

ACCEPTABLE EVIDENCE

GUIDANCE NOTES

19th December 2014 v.3

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Quick guide to changes from previous version

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Other
<ul style="list-style-type: none"> Removal of all “black” wording from minimum requirement boxes. All requirements in “red” are the minimum requirements for that piece of evidence to be acceptable. Removal of older style PLR reports and logo’s. Removal of some outdated certificate examples. Various amendments to individual basic requirements for acceptance i.e removal of Provider name on some screen shots as mandatory.

Key
Information Added
Information Removed

Introduction

This document supersedes the previous version of the Guidance (issued August 2014) as from 19th December 2014.

The purpose of this document is to provide you with guidance relating to the types of evidence that can be accepted as part of an English Apprenticeship Completion Certificate claim.

Whilst we would always recommend that actual completion certificates are used as evidence of a learner's achievement we do acknowledge that, for a variety of reasons, these are not always available. In these circumstances, there are alternative forms of evidence that can also be accepted. This guidance document gives examples of these and some general principles to follow when submitting achievement evidence on ACE, as part of an English Apprenticeship Completion Certificate claim.

This document provides some examples of evidence that are acceptable and provides information which explains why they are acceptable. Each evidence example has had the key data highlighted so that you can see clearly what you need to be looking for. These are the key pieces of information that individual Certification Bodies* will look for when checking Apprenticeship Completion Certificate claim. The minimum data requirements, irrespective of the type of evidence being used, are listed below. It may be that the evidence you submit incorporates additional data, above and beyond our minimum stated requirements, and this is valuable as it provides further ways in which the evidence can be validated and cross checked with the learner details on ACE.

The minimum data fields that we require to be clearly visible on all submitted evidence are:

- Full name of the learner
- Qualification name
- Level /Grade achieved (However, please note that this is **ONLY** required where achievement of a **specific grade or level** is an explicit Apprenticeship requirement)
- Date of achievement/award
- Awarding Organisation identifier (i.e. logo/web address)

Please note that some older PLR reports may not have this information included however, those from September 2013 should identify the Awarding Organisation.

These minimum requirements have been highlighted in red in each of the bulleted lists that appears on each of the evidence examples included within this document.

It is important that any evidence you submit on ACE meets these **minimum** requirements. All of the examples of evidence in this document have these key data requirements identified, in addition to other key data that can be used when checking and validating evidence. Please note that we are now able to accept a range of electronic reports/screen shots and statements of results that are readily available to download from a number of online Awarding Organisation databases, Personal Learner Records (PLR) and e-certificates.

***Certification Bodies:** - The Federation sits at the centre of a hub and spoke model where it delegates responsibility to individual Certification Bodies (Sector Skills Councils and Standard Setting Bodies) to process Apprenticeship Completion Certificate claim requests, on its behalf. Each Certification Body has specific sectorial remits and uses its knowledge of its occupational area to review claims and ensure that the evidence provided meets the specified framework requirements being claimed for. The Federation's Apprenticeship Services Team oversees and manages the entire process, and produces guidance and supporting documentation for both Certification Bodies and Apprenticeship Completion Certificate claimants.

Further information on the current requirements of the process for claiming an Apprenticeship Completion Certificate for England can be found on the [ACE website](#).

How do I make a successful claim on ACE (see ACE Checklist pg 84)?

[ACE Checklist – Guidance to Making a Successful ACE Claim](#)

As a first step, you need to identify the correct Apprenticeship framework document for each learner. All of the current, and archived, Apprenticeship framework documents for England can be found online in the [Apprenticeship Frameworks Online library](#) (AFO). The library is easily searchable and copies of framework documents can be downloaded and printed off for reference. The specific framework document required for each Apprentice will depend on their start date. Please make sure that you check the issue date for each framework to ensure that you are referring to the appropriate one.

If you have any questions, or are unsure as to the appropriate Apprenticeship framework document you should be referring to, then please contact the appropriate Certification Body. Each framework will have details of the Issuing Authority responsible for the framework and will also give the relevant contact details. In addition, all of the Certification Body contact details are available on the [ACE website](#).

Each framework document contains information on all the components that are required for the successful completion of each Apprenticeship pathway. Evidence of achievement of all these components will be required when submitting a claim on ACE for an Apprenticeship Completion Certificate.

All evidence submitted needs to meet the minimum criteria as detailed in this guidance document.

What evidence is not acceptable?

As a rule of thumb;

- Any form of evidence that states it is ***provisional*** will not be accepted as it doesn't constitute robust evidence of a learner's achievement. Provisional results can be subject to change, prior to final awards being made, and therefore cannot be relied upon as being accurate (A **Statement of Results** issued by an Awarding Body is acceptable see pg 24 & 25).
- Any form of evidence that does not meet the requirements, as specified in this document will be unacceptable and result in an Apprenticeship Completion Certificate claim being rejected (please see **ACE Checklist pg 84**)

What formats of evidence are acceptable?

Any evidence that is uploaded to ACE must be of a good quality with all of the required data **clearly visible**. The following commonly used file formats are all acceptable and are ones that we can guarantee can be opened by Certification Bodies:-

- *.PDF
- *.JPEG
- *.DOC
- *.TIF
- *.PNG
- *.ZIP

Other formats can be uploaded to ACE but there could be an issue for Certification Bodies in opening evidence that is in an unusual file format.

Please note there is a 3MB file size limit and it may be necessary for files to be compressed prior to being uploaded to ACE.

On any evidence that contains the details of more than one qualification (e.g. a learner's PLR) then please clearly indicate which specific entry, or entries, are being submitted as achievement evidence.

Evidence should be uploaded to the correct evidence placeholder on the ACE Evidence Tab.

Any single file that is to be used as evidence for more than one Apprenticeship component should have the correct tick boxes selected when the file is uploaded. This will ensure that a copy will be accessible from each of the selected component placeholders on the ACE Evidence Tab.

