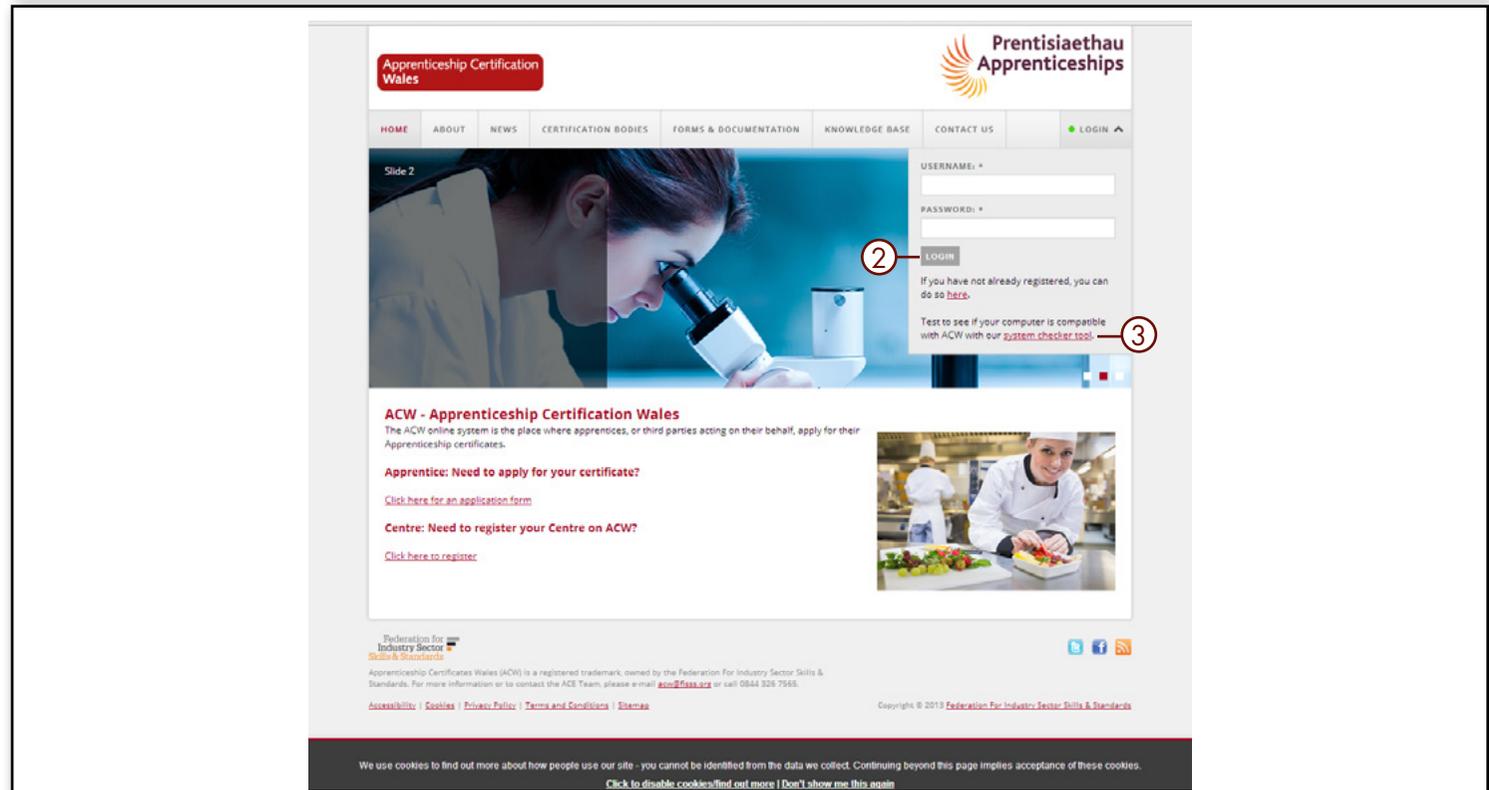
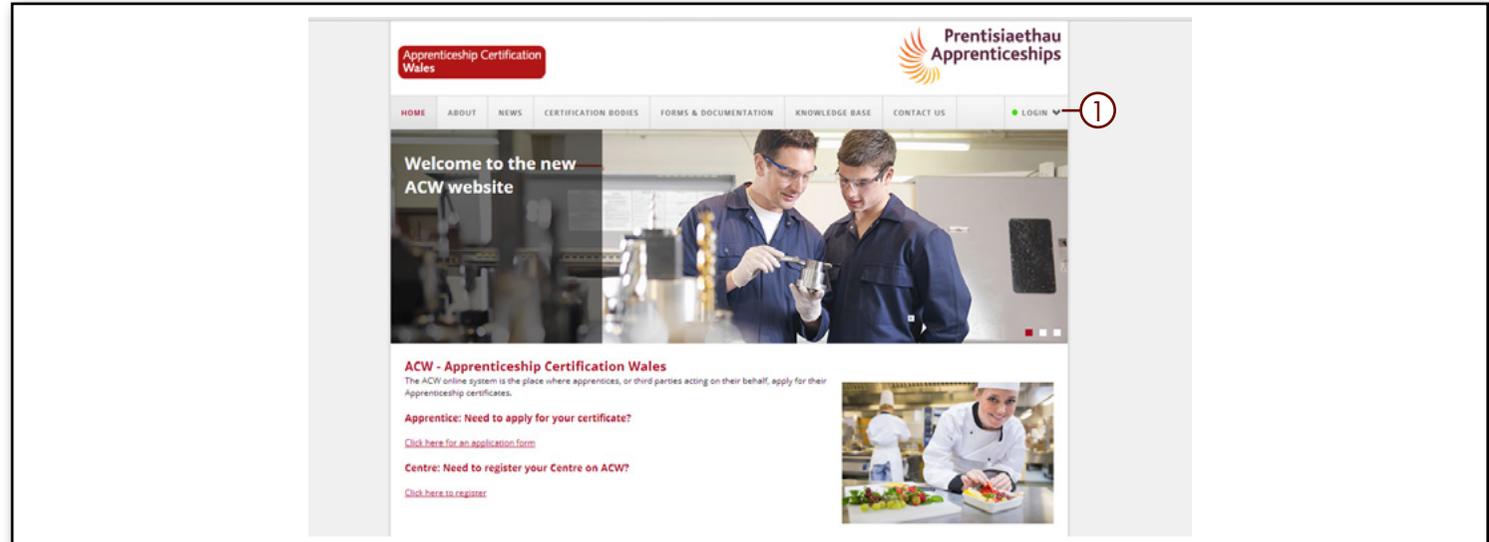
E-mail: acw@fiss.org

