



THE INSTITUTE OF THE
MOTOR INDUSTRY

ACE online: New Apprenticeship Certification Claiming Process

Apprenticeship Certificates England (ACE) is a new online certification service ran by the Alliance, in conjunction with Sector Skills Councils (SSCs) and Sector Skills Organisations (SSOs). ACE was officially launched on Wednesday 25 January 2012 by John Hayes MP, Minister of State for Further Education, Skills and Lifelong Learning and can be accessed at:

www.apprenticeships.org.uk/certificates

The ACE online system is a development from MA Online, which is already used for Scottish apprentices by providers through the UK. This tried and tested online system is both popular with users and easy to use. Some of the key benefits are:

1. The ACE online system can be used for more than just requesting certificates. For example, learning providers and employers can put the details of their apprentices onto the ACE online system at an early stage of their training and add evidence of their achievements as they progress. This will prevent people having to put on all the evidence needed to issue an Apprenticeship certificate when apprentices have finished all the elements of the framework. This will support the collation of Labour Market Information and also help us gain a more informed idea of apprenticeship numbers and success rates. The ACE online system will be used to simplify the current administrative requirements.
2. ACE will store all the evidence of achievement an apprentice needs to claim an Apprenticeship certificate electronically. The ACE online system means the days where requirements to store paper evidence are over.
3. Individual apprentices will be able to use the ACE system to request their own certificates if they want to.
4. The Alliance will monitor the performance of the SSCs/SSOs through a quality assurance process designed to ensure a consistent certification service. The quality assurance process will include a standard appeals system and complaints process.

Apprentices will receive a new certificate approved by the Minister of State for Further Education, Skills and Lifelong Learning, which at his request includes either bronze, silver or gold foil seals:

- Bronze - this seal appears on the certificate issued to Apprentices who complete an Intermediate Apprenticeship.
- Silver - this seal appears on the certificate issued to Apprentices who complete an Advanced Apprenticeship.
- Gold - this seal appears on the certificate issued to Apprentices who complete a Higher Apprenticeship.

REGISTERING CENTRES

In order to submit claims via ACE learning providers, training providers, employers and other centres will need to register themselves on the system via an online registration form; this can be done by visiting www.acecerts.co.uk/index.php/register_centre and completing the information and contact details.

Once this process has been completed each SSC/SSO will then telephone/e-mail the contact at that centre and issue their username and password for ACE***.

*** *It is important to note that this individual will be granted an "administrator" account which can then be used to grant other user accounts within that centre; however, the SSC/SSO will need to stipulate when registering the centre initially, how many additional user accounts can be created by that centre – we recommend this figure is set to a minimum of 5.*

Please note that an online form will be coming soon for Apprentices applying for their own certificates.

TRAINING MATERIALS

PDF user manuals have been created for the system; one for SSCs/SSOs ('bodies') and one for training providers, learning providers, employers, etc ('providers'). In addition to this, there is also an online eLearning Tool which provides a range of "How to" videos tailored for both 'bodies' and 'providers'.

Both the user manuals and eLearning Tools can be accessed by visiting www.acecerts.co.uk/tutorials. There is also a link to these materials on the ACE home page.