Acceptable Evidence Types

The remainder of this guidance document includes examples of the most common types of evidence that can be accepted. In addition to actual achievement certificates, this also includes a range of reports and screen shots. This document includes actual examples of the evidence itself and each has been annotated to indicate what information, **as a minimum**, must be included on each of the different types of evidence that you can submit as part of an Apprenticeship Completion Certificate claim on ACE.

Please note that the required data fields on each evidence sample has a red box drawn around it, to assist you in locating the required information as positions vary, depending on the type of evidence being used. All of the red boxes are numbered which relates to the individual numbers in the bulleted list of all of the required data fields which have been added to each of the evidence samples.

If you have achievement evidence that is not in a format either the same, or similar, to those included in this guidance document then this does **not** imply that it will not be acceptable. We have endeavoured to include examples of the most commonly submitted evidence types but we are aware that our sample range is not exhaustive.

If you have an alternative form of evidence, that doesn't appear in this document, then please apply the general principles as to what data is required to be present. You can use the examples within this document as a guide to the general principles as to what is required.

Members of the FISSS management team review new pieces of evidence on a four weekly basis to try and ensure accuracy.

If you remain unsure as to whether or not the evidence you have will be acceptable, then please contact your [Certification Body](#) for further advice and guidance.

Please note: For data protection reasons, each piece of sample evidence used in this document has had some of its data amended or obscured. However, all of this data must be fully present and clearly readable on any of the evidence that you submit as part of an Apprenticeship Completion Certificate claim.

Help us to help you!

We will be continually reviewing and developing this guidance document and would really appreciate your feedback and help to do this. If you have an example of learner achievement evidence that is not currently included within this document, but you believe it would be acceptable based on the principles outlined in this document, then please send us a copy for our consideration.

All evidence examples for review and consideration to be sent through the ACE Helpdesk ([ACE Online Helpdesk](#)) via the evidence queue.

Personal Learning

Record

(PLR)

Information & Examples

Personal Learning Record (PLR)

Background

The Learning Record Service (LRS) database is an online application that was introduced in 2007/08 and can only be accessed by registered users. It is a free service and you can easily register for an account (*see details below). The LRS database records the qualification achievements of individual learners at schools, colleges or other further education training establishments. Each learner has a Personal Learning Record (PLR). Please note that PLRs do not typically record Higher Education qualifications achieved at a University.

PLRs are populated by a range of Awarding Organisations. A list of all those currently registered and using LRS can be found on pages 14 and 15.

Individual learners can also use the LRS database to access their own current and past achievement record and they can also opt to allow their records to be shared with their training provider. **However, not all learners give permission for their PLR to be shared and, in these cases, the use of a PLR as a learner's achievement evidence would not be available to you.**

Getting access to the LRS database

* In order to start to use the LRS database, you will require a UK Provider Reference Number (UKPRN). If you do not already have a UKPRN then please register on the [UK Register of Learning Providers](#) website.

Once you have a UKPRN you can register with the [Learning Records Service](#) and start to access PLRs for individual learners.

If you have any questions in relation to this process then please contact the [Learning Records Service](#) directly.

PLR Limitations

A learner's PLR should always be considered as an alternative source of achievement evidence in cases where actual achievement certificates are not available.

However, historically, the data that was uploaded to PLRs by Awarding Organisations was not consistent, standardised or quality assured. There were no minimum requirements set and this has led to a situation where the quality of some of the historic data that has been input varies considerably. Therefore, as a result of this, not all PLRs will fully meet our minimum requirements as they may be missing key data fields.

If the evidence you have from a PLR does not contain the **minimum** information requirements then it will not be acceptable and you will need to provide an alternative type of evidence to confirm a learner's achievement.

*** Note – Between 23rd June 2014 and 17th November 2014 the dates shown on the PLR were in the American Format MM/DD/YY as opposed to the European Standard version DD/MM/YY. Both are acceptable but please be aware of the format.**

Understanding a Personal Learning Record (PLR)

There are various reports and screen shots available within each PLR. However, irrespective of the one that is used it must, as a **minimum**, contain the following information:-

- Learner's full name (Forename and Surname)
- Unique Learner Number
- Learner's Date of Birth (**not on PDF print out**)
- For GCSE – Awarding Organisation name, Qualification Type, Aim Description (QAN number), Grade achieved and Award date*.
- For Key Skills – Name of Key Skill, Level, Pass and Award date*
- For Functional Skills - Name of Functional Skill, Level, Pass and Award date*
- For competence/knowledge qualifications - Awarding Organisation name, Level, Qualification Type, Aim Description (QAN number), Pass and Award date*

***All qualifications must show an AWARD date to be accepted as robust achievement evidence.**
As a mandatory requirement, Awarding Organisations were required to provide qualification

Award Dates from September 2013. Prior to this date not all Awarding Organisations did provide this information on PLRs. Therefore, any PLR reports with qualification information dating prior to September 2013 **may not** have the required Award Date information and **cannot** be accepted as robust achievement evidence and an alternative evidence type should be submitted.

If any of this required information is missing then use of the PLR will not be possible and alternative, acceptable evidence of learner achievement should be sourced.


The PLR examples included in this document show the range of reports/screen shots that you can obtain from the LRS database and can use as acceptable evidence for an Apprenticeship completion Certificate claim. The LRS database was upgraded in summer 2014 and, as a result, the formatting of PLR reports and screen shots has slightly altered. The older printouts and screen shots will continue to be accepted as long as they meet the minimum specified data requirements.

Please note: If the PLR you are using contains the details of **multiple** achievements, please indicate **clearly** which specific entry/entries you want to be considered as achievement evidence.

If you use a highlighter pen to mark achievement entries then you **must check** that the definition of this highlighting is not lost when documents are subsequently copied and/or scanned and uploaded to ACE. As an alternative, you can either clearly indicate the individual entries with an asterisk or by drawing a neat line around the relevant entry/entries.

Alternatively, some PDF documents can be opened in Adobe Acrobat and the Highlighter Tool used to mark text and then this highlighting can be saved with the file. It is worth checking if you have the facility to do this.

To add highlighting to text using Adobe Acrobat Reader:

- Choose View > Comment > Annotations and select the Highlight Text tool 
- Drag from the beginning of the text you want to mark up. Control-drag to mark up a rectangular area of text. This feature is especially useful when you are marking up text in a column.