REMEMBER!

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.



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](#)

Hello Matthew Corbett !
 You are logged in to Skills CFA

1 Apprentices 2 Rejected (1) 3 Awaiting Certification (1) 4 Payment Pending (0) 5 Certificate Approved (1) Logout

[View Apprentices](#) [Add Apprentice](#) [Bulk Upload](#)

Search
 Framework: Status: Reference number: Keyword:
 Date of Birth (from): Date of Birth (to): Registration Date (from): Registration Date (to): Certification Date (from): Certification Date (to): [Search](#)

| Active | NI Number | Forename | Surname | DOD | Status | Framework | Days Elapsed | Reject |
|--------|------------|----------|----------|------------|------------------------|---------------------------|--------------|--------|
| ✓ | AB123456C | John | Evans | 23-01-1999 | Pending certification | Business & Administration | 0 | - |
| ✓ | AB123456C | Nicholas | Charm | 01-02-1993 | Certificate printed | Business & Administration | 0 | |
| ✓ | CB654321A | Brenda | Clements | 03-04-1985 | Certificate authorised | Business & Administration | 0 | |
| ✓ | AB654321C | William | Thaw | 05-06-1990 | Pending certification | Business & Administration | 0 | |
| ✓ | AB1234567C | Gemma | Wenham | 19-01-1995 | Certificate printed | Business & Administration | 0 | |
| ✓ | AC123456D | Abi | Evans | 17-11-1989 | Entered | Business & Administration | | |
| ✓ | AB123456C | Billy | McDonald | 23-01-1983 | Entered | Business & Administration | | |

10 [Top](#) | [Contact Us](#) | [Users](#) | [Organisation details](#) | Generated in 0.2855(s), memory used: 5.4MB, online: 2

6 7 8 9

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:

- Under **View Users**, double click on the **username** and amend the detail, then select **Update Item**.

Hello Matthew Corbett !
You are logged in to Skills CFA

Prentisiaethau Apprenticeships

Apprentices Rejected (1) Awaiting Certification (1) Payment Pending (0) Certificate Approved (1) Logout

View Users Add User ②

Delete Select All DeSelect All

| ID | Full Name | Username | User Role | Centre | Email | Last Visit |
|-------|-----------------|-------------|--------------|-------------------|--------------------|---------------------|
| 10920 | Matthew Corbett | CFAtest1 | centre_admin | CFA Training Test | test@test.com | 2013-05-21 00:31:10 |
| 10934 | Joan Vicar | JvGskills01 | centre_user | CFA Training Test | j.vicar@skills.com | |

15 Page 1 of 1 Displaying: 1 to 2 of 2 Items.

Top | Contact Us | Users | Organisation details |

Generated in 0.3918(s), memory used: 4.79MB, online: 2

①

Prentisiaethau Apprenticeships

Apprentices Rejected (1) Awaiting Certification (1) Payment Pending (0) Certificate Approved (1) Logout

View Users

Basic information

Add USER

Full name

Email

Login

Password

Repeat Password

Back Create item ④

Top | Contact Us | Users | Organisation details |

Generated in 0.3034(s), memory used: 4.70MB, online: 2

③

REMEMBER!

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

3.2 DISABLE USER ACCOUNTS

The Certification Body Administration 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 Administration User details need to be amended, you will need to contact:

ACW Support Team

Telephone: 0844 326 7565

E-mail: acw@fiss.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.

