

USER MANUAL

TRAINING CENTRES

JUNE 2013

Apprenticeship Certification
Wales

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

FISSS is the 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.

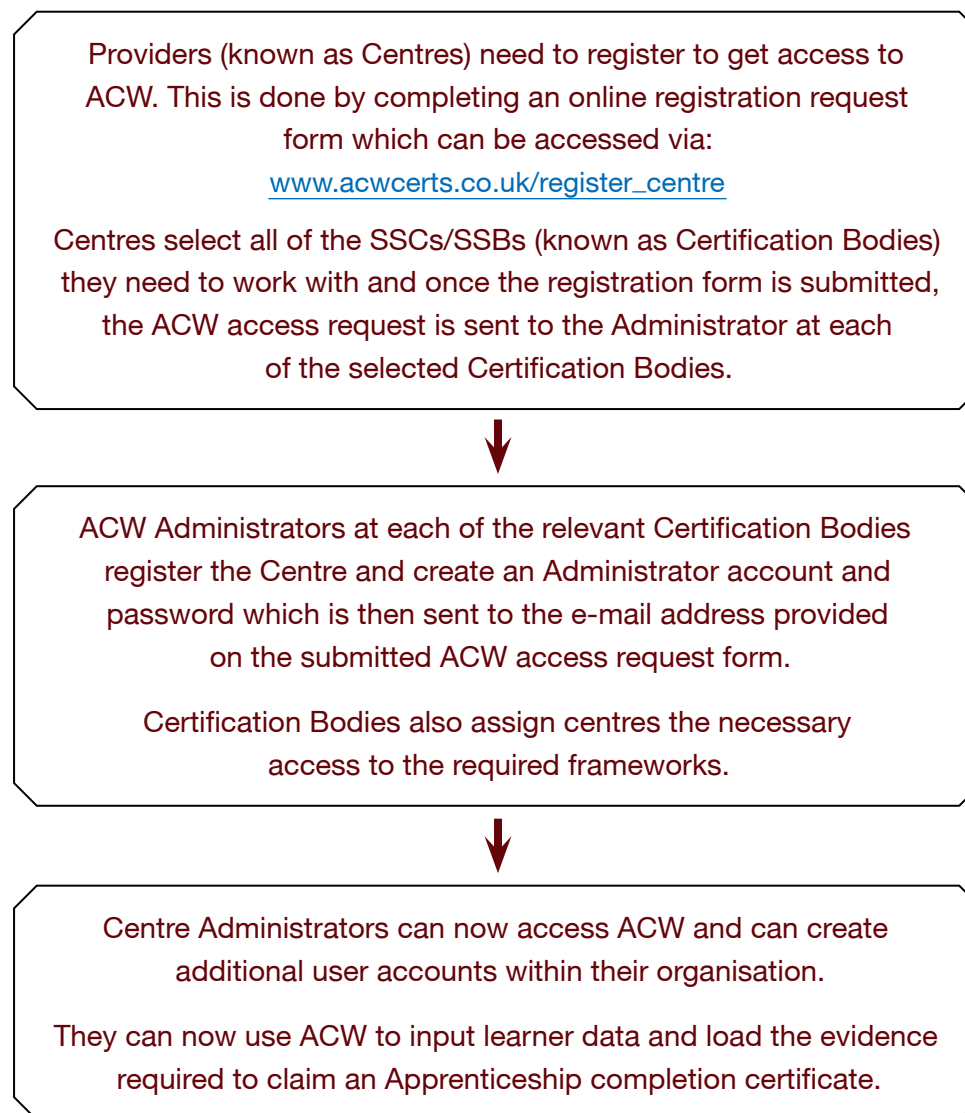
ACW is a web based system that is designed to enable access to training providers, employers and apprentices to request Apprenticeship completion certificates.

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 take you to the login page ①.
- Enter your **Username** and **Password***
- Click the **Login** Button to enter ②.
- Please refer to the technical guidance to make sure your system meets the ACW system requirements ③.
 - Green ticks ✓ are confirmation your system is compatible.
 - Red ✗ 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.

Apprenticeship Certification Wales

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



① Login

Username

Password

② Login

Your Computer Details

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

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

Using ACW —③

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

Processor

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

System Memory

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

Operating System

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

Web Browser

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

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

Proxy or Cached Version

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

Whitelist

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

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



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



Follow us on Twitter



Follow us on Facebook



Subscribe to RSS



Like

Krzysztof Baran and 36 others like this.