The following two pages list alphabetically the Awarding Organisations currently using the LRS Database

1st 4Sport	B	Chartered Institute of Personnel and Development	F
A	BIIAB	Chartered Institute of Purchasing and Supply	First Aid Awards Ltd
ABC Awards	BPEC Certification Ltd	Chartered Insurance Institute	Focus Awarding Limited
Accrediting and Assessment Bureau Post Secondary Schools	British Ballet Organisation	Chartered Management Institute (CMI)	Food and Drink Qualifications (FDQ)
Active IQ	British Canoe Union	CIBTAC	Future (Awards and Qualifications) Ltd
Agored Cymru	British Driving Society	City & Guilds of London Institute	G
AIM Awards (Previously Open College Network East Midlands Region)	British Horseracing Education and Standards Trust	City College Norwich Qualifications	Gemmological Association
Amateur Swimming Association	British Institute of Cleaning Science	Confederation of Tourism & Hospitality	Glass Qualifications Authority
AoFA Qualifications	British Institute of Facilities Management	Council for Awards in Care, Health and Education (CACHE)	Graded Qualifications Alliance (GQAL)
Ascentis	British Safety Council	Counselling and Psychotherapy Central Awarding Body	H
ASDAN	British Wheel of Yoga Qualifications	Cskills (ConstructionSkills)	Highfield Awarding Body for Compliance
Assessment and Qualifications Alliance (AQA)	C	D	I
Associated Board of the Royal Schools of Music	CABWI Awarding Body	Defence	i Can Qualifications Limited
Association of Accounting Technicians	Cambridge International Examinations	E	IAB (International Association of Book-Keepers)
Association of Business Executives	Central Qualifications	Edexcel (Pearson)	IFS School of Finance
Association of Business Managers and Administrators	Central YMCA Qualifications	EDI	ILEX Chartered Institute of Legal Executives
Association of Chartered Certified Accountants	Chartered Institute for Securities & Investment	EMTA Awards Limited (EAL)	ILM (City & Guilds)
Association of International Accountants	Chartered Institute of Building	Engineering Construction Industry Training Board	Imperial Society of Teachers of Dancing
ATHE Limited	Chartered Institute of Environmental Health	English Speaking Board (International) Ltd	Industry Qualifications
Awarding Body for the Built Environment	Chartered Institute of Housing	Equestrian Qualifications Limited	Institute of Animal Technology
Awarding Body for Vocational Achievement Ltd	Chartered Institute of Logistics and Transport in the UK	ETC Awards Limited	Institute of British Sign Language

Institute of Credit Management	M	P	Sports Leaders UK
Institute of Export	McDonalds	PAA\VQSET	Swimming Teachers Association (Safety Training Awards)
Institute of Hospitality	Mineral Products Qualifications Council	Packaging Industry Awarding Body Company	T
Institute of Operations Management	N	Prince's Trust	The British Computer Society (BCS, The Chartered Institute for IT)
Institute of qualified lifeguards	NALP (National Association of Licensed Paralegals)	Pro Qual Awarding Body	The Institute of Financial Accountants
Institute of Revenues Rating and Valuation	National Federation of Property Professionals	Q	The Learning Machine
Institute of Sales and Marketing Management	NCC Education Services	QUALIFI Ltd	Training Qualifications UK
Institute of the Motor Industry (IMI Awards Ltd)	NCFE	Qualifications Network	Trinity College London
International Dance Teachers Association	NCTJ Training	Qualsafe Awards	U
IoL Educational Trust (formerly Chartered Institute of Linguists)	NOCN (National Open College Network)	R	University of Cambridge ESOL Examinations
ITC First Aid Ltd	O	Recruitment & Employment Confederation	University of the Arts London (UAL)
ITEC (Education & Media Studies)	Open College Network Eastern Region trading as Gateway Qualifications	Rockschool	University of West London
K	OCN London	Royal Academy of Dance	V
Kaplan Professional Awards	OCN West Midlands Region	Royal Horticultural Society	VTCT
L	OCR	Royal Society for Public Health (RSPH)	W
LAMDA Examinations	Open Awards (Previously OCN NWR/ OCN North West Region)	S	Walsall College/ (Accredited Skills for Industry (ASFI))
Lantra Awards	Open College Network Northern Ireland	Scottish Qualifications Authority trading as SQA	WAMITAB
Laser (OCN South East Region)	Open College Network South West Region Ltd	SFEDI Enterprises Ltd. T/A SFEDI Awards	WJEC CBAC
Lifetime Awarding	Open College Network Yorkshire and Humber Region	Signature (CACDP)	Worshipful Company of Farriers
Logic Certification Limited	Organisation for Tourism and Hospitality Management	Skills for Justice [SFJ] Awards	Worshipful Company of Spectacle Makers
		Skillsfirst Awards	WSET Awards

https://lms.iniservices.org.uk/LearnerManagement/Pages/ViewQualification.aspx View Qualification

File Edit View Favorites Tools Help

Login Page - eAssessor Yammer breatheHR Pearson Secure File Transfer Telegraph Fantasy Cricket Gregg Moreton (apteam... ACE (v1 Google SharePoint MIAP - UK Learner Registr...

Help | Contact us | My account | Log out

HM Government

Welcome: Gregg [REDACTED]

Org ID: 1003 [REDACTED]

Learner Management Achievement Management

You are here: Welcome > View Personal Learning Record > View Learner Event

Welcome

Viewing learner: Philip [REDACTED] 1 ULN: 5188 [REDACTED] 6 Date of birth: 28 [REDACTED] 9

View learner profile View Personal Learning Record Create a report Find a QCF qualification

Learner Management

Find a Learner Register Learner

View Personal Learning Record

Diploma in Civil Engineering (QCF)

3	Grade	PA Pass
	Status	Final 8
	Under data challenge	No
	Start date	10 Jan 2011
	Finish date	15 Jul 2013
4	Award date	15 Jul 2013
	Provider	National Construction College
5	Awarding body	CITB Construction Skills

About this Qualification

2	Qualification type	Diploma
	Level	Level 3
	Number	50055343 7
	Owning organisation	
	Sector subject area	Construction Planning and the Built Environment
	Grading type	
	Minimum guided learning hours	0

Where can I find out more about this qualification?

