USER MANUAL

TRAINING CENTRES

FEBRUARY 2014

Apprenticeship Certification
Wales

CONTENTS

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

FISSS 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), 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.

FISSS is the Certifying Authority for Apprenticeships in Wales as set out in the Apprenticeships, Skills, Children and Learning Act (ASCL) enacted in November 2010. The network of SSCs/SSBs (Certification Bodies) act as nominated agents of FISSS to issue Apprenticeship Completion Certificates, on their behalf. Each Certification Body is authorised to issue Apprenticeship completion certificates for all the frameworks within their sectorial remit.

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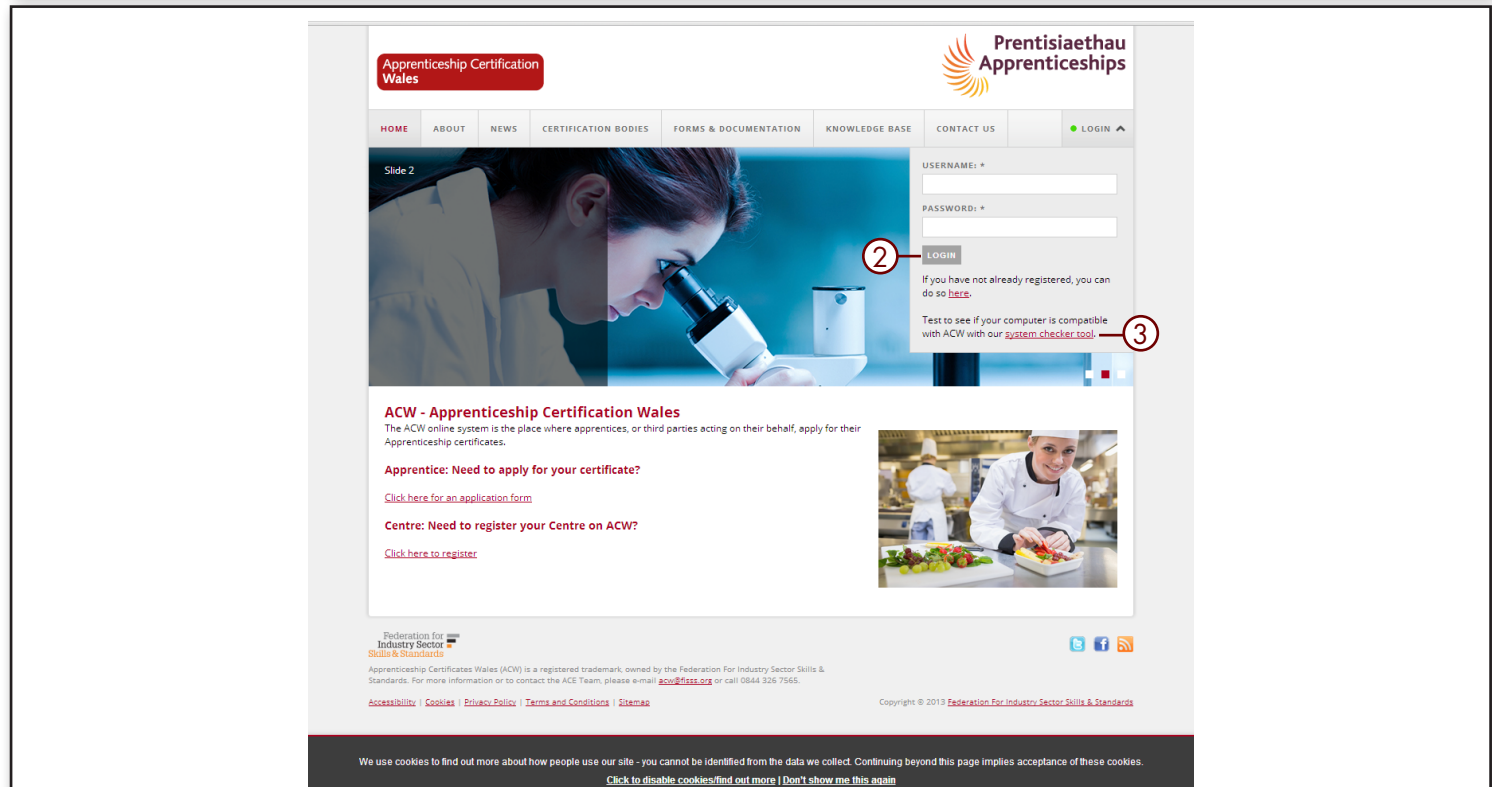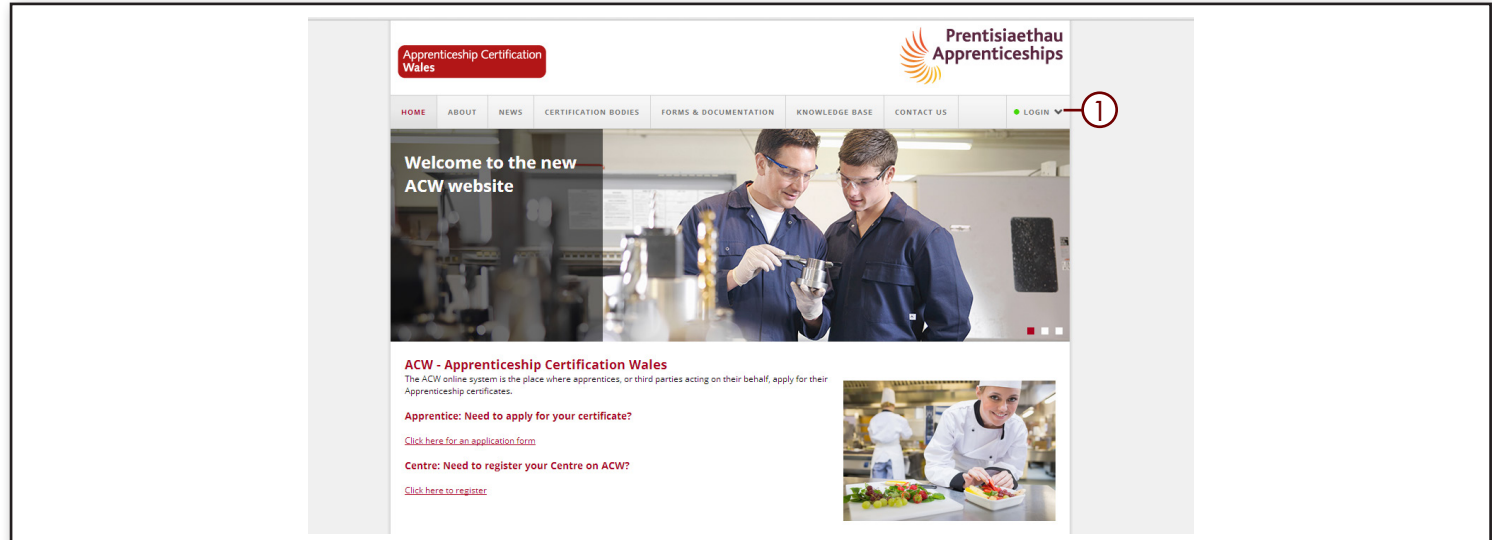
Once you have logged in to ACW, you will see this home screen with the following options:

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.

6. Notifications – View messages from the Federation and Certification Bodies about system/certification process changes or updates.

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

7. Top – Takes you back to the top of the current screen.

8. Contact Us – Contact details for Federation for Industry Sector Skills and Standards Managers of ACW.

9. Users - Allows users of ACW to be created. More information can be found on

10. Organisation Details - Check organisation details

11. Search Tools - You can use the search tools to filter information. More information can be found on

User: Masana Ikeshima   **Certification Body**: ConstructionSkills   **Credits**: **1** Available   **Notifications**: 9 Unread

Prentisiaethau
Apprenticeships

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

View Apprentices   Add Apprentice   Bulk Upload

Search

Framework	Status	Reference number	Keyword
	Any		

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

Select All   DeSelect All   Show deleted   Print view   Export all

Active	NI Number	Forename	Surname	DOB	Status	Framework	Days Elapsed	Reject	Locked
✓	JR401232D	Dave3	Fion4	11-12-1995	Certificate printed	Marketing & Communications (BP	0		
✓	JR404040D	Mike	Shima	07-04-1984	Pending certification	Construction Specialist (Wales)	0		
✓	JR401232D	Masana	Ikeshima	19-04-1996	Pending certification	Construction Civil Engineering (W	0		
✓	JR401232D	Dave5	Fion6	13-12-1995	Certificate printed	Marketing & Communications (BP	0		
✓	JR401232D	Dave6	Fion7	14-12-1995	Certificate printed	Marketing & Communications (BP	0		
✓	JR401232D	Dave7	Fion8	15-12-1995	Certificate printed	Marketing & Communications (BP	0		
✓	JR401232D	Dave4	Fion5	12-12-1995	Certificate printed	Marketing & Communications (BP	0		
✓	JR401232D	Dave8	Fion9	16-12-1995	Certificate printed	Construction Technical and Profes	0		
✓	JR401232D	Dave126	Fion127	12-04-1996	Certificate printed	Construction Building (Wales)	0		
✓	JR401232D	Dave9	Fion10	17-12-1995	Certificate printed	Marketing & Communications (BP	0		
✓	JR401232D	Arweiny	test	25-01-1996	Certificate printed	Construction Building (Wales)	0		
✓	JR401232D	Dave1	Fion2	09-12-1995	Certificate printed	Construction Technical and Profes	0		
✓	JR401232D	Dave2	Fion3	10-12-1995	Certificate printed	Construction Technical and Profes	0		
✓	JR401232D	Dave129	Fion130	15-04-1996	Certificate printed	Construction Technical and Profes	0		
✓	JR401232D	forename17	surname17	17-01-1990	Certificate printed	Marketing & Communications (BP	0		

15   Page 1 of 13   Displaying: 1 to 15 of 185 items.

Top | Contact Us | Users | Organisation details | Notifications

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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.**

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@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.

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.

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** ①. This will then reveal 3 new tabs:

- Framework

- Status

- Current Evidence

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   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

✖ Back   ✔ Create item ①

Top | Contact Us | Users | Organisation details |

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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

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.

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 <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.

REMEMBER!

Please note, the maximum file size is 3Mb. Any larger and the system will not accept the upload.

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** |

Certification Evidence

Document Name	File	Action		Checked
Level 2 NVQ Certificate in Business & Administration	BOILER PLATES.docx	[ ] Browse... Upload		⊗ ⬇
Functional Skils in English Level 1		[ ] Browse... Upload		
Funtional Skills in Maths Level 1		[ ] Browse... Upload		
Funtional Skills in ICT Level 1		[ ] Browse... 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)		[ ] Browse... Upload		
ERR Workbook (Legal & Medical ONLY)		[ ] Browse... Upload		
Learner Authorisation form		[ ] Browse... Upload		
Additional Documents e.g. Marriage certificate, Evidence for RPL, name change document		[ ] Browse... Upload		

✖ Back   ✔ Update item

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

Entered
Pending certification

Status History

▸ Entered   2013-04-29

✖ Back   ✔ Update item

You are logged in to Skills CFA

Apprenticeships

| Apprentices | Rejected (1) | Awaiting Certification (1 | Payment Pending (| | Logout |

View Apprentices   Add Apprentice   Editing Apprentice

Apprentice: Abi Evans   **Centre:** CFA Training Test

| Basic information | Employer details | Framewor |

Apprentice Status Details

Status   Pen

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

Status History

▸ Entered   2013-04-29

✖ 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 for further information.

Hello Matthew Corbett !
You are logged in to Skills CFA

Prentisiaethau Apprenticeships

③ ② ①

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

View Apprentices   Add Apprentice   Bulk Upload

Search

Framework	Status	Reference number	Keyword
	Any		

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 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		

15 ▾ ⏮ ◀ Page 1 of 1 ▶ ⏭ ↻ Displaying: 1 to 7 of 7 items.

Top | Contact Us | Users | Organisation details | 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 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 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.

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.

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