Hello Matthew Corbett !
You are logged in to Skills CFA

Prentisiaethau Apprenticeships

Apprentices Rejected (1) Awaiting Certification (1) Payment Pending (0) Certificate Approved (0) Logout

View Users Add User

| ID | Full Name | Username | User Role | Centre | Email | Last Visit |
|-------|-------------------|------------|--------------|-------------------|--------------------|---------------------|
| 18928 | Matthew Corbett ① | CFAtest1 | centre_admin | CFA Training Test | test@test.com | 2013-05-21 08:31:18 |
| 18934 | Joan Vicar | JvSkills01 | centre_user | CFA Training Test | j.vicar@skills.com | |

15 Page 1 of 1 Displaying: 1 to 2 of 2 items.

Top | Contact Us | Users | Organisation details |

Generated in 0.2291(s), memory used: 4.83MB, online: 2

Prentisiaethau Apprenticeships

Apprentices Rejected (1) Awaiting Certification (1) Payment Pending (0) Certificate Approved (0) Logout

View Users Add User Edit User

Basic information

Edit USER

| | |
|-----------------|--------------------|
| Full name | Joan Vicar |
| Email | j.vicar@skills.com |
| Login | JvSkills01 |
| Password | |
| Repeat Password | |
| User Status | Active ② |
| Last visit | Active |