Back to list

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This PLR screen shot evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name, type and level
3. Grade achieved
4. Date of achievement/award
5. Awarding organisation identifier
6. Unique Learner Number
7. QAN Number
8. Status – Final
9. DOB

Personal Learning Record

Amy [REDACTED] 1

32 [REDACTED] 25 [REDACTED] 65 5

Learning Events

Provider	Awarding Body	Type	Aim Description	Start Date	End Date	Grade	Award Date
OXFORD AND CHERWELL VALLEY COLLEGE	Assessment and Qualifications Alliance	GCSE	AQA Level 1/Level 2 GCSE in Design and Technology			A	01/07/2010
OXFORD AND CHERWELL VALLEY COLLEGE	Assessment and Qualifications Alliance	GCSE	AQA Level 1/Level 2 GCSE in English A			D	01/07/2010
OXFORD AND CHERWELL VALLEY COLLEGE	Assessment and Qualifications Alliance	GCSE	AQA Level 1/Level 2 GCSE in English Literature A			C	01/07/2010
OXFORD AND CHERWELL VALLEY COLLEGE	Assessment and Qualifications Alliance	GCSE	AQA Level 1/Level 2 GCSE in Geography A			A	01/07/2010
OXFORD AND CHERWELL VALLEY COLLEGE	UNKNOWN	GCSE	Edexcel Level 1/Level 2 GCSE in Music			A	01/07/2010
DROYLSDEN SCHOOL MATHEMATICS AND COMPUTING COLLEGE FOR GIRLS	UNKNOWN	GCSE	OCR Level 1/Level 2 GCSE in Science B			C	01/07/2010
OXFORD AND CHERWELL VALLEY COLLEGE	Assessment and Qualifications Alliance	GCSE	AQA Level 1/Level 2 GCSE in Mathematics B (Modular)			C	01/07/2009
DROYLSDEN SCHOOL MATHEMATICS AND COMPUTING COLLEGE FOR GIRLS	UNKNOWN	GCSE	OCR Level 1/Level 2 GCSE in Additional Science B	2		C 3	01/07/2009 4
DROYLSDEN SCHOOL MATHEMATICS AND COMPUTING COLLEGE FOR GIRLS	UNKNOWN	GCSE	OCR Level 1/Level 2 GCSE in Applied Business (Double Award)			E	01/07/2009
OXFORD AND CHERWELL VALLEY COLLEGE	Assessment and Qualifications Alliance	GCSE	AQA Level 1/Level 2 GCSE in Spanish B			C	01/01/2009

QCF Qualification Achievements

Provider	Awarding Body	Qualification Level	Title	Reference Number
	Accredited Skills for Industry	Level 3	ASFI Level 3 Award In The Operation and Colour Management of a Large Format Digital Printer for Signmaking and Associated Industries (QCF)	
	Ascentis	Entry Level	Ascentis Entry Level Award In IT User Skills (ITQ) (Entry 3) (QCF)	06/06/2011 5 English

This PLR report evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name, type and Level
3. Grade achieved
4. Date of achievement
5. Unique Learner Number

PROTECT - PERSONAL

Schools Information System

(SIMS)

Background

Reports and screen shots from SIMS can be accepted as part of an Apprenticeship Completion Certificate claim on ACE, as long as they meet the **minimum** data requirements as indicated on each type of evidence.

SIMS is directly populated by Awarding Organisations and can only be accessed by a limited number of users within individual schools. If you want to use evidence from SIMS, then, as a **minimum**, the following information will need to be clearly displayed on any evidence submitted:-

- Learner's full name
- Qualification name
- Examination Board name
- Status of achievement i.e. certificate or unit
- Grade/Result
- Date of achievement/award date

SIMS reports/prints **must** be signed and dated by an appropriate representative from the school, such as an Examinations Officer or Head Teacher and have either the school stamp/logo included or be on school headed paper. If the evidence is missing for any of these requirements then the evidence will not be accepted.

Student Examination Results Detail: Sophie [REDACTED] (11 [REDACTED])

1

Results, Endorsements and Equivalents

Date	Level	Board	Code	Title	Status	Result	Points	Endrs	Equiv	Est	Fcat
2010-06	GCSE/B	OCR	A223H	Biology A: Unit 3 (Ideas) Hgh	Unit	67			c		
2010-06	GCSE/B	OCR	A229A	Biology A: Unit 4 (DA & Case Study)	Unit	78			b		
2010-06	GCSE/B	OCR	A323H	Chemistry A: Unit 3 (Ideas) Hgh	Unit	75			b		
2010-06	GCSE/B	OCR	A329A	Chemistry A: Unit 4 (DA & Case Study)	Unit	63			c		
2010-06	GCSE/B	OCR	A333H	Physics A: Unit 3 (Ideas) Hgh	Unit	75			b		
2010-06	GCSE/B	OCR	A339A	Physics A: Unit 4 (DA & Case Study)	Unit	73			b		
2010-06	GCSE/FC	AQA	3204	Art and Design (Textiles)	Cert	B	46.00				
2010-06	GCSE/FC	AQA	3205	Art and Design (3-D Design)	Cert	A	52.00				
2010-06	GCSE/FC	AQA	3702H	English A Tier H	Cert	B	46.00				
2010-06	GCSE/FC	AQA	3712H	English Literature A Tier H	Cert	B	46.00				
2010-06	GCSE/FC	DESL	1380H	Mathematics (Linear) Option H	Cert	A	52.00				
2010-06	GCSE/FC	OCR	J633	Biology A	Cert	B	46.00		220		
2010-06	GCSE/FC	OCR	J634	Chemistry A	Cert	B	46.00		210		
2010-06	GCSE/FC	OCR	J635	Physics A	Cert	B	46.00		224		
2010-06	GCSE/SC	WJEC	026602	1st (Short Cou Higher (D-A*))	Cert	A	26.00				
2010-01	GCSE/B	OCR	A222H	Biology A: Unit 2 (B4, B5, B6) Hgh	Unit	37			b		
2010-01	GCSE/B	OCR	A332H	Physics A: Unit 2 (P4, P5, P6) Hgh	Unit	38			b		
2009-11	GCSE/FC	AQA	3702H	English A Tier H	Cert	C	40.00				
2009-09	GCSE/B	OCR	A221H	Biology A: Unit 1 (B1, B2, B3) Hgh	Unit	38			b		
2009-09	GCSE/B	OCR	A321H	Chemistry A: Unit 1 (C1, C2, C3) Hgh	Unit	36			b		
2009-09	GCSE/B	OCR	A331H	Physics A: Unit 1 (P1, P2, P3) Hgh	Unit	38			b		
2009-09	GCSE/SC	OCR	1031A	Religious Studies B (Without C/work)	Cert	B	23.00				
2009-01	GCSE/B	OCR	A322H	Chemistry A: Unit 2 (C4, C5, C6) Hgh	Unit	36			b		

