

USER MANUAL

TRAINING CENTRES

FEBRUARY 2014

Apprenticeship Certification
Wales

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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.

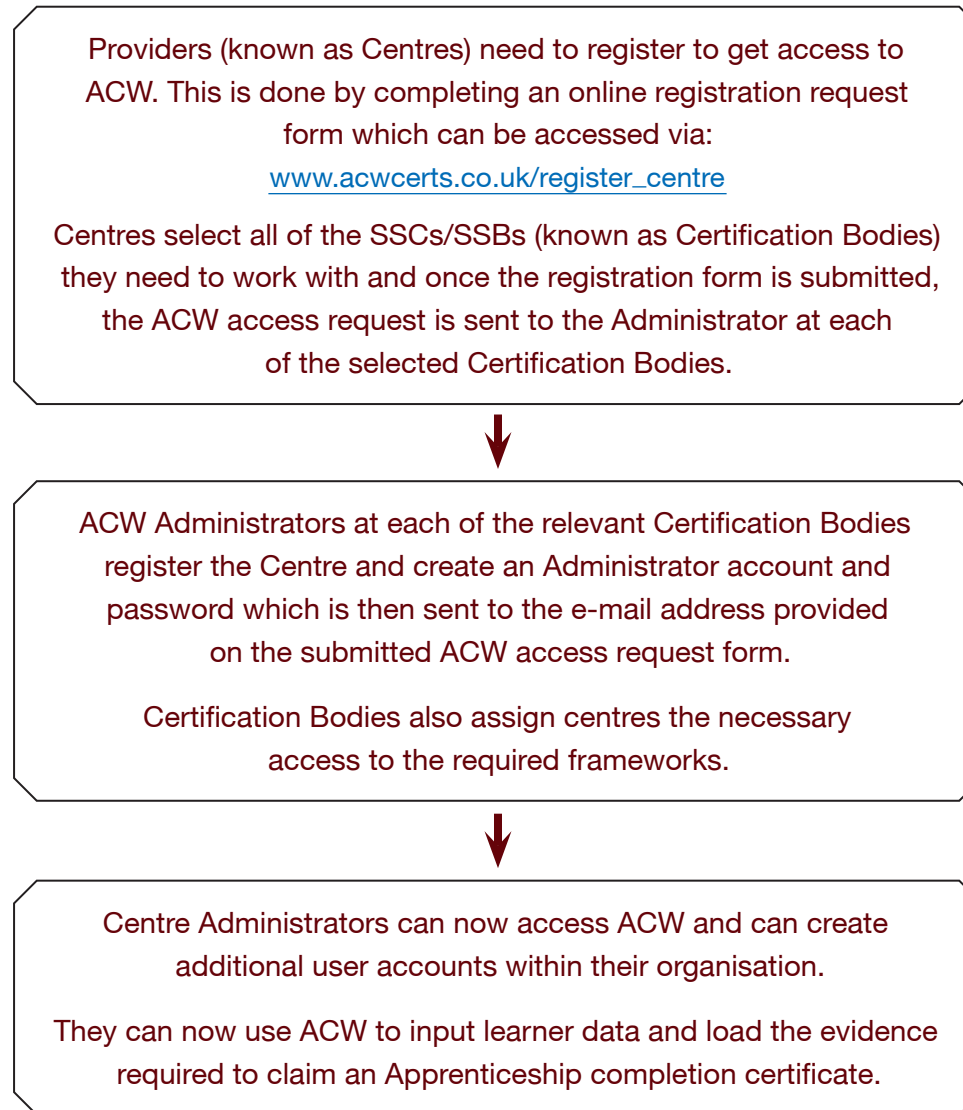
ACW is a web based system that is designed to enable access to training providers, employers and apprentices to request Apprenticeship completion certificates.

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.