Back Update item ③

Top | Contact Us | Users | Organisation details |

Generated in 0.2144(s), memory used: 4.85MB, online: 2

3.3 VIEW/AMEND ORGANISATION DETAILS

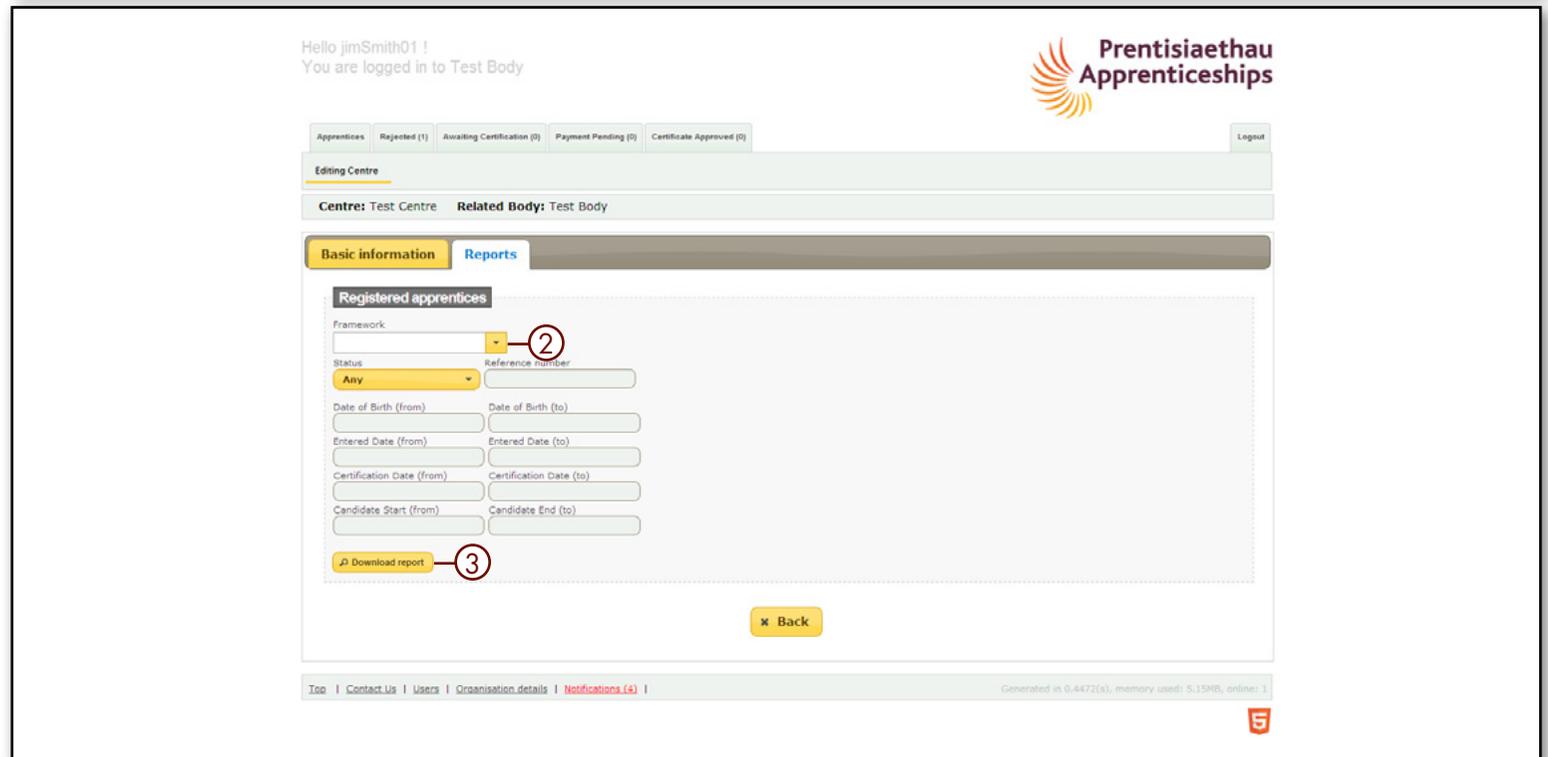
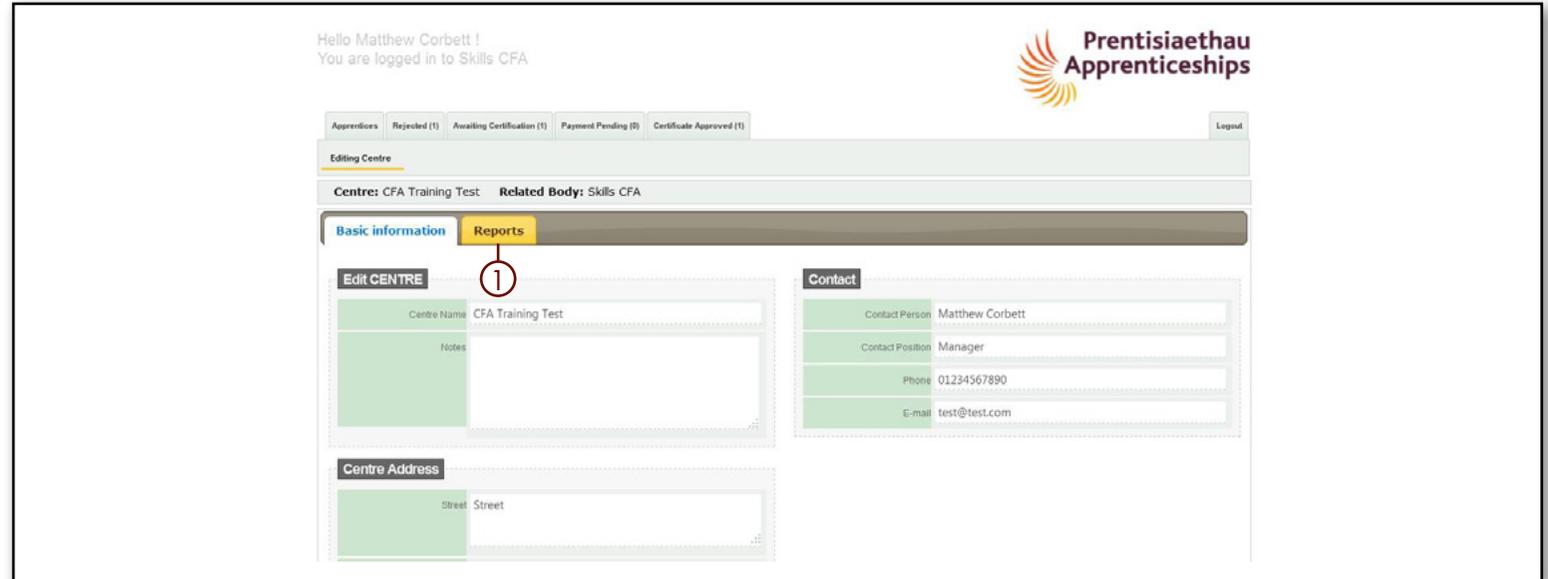
This is where you can view the organisation details. If there are any amendments required please contact the relevant Certification Body.

3.4 DOWNLOAD REPORTS

Within the **Organisation Details** tab select the **yellow Report** tab ①. Here you can use the **drop down** menus ② to select the information you would like detailed in the report.

- Click on the **Download Report** button ③ and this will open a CSV file for you to download.

The document can then be opened in Excel and standard functionality such as sorting and filtering can then be applied.



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.

Hello Matthew Corbett !
You are logged in to Skills CFA



Apprentices
Rejected (1)
① Pending Certification (1)
Payment Pending (0)
Certificate Approved (1)
Logout

View Apprentices
Add Apprentice
Bulk Upload

Search

Framework Status Reference number Keyword

Date of Birth (from) Date of Birth (to) Registration Date (from) Registration Date (to) Certification Date (from) Certification Date (to) Search

Select All
DeSelect All
Show deleted
Print view
Export all

| Active | NI Number | Forename | Surname | DOB | Status | Framework | Days Elapsed | Reject |
|--------|------------|----------|----------|------------|-----------------------|---------------------------|--------------|--------|
| ✓ | AB123456C | John | Evans | 23-01-1999 | Pending certification | Business & Administration | 0 | - |
| ✓ | AB123456C | Nicholas | Charm | 01-02-1993 | Certificate printed | Business & Administration | 0 | |
| ✓ | CB654321A | Brenda | Clements | 03-04-1985 | Certificate authousec | Business & Administration | 0 | |
| ✓ | AB654321C | William | Thaw | 05-06-1990 | Pending certification | Business & Administration | 0 | |
| ✓ | AB1234567C | Gemma | Wentham | 19-01-1995 | Certificate printed | Business & Administration | 0 | |
| ✓ | AC123456D | Abi | Evans | 17-11-1909 | Entered | Business & Administration | | |
| ✓ | AB123456C | Billy | McDonald | 23-01-1983 | Entered | Business & Administration | | |

15
Page 1 of 1
Displaying: 1 to 7 of 7 items.

[Top](#) | [Contact Us](#) | [Users](#) | [Organisation details](#)
Generated in 0.4158(s), memory used: 5.43MB, online: 2



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 NOT the ACW No.)