Entries and Forecasts


Season	Level	Board	Code	Title	Status	Mode	Fcat
--------	-------	-------	------	-------	--------	------	------

Coursework Marks

Season	Board	Code	Title	Element	Level	Result	Status
--------	-------	------	-------	---------	-------	--------	--------

Neston High School
Raby Park Road
Neston
Cheshire CH64 9NH
Tel. 0151 336 3902
Fax. 0151 353 0408

6


Simon [REDACTED]
-7 DEC 2011

7

This SIMS report evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name, type and level
3. Grade achieved
4. Date achieved
5. Examination Board Name
6. Stamp from issuing school/headed paper
7. Signature of exams officer or someone of equivalent authority i.e. head teacher

Candidate Management Information System (CMIS) / Facility

Background

Reports and screen shots from CMIS/Facility can be accepted as part of an Apprenticeship Completion Certificate claim on ACE, as long as they meet the **minimum** data requirements as indicated on each type of evidence.

CMIS/Facility is directly populated by Awarding Organisations and can only be accessed by a limited number of users within individual schools. If you want to use evidence from CMIS, then, as a **minimum**, the following information will need to be clearly displayed on any evidence submitted:-

- Learner's full name
- Qualification name
- Examination Board name
- Status of achievement i.e. certificate or unit
- Grade/Result
- Date of achievement/award date

CMIS/Facility reports/prints **must** be signed and dated by an appropriate representative from the school, such as an Examinations Officer or Head Teacher and have either the school stamp/logo included or be on school headed paper. If the evidence is missing for any of these requirements then the evidence will not be accepted.

* Note – In the future this system will be known as Progresso

Candidate Statement of Results

Season: June 2011

4

Series: (All)

Name: Jacob

Year: (11)

Candidate Number: 6108

1

Reg. Group: (11)

UCI:

08Y

ULN: 7545

Exam Results

Board	Level	Element Code	Title	Grd1	Grd2	Mark	Equlv	End1	End2	Points
AQA	GCSE/FC	3702F	English A Tier F	C						40
AQA	GCSE/FC	3712F	English Literature A Tier F	D						34
AQA	GCSE/B	42401	Drama Unit 1			51	e			
AQA	GCSE/B	42402	Drama Unit 2			134	b			
AQA	GCSE/FC	4242	Drama	C		185				40
OCR	GCSE/B	B635	Biol B: Unit 3 (Skills)			56	d			
OCR	GCSE/B	B641F	Chemistry B: Unit 1 (C1,			55	d			
OCR	GCSE/B	B645	Chem B: Unit 3 (Skills)			50	d			
OCR	GCSE/B	B652F	Physics B: Unit 2 (P4,			62	c			
OCR	GCSE/B	B655	Phys B: Unit 3 (Skills)							
OCR	GCSE/FC	J643	Biology B							
OCR	GCSE/FC	J644	Chemistry B							
OCR	GCSE/FC	J645	Physics B							
EDEXL/GCSE	GCSE/FC	1380F	Mathematics (Linear)							
EDEXL/GCSE	GCSE/B	5R502	Religious Studies 2							
EDEXL/GVQ	DIDA/B	D201	Digital Applications UN 1							
EDEXL/GVQ	DIDA/B	D202	Digital Applications UN 2							
EDEXL/GVQ	DIDA/B	D203	Digital Applications UN 3							
EDEXL/GVQ	DIDA/EC2	GE2DA	Ext.Cert.in (ICT)							

This CMIS report evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name, type and level
3. Grade achieved
4. Date achieved
5. Examination Board Name
6. Stamp from issuing school/headed paper
7. Signature of exams officer or someone of equivalent authority i.e. head teacher



NOVA HREOD
A SPECIALIST COLLEGE IN SCIENCE AND MATHEMATICS & COMPUTING

With Compliments

Akers Way, Swindon, Wiltshire, SN2 2NQ
E-mail: admin@novahreed.swindon.sch.uk

Tel: (01793) 528800
Website: www.novahreed.com



Science

Headteacher: Mrs J. Triggall, B.A. Hons, Dunstons NPQH
Deputy Headteachers: Mr F.D. Stewart, MA Oxon, Quality and Provision / Mrs A. Clegg, BSc Hons, Community Engagement
Assistant Headteachers: Mr J. Barry, B.A. Hons, Upper School - Inclusion / Mr N. Mitchell, BSc Hons, Lower School - Behaviour
Mr G. Avery, BSc Hons, ICT for Teaching and Learning / Mr R. Rowe, GTCL, MBA Ed Man, Student Engagement / Mr R. Rowe, MA Lon, Adult Learning
Mr R. Barber, BCom Hons, Business Development Manager



Maths & Computing

Awarding Organisation

Evidence

**Alternatives to actual
achievement certificates**

Information & Examples

Introduction

There are currently around 150 Awarding Organisations, operating in England, who are registered to use the Learning Records Service (LRS) database and regularly populate individual's Personal Learning Records (PLR). However, many of these organisations also have their own certification databases and many of these can be easily accessed online by training providers to produce achievement record reports for individual learners.