- 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: 0300 303 4444

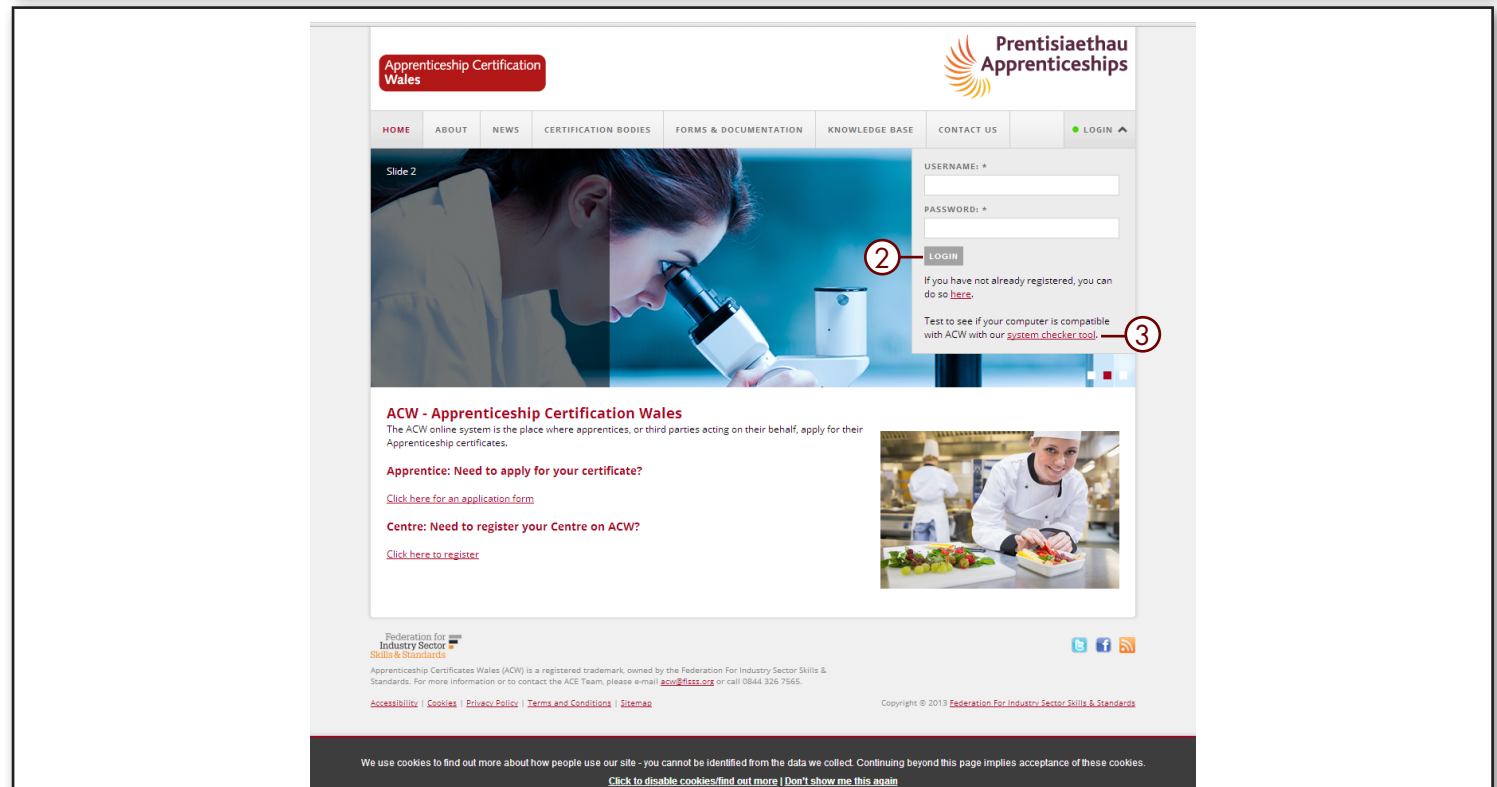
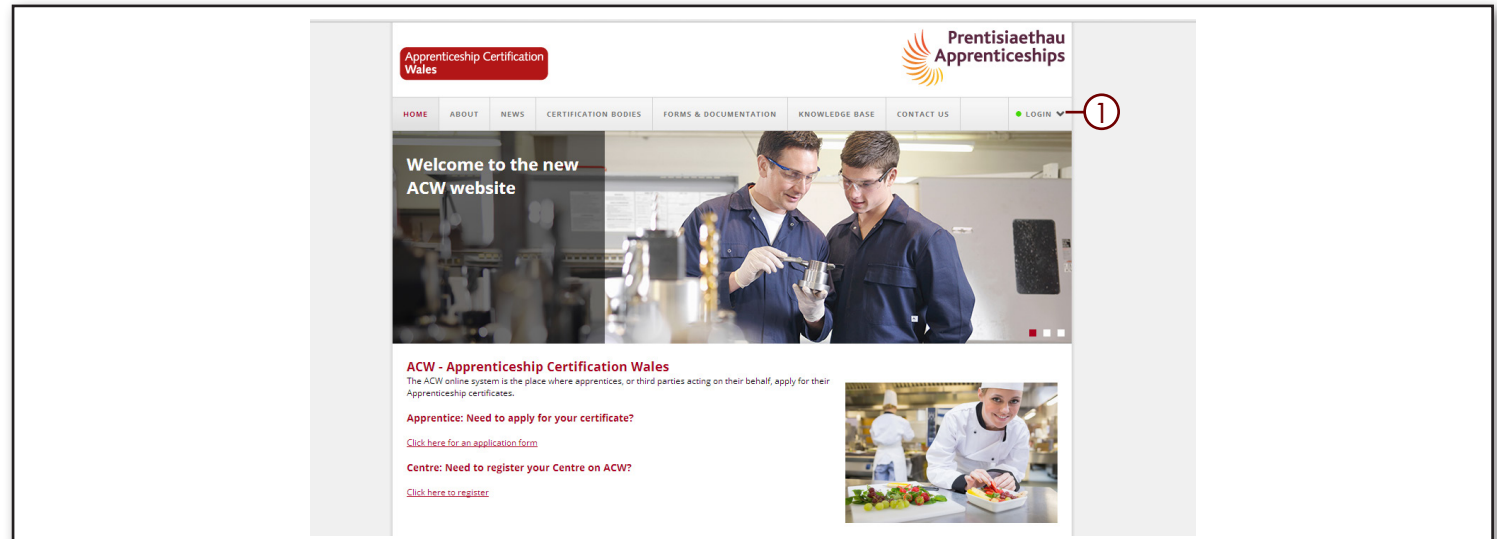
E-mail: acw@fisss.org