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

Create Item . This will then reveal 3 new tabs:

- Framework
- Status
- Current Evidence



Hello Matthew Corbett !
You are logged in to Skills CFA

Apprentices Rejected (1) Awaiting Certification (1) Payment Pending (0) Certificate Approved (1) Logout

View Apprentices Bulk Upload

Basic information **Employer details** **Identifiers**

Apprentice Details

Prefix -

* Gender -

* Forename

* Surname

Middlename

* Date Of Birth

* Ethnic Group

Apprentice Contact Details

* Street

* Town

* Postcode

Country -

Phone

E-mail

Dates

* Start date

Completion date

Other

A Training Agreement is held on file

Notes



[Top](#) | [Contact Us](#) | [Users](#) | [Organisation details](#) | Generated in 0.3200(s), memory used: 5.47MB, online: 2

4.1 ADDING A SINGLE APPRENTICE

STEP 3 OF 3

FRAMEWORKS

Select which Framework and Framework components have been 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](#)

Hello Matthew Corbett !
You are logged in to Skills CFA

Prentisiaethau Apprenticeships

Apprentices Rejected (1) Awaiting Certification (1) Payment Pending (0) Certificate Approved (1) Logout

View Apprentices Add Apprentice **Editing Apprentice**

Apprentice: John Evans Centre: CFA Training Test System Number: ACE000038

Basic information Employer details Framework Status Identifiers Certification Evidence

Apprentice Details

| | |
|-----------------|-----------------|
| Prefix | Mr |
| * Gender | Male |
| * Forename | John |
| * Surname | Evans |
| Middlename | |
| * Date Of Birth | 23 January 1999 |
| * Ethnic Group | Not known |

Apprentice Contact Details

| | |
|------------|------------------|
| * Street | Castle street |
| * Town | Edinburgh |
| * Postcode | EH2 5HE |
| Country | United Kingdom |
| Phone | |
| E-mail | john@hotmail.org |

Dates

| | |
|-----------------|---------------|
| * Start date | 16 April 2012 |
| Completion date | 15 May 2013 |

Prior learning recorded ?

Other

A Training Agreement is held on file

Notes

Delete Apprentice

Reason For Leaving ---

Delete Apprentice

①

Top | Contact Us | Users | Organisation details | Generated in 0.4030(s), memory used: 5.71MB, online: 2



4.2 BULK UPLOAD APPRENTICES

Under the **Apprentices tab** ① you have the facility to **bulk upload** ② apprentices to the ACW system.

There is a template available for you to download and populate. Once complete you will need to **save the document as a CSV** file before uploading to the system.

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

The screenshot displays the Prentisiaethau Apprenticeships web application interface. At the top right, the logo and name "Prentisiaethau Apprenticeships" are visible. Below the logo, a navigation bar contains several tabs: "Apprentices" (marked with a circled 1), "Rejected (1)", "Awaiting Certification (1)", "Payment Pending (0)", and "Certificate Approved (1)". A "Logout" button is located on the far right of this bar. Below the navigation bar, a secondary menu includes "View Apprentices", "Add Apprentice", and "Bulk Upload" (marked with a circled 2). The main content area is titled "Bulk upload" and is divided into two sections: "CSV File" and "Templates". The "CSV File" section features a "Choose a file" button, a text input field, a "Browse..." button, and an "Upload" button. The "Templates" section includes a "Download a template" button and two links: "Comma Separated Values (CSV) empty template" and "Excel(XLS) empty template". A horizontal scrollbar is visible at the bottom of the main content area.

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:

- 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** ②.

• 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 must then press the **enter key** 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.

The screenshot shows the Prentisiaethau Apprenticeships system interface. At the top, it says "Hello Neil Strong! You are logged in to ConstructionSkills". The Prentisiaethau Apprenticeships logo is in the top right. Below the header, there are tabs for "Apprentices", "Rejected (1)", "Awaiting Certification (9)", "Payment Pending (0)", and "Certificate Approved (0)". A "Logout" button is in the top right. The main content area has a "View Apprentices" section with "Add Apprentice" and "Bulk Upload" options. A "Search" section contains several input fields: "Framework" (a dropdown menu), "Status" (a dropdown menu with "Any" selected), "Reference number", "Keyword", "Date of Birth (from)", "Date of Birth (to)", "Registration Date (from)", "Registration Date (to)", "Certification Date (from)", and "Certification Date (to)". A "Search" button is on the right. Below the search fields is a table with columns: "Active", "NI Number", "Forename", "Surname", "DOB", "Status", "Framework", "Days Elapsed", "Reject", and "Locked". The table contains 15 rows of data. At the bottom of the table, there is a "Find" input field with a "Sumame" dropdown menu. Below the table, there is a pagination section with "15" items per page, "Page 1 of 12", and "Displaying: 1 to 15 of 175 items." At the very bottom, there is a footer with "Top | Contact Us | Users | Organisation" and "Generated in 0.3657(s), memory used: 5.8MB, online: 1".