Reports and screenshots from these Awarding Organisation databases can be accepted as evidence for an Apprenticeship Completion Certificate claim, providing that all the minimum data requirements are met and the database web link is included on the report/screenshot.

The following section includes multiple examples from a number of Awarding Organisations and each has been annotated to indicate the **minimum** data requirements for each evidence type.

To date, we have included examples from the following Awarding Organisations (and specific other examples):-

- Statements of Results (AQA & Edexcel)
- Grade Change Letters (AQA & Edexcel)
- City & Guilds
- EDI
- Edexcel
- Skillsfirst Awards Ltd
- Cskills Awards

If the Awarding Organisation evidence that you have does not contain the minimum requirements, as annotated, then the evidence will not be accepted.

Help us to help you!

If you have examples of evidence that are not currently contained within this document but contain information that matches, or is similar to, the examples included then please contact the Federation **prior** to submitting your Apprenticeship Completion Certificate claim so that we can assess the evidence you are proposing to use. If we agree to the evidence being used, we will approve it and add it to this guidance document as part of our regular review and update process.

All evidence examples for review and consideration to be sent to ace@fisss.org.

Statements of Results

AQA ⁵

Statement of results

General Certificate of Secondary Education

This document represents an official copy of results issued on the original certificate

This is to certify that ¹ [REDACTED] ⁶ [REDACTED] date of birth [REDACTED]

was awarded the following result(s) in the subject(s) shown

The awarding body for these examinations was AQA ⁴

June 2009 FULL COURSE (One (1) Subject) ³


ENGLISH (10019777) GRADE C(c)

June 2009 VOCATIONAL DOUBLE AWARD COURSE (One (1) Subject) ²

APPLIED ART AND DESIGN (10019837) GRADE AB(ab)

W. Khan
16.10.14

Centre: 57145 Candidate: 6271
Date of Issue: 3 SEPTEMBER 2014

 *Andrew Hall*
Andrew Hall
Chief Executive Officer
on behalf of AQA Education

R01939092

Scanned by CamScanner

This AQA Statement of Results evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name
3. Grade achieved
4. Date achieved (test date)
5. Awarding Organisation identifier
6. Date of Birth

26/04/2011		Diploma		STATEMENT OF RESULTS		March 2011		edexcel	
CENTRE No.		20075				5		6	
CENTRE NAME		BURTON AND SOUTH DERBYSHIRE COLLEGE		1					
CANDIDATE No.		CANDIDATE NAME		SEX		DATE OF BIRTH			
0825		[REDACTED]		F		[REDACTED]			
Unique Candidate Identifier		300750096825V							
TYPE	EXAM SESSION	SUBJECT NO.	SUBJECT TITLE	RESULT					
Unit	March 2011	FSM02	FUNCTIONAL MATHS LEVEL 2	P	3				
Contributing Units				PASS					

Online key
Needs IT + English - GCSE's out of date

This AQA Statement of Results evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name
3. Grade achieved
4. Date achieved (test date)
5. Awarding Organisation identifier
6. Date of Birth

Grade Change Letters



Reference: EEX00009
06 May 2013

The Examinations Officer - 43319
Whitworth Park School And Sixth Form College
Whitworth Lane
Spennymoor
Co Durham
DL19 7LN

One 80 High Holborn
London
WC1V 7BH
United Kingdom
T: +44 (0)84 4463 2535
www.pearson.com/uk
www.edexcel.com

MARCH 2013 GCSE EXAMINATIONS Enquiries about Results

Dear Colleague

Candidate 1504

Specification	Outcome
1MA0 MATHEMATICS A (LINEAR)	D to C

In response to your request for an Enquiry about Results, Service Type 2, I am now writing to confirm that the enquiry has been completed and a revised grade issued as detailed above.

Please note if an EAR Service 3 re-moderation has also been requested for the relevant candidate(s)/ subject(s), this outcome is provisional and may be amended on the completion of remoderation.

Any appeal against this decision must be based on the adequacy of Edexcel's procedures and their application. Appeals must be lodged by the Centre, in writing, with the Edexcel Appeals Officer, One80 High Holborn London, WC1V 7BH within 14 days of receiving the decision on the result enquiry. Appeals from parents or candidates will not be accepted unless supported by the Centre.

Replacement certificates can be obtained by returning the original to Operations Management at Edexcel, One80 High Holborn, London, WC1V 7BH.

Edexcel will provide formal written confirmation of the grade change to any university or other institution upon request.

Yours faithfully


Peter Challinor (Dr)
Head of Online Assessment

Note: Grade Change letters should be stamped or signed and dated by the provider confirming that the original letter has been seen. To make this acceptable this example should be signed.



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VAT Reg. No. GB 270 647 729

ALWAYS LEARNING

PEARSON


Doc Ref: 22707414-ENG-01.1



Date: 24 July 2012

Dear 

I am responding to your request to provide information to you under the Data Protection Act (1998). You have provided proof of identity which allows me to release the information that AQA holds under the name of Lucy Samantha Bethell, date of birth 20 March 1993.

AQA holds the following data which you as , previously a candidate of centre 16423, Colchester Academy, have a right of access.

AQA	Summer 2009	GCSE
Art and Design (Photography)		Grade B(b)
English		Grade B(b)
English Literature		Grade B(b)
Mathematics		Grade C(c)
Science		Grade C(c)
Additional Science		Grade C(c)

Yours Sincerely

pp K. Thompson

Lesley Mills
Exam Records
Devas Street, Manchester

Note: Grade Change letters should be stamped or signed and dated by the provider confirming that the original letter has been seen. To make this acceptable this example should be signed.

The Assessment and Qualifications Alliance (AQA) is a company limited by guarantee registered in England and Wales (company number 3644723) and a registered charity (registered charity number 1073334). Registered address: AQA, Devas Street, Manchester M16 5EX.

City and Guilds

City and Guilds have recently started to issue e-certificates which look exactly the same as a normal certificate. They also use an online certification system known as Walled Garden.