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

Prentisiaethau Apprenticeships

Logout

Apprentices (1) 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	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	
✓	AB854321C	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 0.2855(s), memory used: 5.4MB, online: 2

3.1 ADD/EDIT USERS

To add a new user:

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

To edit an existing User:

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

Hello Matthew Corbett !
You are logged in to Skills CFA



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	JvSkills01	centre_user	CFA Training Test	j.vicar@skills.com	

🔍

15

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Page 1 of 1

📄

Displaying: 1 to 2 of 2 items.

[Top](#)

[Contact Us](#)

[Users](#)

[Organisation details](#)

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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					
<div> <div>✕ Back</div> <div>✓ Create item ④</div> </div>					
Top Contact Us Users ③ Organisation details					

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



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.

Hello Matthew Corbett !
You are logged in to Skills CFA



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	CFAtest1	centre_admin	CFA Training Test	test@test.com	2013-05-21 08:31:18
10934	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 |

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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
Last visit	Active

2

Back Update item 3


Top | Contact Us | Users | Organisation details |

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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.

Hello Matthew Corbett !
You are logged in to Skills CFA



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

Centre NameCFA Training Test

Notes

Contact

Contact PersonMatthew Corbett

Contact PositionManager

Phone01234567890

E-mailtest@test.com

Centre Address

StreetStreet

TownTown

PostcodeAB1 2CD


CountryCountry

✕ Back

✓ Update item

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

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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



① Apprentices Rejected (1) ② 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)

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 authorsec	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		

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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

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Generated in 0.3200(s), memory used: 5.47MB, online: 2

4.1 ADDING A SINGLE APPRENTICE

STEP 3 OF 3

FRAMEWORKS

Select which Frameworks will be completed by the Apprentice.

STATUS

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

CERTIFICATE EVIDENCE

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

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 johne@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

Back Update item ①

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Generated in 0.4030(s), memory used: 5.71MB, online: 2

4.2 BULK UPLOAD APPRENTICES

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

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

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

The screenshot displays the 'Prentisiaethau Apprenticeships' web application interface. At the top right is the logo and name. Below it is a navigation bar with tabs: 'Apprentices', 'Rejected (1)', 'Awaiting Certification (1)', 'Payment Pending (0)', 'Certificate Approved (1)', and a 'Logout' button. The 'Bulk Upload' tab is selected and highlighted with a red circle and the number 1. Below the navigation bar is a 'Bulk upload' section. It contains two main areas: 'CSV File' and 'Templates'. The 'CSV File' area has a 'Choose a file' button, a text input field, and 'Browse' and 'Upload' buttons. The 'Templates' area 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 page.

4.3 SEARCH FOR AN APPRENTICE

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

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

- Centre
 - Framework
 - Status
 - Ref No. (ACW No. or NI No.)
 - Keyword
 - Date of Birth (from/to)
 - Registration Date (from/to)
 - Certification Date (from/to)
- When you have set your required search criteria click the **Search** Button 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 Certification Body !
You are logged in to Skills CFA

Prentisiaethau Apprenticeships

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

Select All DeSelect All Show deleted Print view Export all

Active	NI Number	Forename	Surname	DOB	Centre	Status	Framework	Days Elapsed	Reject
✓	AD123456C	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	
✓	CB654321A	Brenda	Clements	03-04-1985	CFA Training Test	Certificate authorised	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		
✓	AB123456C	Billy	McDonald	23-01-1983	CFA Training Test	Entered	Business & Administration		

Find Surname ⑤

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

③ | Contact Us | Users | Organisation details | ⑥ ⑦

Generated in 0.3433(s), memory used: 5.41MB, online: 4

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 2MB. 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	<input type="text"/> Browse... Upload	 
Functional Skills in English Level 1		<input type="text"/> Browse... Upload	
Functional Skills in Maths Level 1		<input type="text"/> Browse... Upload	
Functional Skills in ICT Level 1		<input type="text"/> 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)		<input type="text"/> Browse... Upload	
ERR Workbook (Legal & Medical ONLY)		<input type="text"/> Browse... Upload	
Learner Authorisation form		<input type="text"/> Browse... Upload	
Additional Documents e.g. Marriage certificate, Evidence for RPL, name change document		<input type="text"/> Browse... 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 Certifying Body is satisfied that all of the components within the Apprenticeship Certificate claim have been successfully completed by the apprentice. The certificate is now ready to print, once the certificate has been printed the apprentice record will be removed from the tab and the status will say certificate printed.