① Search criteria fields: Framework, Status, Reference number, Keyword, Date of Birth (from/to), Registration Date (from/to), Certification Date (from/to).

② Search Button

③ Magnifying Glass icon

④ Find input field

⑤ Sumame dropdown menu

⑥ Page navigation controls (15, Page 1 of 12, Displaying: 1 to 15 of 175 items)

⑦ Displaying information text

| Active | NI Number | Forename | Surname | DOB | Status | Framework | Days Elapsed | Reject | Locked |
|--------|-----------|------------|-----------|------------|------------------------|------------------------------------|--------------|--------|--------|
| ✓ | JR203212D | John | Norris | 24-01-1905 | Certificate authorised | Marketing & Communications (DP) | 0 | | |
| ✓ | JR401232D | Dave128 | Fion127 | 12-04-1996 | Certificate printed | Construction Building (Wales) | 0 | | |
| ✓ | JR401232D | Dave129 | Fion130 | 15-04-1996 | Certificate printed | Construction Technical and Profesi | 0 | | |
| ✓ | JR401232D | forename17 | surname17 | 17-01-1990 | Certificate printed | Marketing & Communications (DP) | 0 | | |
| ✓ | JR401232D | forename18 | surname18 | 18-01-1990 | Certificate printed | Marketing & Communications (BP) | 0 | | |
| ✓ | JR401232D | forename19 | surname19 | 19-01-1990 | Certificate printed | Marketing & Communications (BP) | 0 | | |
| ✓ | JR401232D | forename20 | surname20 | 20-01-1990 | Certificate printed | Marketing & Communications (DP) | 0 | | |
| ✓ | JR401232D | forename21 | surname21 | 21-01-1990 | Certificate printed | Construction Technical and Profesi | 0 | | |
| ✓ | JR401232D | Dave127 | Fion128 | 13-04-1996 | Certificate printed | Construction Technical and Profesi | 0 | | |
| ✓ | JR401232D | Dave128 | Fion129 | 14-04-1996 | Certificate printed | Construction Technical and Profesi | 0 | | |
| ✓ | JR401232D | Dave130 | Fion131 | 10-04-1996 | Certificate printed | Construction Civil Engineering (W) | 0 | | |
| ✓ | JR401232D | Dave131 | Fion132 | 17-04-1996 | Certificate printed | Construction Technical and Profesi | 0 | | |
| ✓ | JR401232D | forename1 | surname1 | 01-01-1990 | Certificate printed | Marketing & Communications (BP) | 0 | | |
| ✓ | JR401232D | forename2 | surname2 | 02-01-1990 | Certificate printed | Marketing & Communications (BP) | 0 | | |
| ✓ | JR401232D | forename3 | surname3 | 03-01-1990 | Certificate printed | Construction Technical and Profesi | 0 | | |

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.



Hello Matthew Corbett !
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

Basic information Employer details Framework Status Identifiers **Certification Evidence**

Certification Evidence

| Document Name | File | Action | Checked |
|---|--------------------|---|---|
| Level 2 NVQ Certificate in Business & Administration | BOILER PLATES.docx | <input type="text"/> <input type="button" value="Browse..."/> <input type="button" value="Upload"/> |   |
| Functional Skills in English Level 1 | | <input type="text"/> <input type="button" value="Browse..."/> <input type="button" value="Upload"/> | |
| Functional Skills in Maths Level 1 | | <input type="text"/> <input type="button" value="Browse..."/> <input type="button" value="Upload"/> | |
| Functional Skills in ICT Level 1 | | <input type="text"/> <input type="button" value="Browse..."/> <input type="button" value="Upload"/> | |
| Level 2 Certificate in Principals of Business & Administration or Level 2 Certificate for Legal Secretaries or Level 2 Diploma for Legal Secretaries or Level 2 Diploma for Medical Administration (depending on pathway) | | <input type="text"/> <input type="button" value="Browse..."/> <input type="button" value="Upload"/> | |
| ERR Workbook (Legal & Medical ONLY) | | <input type="text"/> <input type="button" value="Browse..."/> <input type="button" value="Upload"/> | |
| Learner Authorisation form | | <input type="text"/> <input type="button" value="Browse..."/> <input type="button" value="Upload"/> | |
| Additional Documents e.g. Marriage certificate. Evidence for RPL, name change document | | <input type="text"/> <input type="button" value="Browse..."/> <input type="button" value="Upload"/> | |

REMEMBER!