In addition to actual City & Guilds certificates, both their e-certificates and reports/screen shots from Walled Garden can be accepted as part of an Apprenticeship Completion Certificate claim on ACE, as long as they meet the **minimum** data requirements as indicated on each type of evidence.

The following section contains examples of:

- A City & Guilds e-certificate
- A screen shot from the Walled Garden
- A PDF report from the Walled Garden

Please note: On the non-certificate evidence we can accept the result as conferred or passed.

[Redacted] 2

is awarded to

On Demand Test 1

who has achieved the following
Spreadsheet Processing Techniques - Essential

Pass 3

This City and Guilds e- certificate evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name, type and level
3. Grade achieved
4. Date achieved
5. Awarding Organisation identifier
6. Apprentices Gender*
7. DOB*
8. Certificate Number

*These can be found included within the certificate number; in this case the last few characters are M/01/01/80. From this we can determine that the apprentice is Male and was born on 1st January 1980. This information must match the information for the apprentice on ACE.

Awarded 22 December 2013
FLL6-8TP4-LHDV-F7Z6-ZCSV

221213/8970-22/851005E/CSG/M/010180

5500860799

Sir John Armitt

Sir John Armitt, CBE FREng FCGI
Chairman
The City and Guilds of London Institute

Chris Jones

Chris Jones
Director-General
The City and Guilds of London Institute



The City and Guilds of London Institute founded 1878 and incorporated by Royal Charter 1900.



9

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3

This City and Guilds screen shot evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name, type and level
3. Grade achieved (Pass or Conferred)
4. Date achieved
5. Awarding Organisation identifier
6. Gender
7. DOB
8. Provider
9. Web Address for the screen shot

Please note: we can accept the result as conferred or passed

City & Guilds Walled Garden

Home Catalogue/Shop Reports Orders Candidates/Results LRS DAS Qualifications Amend On Demand Orders

Candidates Results

Candidate History

Centre No. Customer No. Centre name College

Your search results

Choose the required candidate by clicking on the button in the Select column

Select	ENR no.	ULN	First Name	Middle Name	Last Name	DOB	Gender	Merged Date	Centre
	SRW0350		Shane			09.	M		

Selected candidate history details

Date	Order Code	Qualification/ Assessment Description	Item	Assessment Type	Result / Status	Reg End Date	Sales Order	PO Ref
29.06.2011	3748-010	Functional English Level 1	Results	Dated Exam	Pass			
30.06.2011	3748-010	Functional English Reading at Level 1	Confirmation	Unit Credit	Conferred			
01.07.2011	3748-011	Functional English Writing Level 1	Results	Dated Exam	Fail			
03.08.2011	3638-01	Key Skills Qualifications	Registration			03.08.20		
03.08.2011	3638-132	Working W O level 2 2004	Results	Centre devised Exam	Pass			
03.08.2011	3638-134	Improving OLP level 2 2004	Results	Centre devised Exam	Pass			

*= Gained from a previous accreditation

Candidate History

Date and time of report: 13.02.2013 12:40

Candidate Name: Warren [REDACTED] 1

Candidate ID: WVK [REDACTED]

6 Gender: Male 7

Date of Birth: 18.05. [REDACTED]

ULN: 9147236 [REDACTED]

Merged Date

Date	Order Code	Qualification/ Assessment Description	Item	Assessment Type	Result / Status	Reg End Date	Sales Order	PO Ref
22.07.2011	6088-001	Maintain the Safe Working Environment fo	Results	Centre devised Exam	<p>This City and Guilds report evidence meets the minimum requirements as it shows:</p> <ol style="list-style-type: none"> 1. Full name of the learner 2. Qualification name, type and level. The full qualification title must be visible. If not visible then alternative screen shots (pg30) should be used. 3. Grade achieved 4. Date achieved 5. Awarding Organisation identifier 6. Gender 7. DOB 8. Web Address for the report <p>Please note: we can accept the result as conferred or passed</p>			
22.07.2011	6088-002	Maintain Effective Working Relationships	Results	Centre devised Exam				
22.07.2011	6088-003	Contribute to the Improvement of Business	Results	Centre devised Exam				
22.07.2011	6088-004	Install Heating & Ventilating Systems &	Results	Centre devised Exam				
22.07.2011	6088-005	Pre-commission & Decommission Heating &	Results	Centre devised Exam				
22.07.2011	6088-201	Achieved in the Context of Gas Systems	Results					
22.07.2011	6088-001	Maintain the Safe Working Environment fo	Certification	Unit Credit				
22.07.2011	6088-002	Maintain Effective Working Relationships	Certification	Unit Credit	Conferred		0302178451	Certificate
22.07.2011	6088-003	Contribute to the Improvement of Business	Certification	Unit Credit	Conferred		0302178451	Certificate
22.07.2011	6088-004	Install Heating and Ventilating Systems	Certification	Unit Credit	Conferred		0302178451	Certificate
22.07.2011	6088-005	Pre-commission and Decommission Heating	Certification	Unit Credit	Conferred		0302178451	Certificate
22.07.2011	6088-01A-001	Level 2 NVQ in Heating and Ventilating (Certification	Qualification	Conferred	3	0302178451	Certificate

* = Gained from a previous accreditation

EDI

EDI (also known as Pearson EDI) use an online certification system known as Campus.

In addition to actual EDI certificates, reports/screen shots from Campus can be accepted as part of an Apprenticeship Completion Certificate claim on ACE, as long as they meet the **minimum** data requirements as indicated on each type of evidence.