- **PAYMENT PENDING ②**

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

- **REJECTED ③**

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

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

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]

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		

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

Footer: 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.

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
✓	AD123456C	John	Evans	23-01-1989	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.

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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.

The screenshot displays the Prentisiaethau Apprenticeships web application. At the top, a user greeting reads "Hello Matthew Corbett! You are logged in to Skills CFA". The navigation bar includes tabs for "Apprentices", "Rejected (1)", "Awaiting Certification (1)", "Payment Pending (0)", and "Certificate Approved (1)". The "Rejected (1)" tab is selected and marked with a red circle ①.

Below the navigation bar, the user can "View Apprentices", "Add Apprentice", or "Editing Apprentice". The current view shows details for "Apprentice: John Evans", "Centre: CFA Training Test", and "System Number: ACE000038". A secondary navigation bar contains tabs for "Basic information", "Employer details", "Framework", "Status" (marked with a red circle ②), "Identifiers", and "Certification Evidence".

The "Status" tab displays "Apprentice Status Details" with a status of "Pending certification" and a "Re-submit" button (marked with a red circle ⑤) next to a "[Request rejected]" message. Below this is the "Status History" section, which lists three entries: "Entered" (2013-05-21), "Pending certification" (2013-05-23), and "Rejected request" (2013-05-23). The "Rejected request" entry is expanded (marked with a red circle ③), showing details from the "Certification Body (Skills CFA)" dated 2013-05-23. The rejection message states: "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".

Below the rejection details is a "Your comment:" text area and an "Add comment" button (marked with a red circle ④). At the bottom of the status details section are "Back" and "Update item" buttons.

The footer of the page includes a navigation bar with links for "Top", "Contact Us", "Users", and "Organisation details", along with a footer note: "Generated in 0.5296(s), memory used: 5.71MB, online: 2". A small red logo with the number "5" is located in the bottom right corner.

4.8 MANAGE APPRENTICES AWAITING CERTIFICATION

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

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

4.9 CHECKING EVIDENCE & CHANGING THE STATUS

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

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

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
✓	CB54321A	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		
✓	AB54321C	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			

①

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 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 alison Bucknell !
You are logged in to Castle



①

Apprentices Rejected (1) **Awaiting Certification (32)** Payment Pending (2) Certificate Approved (29) Logout

View Apprentices Add Apprentice Bulk Upload


Outbox

Select All DeSelect All

Active	NI Number	Forename	Surname	DOB	Status	Framework	② Days Elapsed	Reject
✓	AB123456C	Anees	Simpson	14-12-1993	Pending certification	Health (Informatics) FR01575 Issue 5	0	
✓	AB123456C	Ifran	Bell	30-01-1995	Pending certification	Engineering Manufacture (Operator at	0	
✓	AB123456C	Luqman	Uddin	05-08-1992	Pending certification	Bus and Coach Engineering and Mair	0	
✓	AL123456L	Abi	Jones	19-11-1995	Pending certification	Health (Healthcare Support Services)	0	
✓	AB123456C	Dean	Yates	20-06-1995	Pending certification	Retail FR01328	3	
✓	JJ635647A	Helen	Smith	24-03-1991	Pending certification	Health (Healthcare Support Services)	6	
✓	AB123456C	Kristofer Howard	Noname	02-04-1991	Pending certification	Supporting Teaching and Learning in	14	
✓	AU123456C	Samuel	Brookes	10-10-1994	Pending certification	Health (Healthcare Support Services)	14	
✓	AB123456C	Harry	Lees	04-02-1995	Pending certification	Bus and Coach Engineering and Mair	14	
✓	AB123456C	Hasina	Singh	15-06-1995	Pending certification	Engineering Manufacture (Operator at	14	
✓	AB123456C	Sean Michael	Sierra	28-06-1993	Pending certification	Health (Informatics) FR01575 Issue 5	14	
✓	AU123456C	Ryan Bradley	Wareham	13-02-1995	Pending certification	Supporting Teaching and Learning in	14	
✓	AB123456C	Luke	Diedrick	01-01-1988	Pending certification	Engineering Manufacture (Operator at	14	
✓	AB123456C	Jack	Juke	27-04-1995	Pending certification	Health (Healthcare Support Services)	14	
✓	JS 92 09 68 A	Susan	Griqq	25-12-1981	Pending certification	Health (Healthcare Support Services)	14	

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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@fisss.org

Apprenticeship Certification
Wales