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. **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.
5. **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 [page 7](#)
10. **Organisation Details** - Check organisation details
11. **Search Tools** - You can use the search tools to filter information. More information can be found on [page 14](#)

The screenshot shows the Prentisiaethau Apprenticeships dashboard. At the top, the user is logged in as 'Masana Ikeshima' with 'ConstructionSkills' as the certification body. There are 1 credit available and 9 unread notifications. The dashboard features five main tabs: Apprentices (1), Rejected (0) (2), Awaiting Certification (2) (3), Payment Pending (0) (4), and Certificate Approved (0) (5). Below these tabs are buttons for 'View Apprentices', 'Add Apprentice', and 'Bulk Upload'. A search bar is located below the buttons, with fields for Framework, Status (Any), Reference number, Keyword, Date of Birth (from/to), Registration Date (from/to), and Certification Date (from/to). Below the search bar is a table of apprentices 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 dashboard, there are links for 'Top', 'Contact Us', 'Users' (11), 'Organisation details', and 'Notifications'. A footer bar at the very bottom shows 'Generated in 0.3840(s), memory used: 6.36MB, online: 1'.

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		

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
18928	Matthew Corbett	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 0.3918(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: 4.78MB, 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: 0300 303 4444

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.

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

Delete Select All DeSelect All

ID	Full Name	Username	User Role	Centre	Email	Last Visit
18928	Matthew Corbett	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 **Editing 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.

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

Editing Centre

Centre: CFA Training Test Related Body: Skills CFA

Basic information Reports

Edit CENTRE ①

Centre Name CFA Training Test

Notes

Contact

Contact Person Matthew Corbett

Contact Position Manager

Phone 01234567890

E-mail test@test.com

Centre Address

Street Street

Hello jimSmith01 !
You are logged in to Test Body

Prentisiaethau Apprenticeships

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

Editing Centre

Centre: Test Centre Related Body: Test Body

Basic information Reports

Registered apprentices

Framework

Status ②

Reference number

Any

Date of Birth (from) Date of Birth (to)

Entered Date (from) Entered Date (to)

Certification Date (from) Certification Date (to)

Candidate Start (from) Candidate End (to)

Download report ③

Back

Top | Contact Us | Users | Organisation details | Notifications (4) |

Generated in 0.4472(s), memory used: 5.15MB, online: 1

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)
Pending 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 0.4158(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** ①. 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

Back Create item ①

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](#)

User: Masana Ikeshima

Certification Body: ConstructionSkills

Credits: 1 Available

Notifications: 9 Unread

Apprentices

Rejected (0)

Awaiting Certification (2)

Payment Pending (0)

Certificate Approved (0)

Logout

View Apprentices

Add Apprentice

Editing Apprentice

Apprentice: Mike Shima

Centre: CITB-Bridgend

System Number: ACW000107

Basic information

Employer details

Framework

Status

Identifiers

Certification Evidence

Apprentice Details

Prefix

-

* Gender

Female

* Forename

Mike

* Surname

Shima

Middlename

* Date Of Birth

31

December

1999

* Ethnic Group

White

Apprentice Contact Details

* Street

54 Apprentice Street

* Town

Edinburgh

* Postcode

EH5 5LP

Country

-

Phone

E-mail

Start & Submission Date

* Start date

07

April

2011

Submission date

☐ Prior learning recorded ?