Please note, the maximum file size is 3Mb.
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.

Hello Matthew Corbett !
You are logged in to Skills CFA

Prentisiaethau Apprenticeships

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

Basic information Employer details Framework Status Identifiers Certification Evidence

Apprentice Status Details

Status Entered

Status History

Entered 2013-04-29

Back Update item

Click OK to confirm changing status

You have entered the following information:

- Name: Abi Evans
- NI Number: AC123456D
- Framework: Business & Administration
- Level: Foundation
- Pathway: Business & Administration
- Start Date: 23-01-2011
- End Date: 31-03-2013
- Evidence uploaded: OK

Please Note: The printed certificate will take the information exactly as you have input it. Please check now and correct any spelling or formatting mistakes before submission.

Do you wish to proceed?

OK Cancel

Back Update item

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 Certification 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 Certification 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 payment with the Certification Body.

- **REJECTED** ③

This means that the Certification 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.

Hello Matthew Corbett !
You are logged in to Skills CFA



Apprentices
Rejected (1) ③
Awaiting Certification (1)
Payment Pending (0) ②
Certificate Approved (1) ①
Logout

View Apprentices
Add Apprentice
Bulk Upload

Search

Framework Status Reference number Keyword

Date of Birth (from) Date of Birth (to) Registration Date (from) Registration Date (to) Certification Date (from) Certification Date (to) Search

| Active | NI Number | Forename | Surname | DOB | Status | Framework | Days Elapsed | Reject |
|--------|------------|----------|----------|------------|------------------------|---------------------------|--------------|--------|
| ✓ | AB123456C | John | Evans | 23-01-1999 | Pending certification | Business & Administration | 0 | — |
| ✓ | AB123456C | Nicholas | Charm | 01-02-1993 | Certificate printed | Business & Administration | 0 | |
| ✓ | CB054321A | Brenda | Clements | 03-04-1985 | Certificate authorised | Business & Administration | 0 | |
| ✓ | AB054321C | William | Thaw | 05-06-1990 | Pending certification | Business & Administration | 0 | |
| ✓ | AB1234567C | Gemma | Wenham | 19-01-1995 | Certificate printed | Business & Administration | 0 | |
| ✓ | AC123456D | Abi | Evans | 17-11-1909 | Entered | Business & Administration | | |
| ✓ | AD123456C | Dilly | McDonald | 23-01-1903 | Entered | Business & Administration | | |

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Page 1 of 1
Displaying: 1 to 7 of 7 items.

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Generated in 0.2536(s), memory used: 5.43MB, online: 2

REMEMBER!

Please note it is important to keep email addresses up to date on the system so you don't miss the notifications.

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 spreadsheet.

Hello Matthew Corbett!
You are logged in to Skills CFA



Logout

Apprentices Rejected (1) Awaiting Certification (1) Payment Pending (0) Certificate Approved (1)

View Apprentices Add Apprentice Bulk Upload

Search

Framework Status Reference number Keyword

Date of Birth (from) Date of Birth (to) Registration Date (from) Registration Date (to) Certification Date (from) Certification Date (to) Search

Select All DeSelect All Show deleted Print view Export all

| Active | NI Number | Forename | Surname | DOB | Status | Framework | Days Elapsed | Reject |
|--------|------------|----------|----------|------------|------------------------|---------------------------|--------------|--------|
| ✓ | AD123456C | John | Evans | 23-01-1999 | Pending certification | Business & Administration | 0 | - |
| ✓ | AB123456C | Nicholas | Charm | 01-02-1993 | Certificate printed | Business & Administration | 0 | |
| ✓ | CB654321A | Brenda | Clements | 03-04-1985 | Certificate authorisec | Business & Administration | 0 | |
| ✓ | AB654321C | William | Thaw | 05-06-1990 | Pending certification | Business & Administration | 0 | |
| ✓ | AB1234567C | Gemma | Wenham | 19-01-1995 | Certificate printed | Business & Administration | 0 | |
| ✓ | AC123456D | Abi | Evans | 17-11-1989 | Entered | Business & Administration | | |
| ✓ | AB123450C | Billy | McDonald | 23-01-1983 | Entered | Business & Administration | | |

15 Page 1 of 1 Displaying: 1 to 7 of 7 Items.

Top | C | Us | Users | Organisation details | Generated in 0.3119(s), memory used: 5.43MB, online: 2

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.