Other

* A Training Agreement is held on file

☒

* Is this apprentice being publicly funded?

☒ Yes ☐ No

Notes

Delete Apprentice

Reason For Leaving

Delete Apprentice

✕ Back

✓ Update item

①

[Top](#) | [Contact Us](#) | [Users](#) | [Organisation details](#) | [Notifications](#) |

Generated in 0.5613(s), memory used: 6.64MB, online: 1

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. At the top right is the logo and name 'Prentisiaethau Apprenticeships'. Below the header is a navigation bar with tabs: 'Apprentices' (marked with a red circle ①), 'Rejected (1)', 'Awaiting Certification (1)', 'Payment Pending (0)', 'Certificate Approved (1)', and a 'Logout' button. Below this is a sub-navigation bar with 'View Apprentices', 'Add Apprentice', and 'Bulk Upload' (marked with a red circle ②). The main content area is titled 'Bulk upload' and contains two sections: 'CSV File' and 'Templates'. The 'CSV File' section has a 'Choose a file' button, a text input field, a 'Browse...' button, and an 'Upload' button. The 'Templates' section has 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 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.

Hello Neil Strong!
You are logged in to ConstructionSkills

Prentisiaethau Apprenticeships

Apprentices Rejected (1) Awaiting Certification (9) Payment Pending (0) Certificate Approved (0) 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 ②

Select All DeSelect All Show deleted Print view Export all

Active	NI Number	Forename	Surname	DOB	Status	Framework	Days Elapsed	Reject	Locked
✓	JR203212D	John	Norris	24-01-1985	Certificate authorised	Marketing & Communications (BP	3		
✓	JR401232D	Dave126	Fion127	12-04-1996	Certificate printed	Construction Building (Wales)	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		
✓	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 (BP	0		
✓	JR401232D	forename21	surname21	21-01-1990	Certificate printed	Construction Technical and Profes	0		
✓	JR401232D	Dave127	Fion128	13-04-1996	Certificate printed	Construction Technical and Profes	0		
✓	JR401232D	Dave128	Fion129	14-04-1996	Certificate printed	Construction Technical and Profes	0		
✓	JR401232D	Dave130	Fion131	16-04-1996	Certificate printed	Construction Civil Engineering (W	0		
✓	JR401232D	Dave131	Fion132	17-04-1996	Certificate printed	Construction Technical and Profes	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 Profes	0		

Find Surname ⑤

15 Page 1 of 12 Displaying: 1 to 15 of 175 items.

Top | Contact Us | Users | Organisation | Notifications (3) |

Generated in 0.3657(s), memory used: 5.8MB, online: 1


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

[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"/>	

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

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

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

Apprentice Status Details

Status Pending

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

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.

- **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



Navigation tabs: Apprentices, Rejected (1) ③, Awaiting Certification (1), Payment Pending (0) ②, Certificate Approved (1) ①, Logout

Buttons: View Apprentices, Add Apprentice, Bulk Upload

Search filters:

Framework: [Dropdown] Status: Any [Dropdown] Reference number: [Text] Keyword: [Text]

Date of Birth (from): [Text] Date of Birth (to): [Text] Registration Date (from): [Text] Registration Date (to): [Text] Certification Date (from): [Text] Certification Date (to): [Text] [Search]

Actions: 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 [Dropdown] Page 1 of 1 [Page Navigation] Displaying: 1 to 7 of 7 items.

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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



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

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
✓	AB123456C	John	Evans	23-01-1989	Pending certification	Business & Administration	0	<input type="checkbox"/>
✓	AB123456C	Nicholas	Charm	01-02-1993	Certificate printed	Business & Administration	0	<input type="checkbox"/>
✓	CB654321A	Brenda	Clements	03-04-1985	Certificate authorised	Business & Administration	0	<input type="checkbox"/>
✓	AB654321C	William	Thaw	05-06-1990	Pending certification	Business & Administration	0	<input type="checkbox"/>
✓	AB1234567C	Gemma	Wenham	19-01-1995	Certificate printed	Business & Administration	0	<input type="checkbox"/>
✓	AC123456D	Abi	Evans	17-11-1989	Entered	Business & Administration		<input type="checkbox"/>
✓	AB123456C	Billy	McDonald	23-01-1983	Entered	Business & Administration		<input type="checkbox"/>

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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 [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
* ERK evidence missing

Your comment:

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	Reject	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		
✓	AB654321C	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.

4.12 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 (BP)	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 Professio	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: 0300 303 4444 **E-mail:** acw@fisss.org

Apprenticeship Certification
Wales