Hello Matthew Corbett !
You are logged in to Skills CFA

Prentisiaethau Apprenticeships

Apprentices Rejected (1) Awaiting Certification (1) Payment Pending (0) Certificate Approved (1) Logout

View Apprentices Add Apprentice **Editing Apprentice**

Apprentice: John Evans Centre: CFA Training Test System Number: ACE000038

Basic information Employer details Framework **Status** Identifiers Certification Evidence

Apprentice Status Details

Status Pending certification Re-submit [Request rejected]

Status History

Entered 2013-05-21

Pending certification 2013-05-23

Rejected request 2013-05-23

Certification Body (Skills CFA) 2013-05-23

Rejected By Body @ 2013-05-23 09:47:57
The following apprentice has been rejected by Skills CFA
ACE Number: 000038
Name: John Evans
Framework: Business & Administration
Level: Intermediate
Pathway: Business & Administration
ERR evidence missing

Your comment:

Add comment

Back Update item

Top | Contact Us | Users | Organisation details | Generated in 0.5296(s), memory used: 5.71MB, online: 2

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 will be able to open the record, however they 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.

Hello Certification Body !
You are logged in to Skills CFA

Prentisiaethau Apprenticeships

Centres Apprentices Rejected (1) Awaiting Certification (1) Payment Pending (0) Certificate Approved (0) Frameworks Logout

View Apprentices

Search

Centre Framework Status Reference number Keyword

Date of Birth (from) Date of Birth (to) Registration Date (from) Registration Date (to) Certification Date (from) Certification Date (to) Search

Select All DeSelect All Show deleted Print view Export all

| Active | NI Number | Forename | Surname | DOB | Centre | Status | Framework | Days Elapsed | Rejct | Locked |
|--------|------------|----------|----------|------------|-------------------|-----------------------|---------------------------|--------------|-------|-----------------|
| ✓ | CB654321A | Brenda | Clements | 03-04-1985 | CFA Training Test | Certificate printed | Business & Administration | 0 | | Matthew Corbett |
| ✓ | AB123456C | John | Evans | 23-01-1999 | CFA Training Test | Pending certification | Business & Administration | 0 | - | |
| ✓ | AB123456C | Nicholas | Charm | 01-02-1993 | CFA Training Test | Certificate printed | Business & Administration | 0 | | |
| ✓ | AB054321C | William | Thaw | 05-06-1990 | CFA Training Test | Pending certification | Business & Administration | 0 | | |
| ✓ | AB1234567C | Gemma | Wenham | 19-01-1995 | CFA Training Test | Certificate printed | Business & Administration | 0 | | |
| ✓ | AC123456D | Abi | Evans | 17-11-1989 | CFA Training Test | Entered | Business & Administration | | | |

Hello Certification Body !
You are logged in to Skills CFA

Prentisiaethau Apprenticeships

Centres Apprentices Rejected (1) Awaiting Certification (1) Payment Pending (0) Certificate Approved (0) Frameworks Logout

View Apprentices Editing Apprentice

Apprentice: Brenda Clements Centre: CFA Training Test System Number: ACW000026

This record is currently read-only as it is being edited by Matthew Corbett - last updated 10:17 on 06/06/2013. ②

Basic information Employer details Framework Status Identifiers Certification Evidence

Apprentice Details

Prefix -

* Gender: Male

* Forename: Brenda

* Surname: Clements

Middlename

* Date of Birth: 03/04/1985

* Ethnic Group: Asian - Pakistani

Apprentice Contact Details

* Street: Dolomite Avenue

* Town: Bridgwater

* Postcode: DA5 6EH

Country: United Kingdom

Phone

E-mail: brendac@example.co.uk

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 how 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.

Hello Neil Strong!
You are logged in to ConstructionSkills



①

Apprentices Rejected (1) **Awaiting Certification (9)** Payment Pending (0) Certificate Approved (0) Logout

View Apprentices Add Apprentice Bulk Upload

Outbox

Select All DeSelect All

| Active | NI Number | Forename | Surname | DOB | Status | Framework | ② Days Elapsed | Reject |
|--------|-----------|----------|---------|------------|-----------------------|---|----------------|--------|
| ✓ | JR401232D | Dave9 | Fion10 | 17-12-1995 | Pending certification | Marketing & Communications (BP) | 1 | |
| ✓ | JR401232D | Dave8 | Fion9 | 16-12-1995 | Pending certification | Marketing & Communications (BP) | 0 | |
| ✓ | JR401232D | Dave7 | Fion8 | 15-12-1995 | Pending certification | Marketing & Communications (DP) | 0 | |
| ✓ | JR401232D | Dave6 | Fion7 | 14-12-1995 | Pending certification | Marketing & Communications (BP) | 0 | |
| ✓ | JR401232D | Dave5 | Fion6 | 13-12-1995 | Pending certification | Marketing & Communications (BP) | 0 | |
| ✓ | JR401232D | Dave4 | Fion5 | 12-12-1995 | Pending certification | Marketing & Communications (BP) | 0 | |
| ✓ | JR401232D | Dave3 | Fion4 | 11-12-1995 | Pending certification | Marketing & Communications (BP) | 0 | |
| ✓ | JR401232D | Dave2 | Fion3 | 10-12-1995 | Pending certification | Construction Technical and Professional | 0 | |
| ✓ | JR401232D | Dave1 | Fion2 | 09-12-1995 | Pending certification | Construction Civil Engineering (Wales) | 0 | |

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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@fiss.org

Apprenticeship Certification
Wales