The following section contains examples of:

- An EDI actual achievement Certificate (currently they do not issue e-certificates)
- A Candidate report from Campus
- “Old” style EDI certificates

Candidate Name: DEMI [REDACTED] 1

Centre Name: Learndirect Training [REDACTED] 7

Test Date: 4 22 October 2013

Subject: Functional Skills ICT Level 1 2

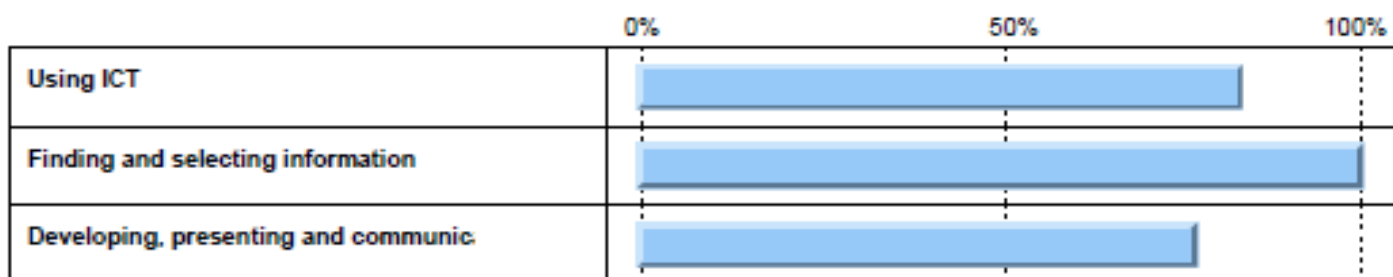
6 Candidate Number: 125 [REDACTED]

Centre Code: HB [REDACTED]

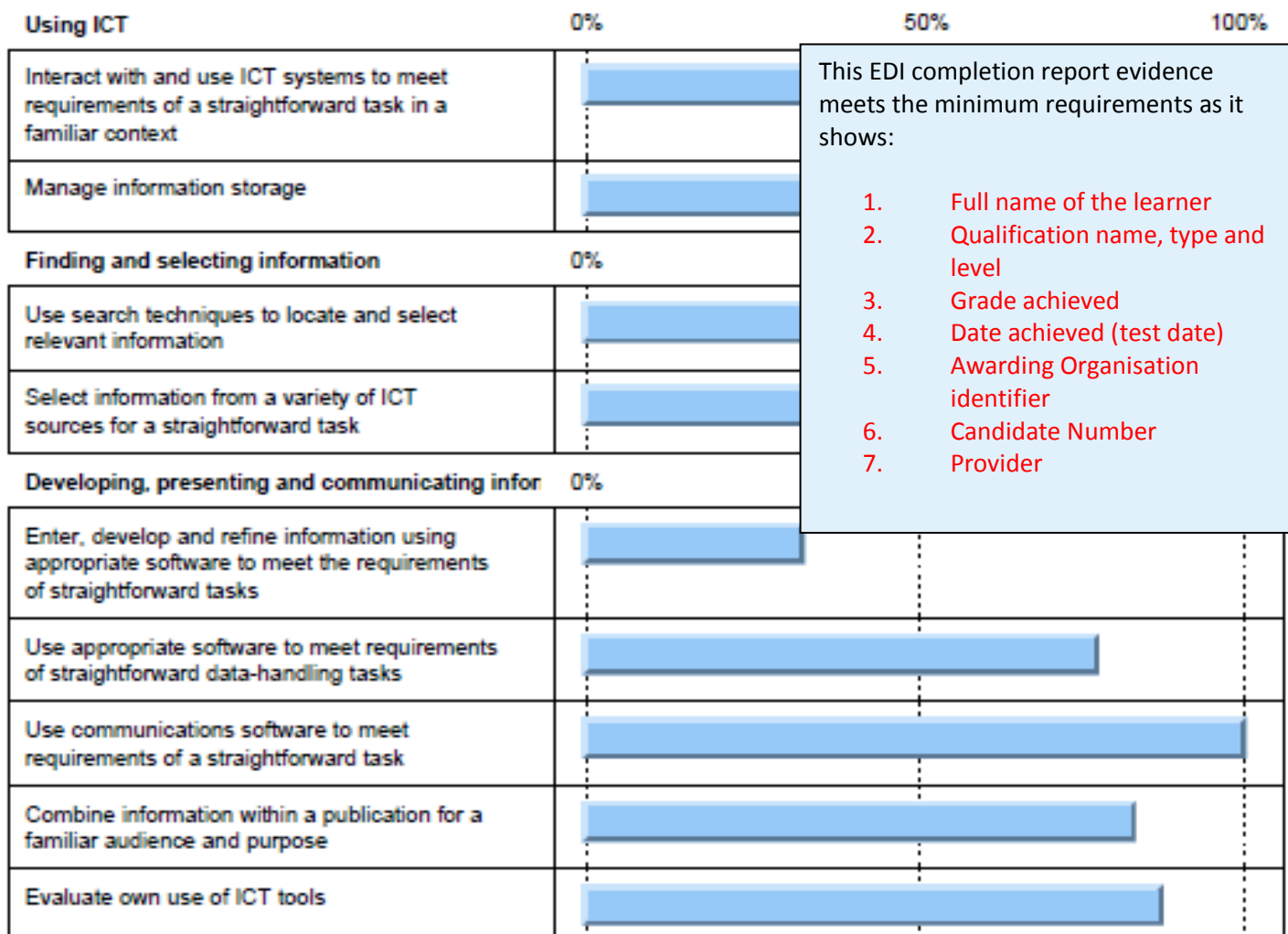
Order: 19763111

3 Grade: PASS

Skill Standards



Skill Standards



This EDI completion report evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name, type and level
3. Grade achieved
4. Date achieved (test date)
5. Awarding Organisation identifier
6. Candidate Number
7. Provider

Certificate

This is to certify that

MARK [REDACTED]

1

has been awarded the

Pearson EDI Level 2 NVQ Certificate in Team Leading (QCF)

2

(Accreditation No. 500/9208/X)

5

having satisfied the requirements of Pearson Education Limited

This EDI certificate evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name, type and level
3. Date achieved
4. Awarding Organisation identifier
5. QAN Number
6. Certificate Number



Lesley Davies
Responsible Officer

5

EDI Supporting learning
and performance

3

HDER18/12344533
Issued Date 19 Dec 2013

Serial No. 268 [REDACTED]

6

Regulated by

Ofqual

For more information see <http://register.ofqual.gov.uk>



Llywodraeth Cymru
Welsh Government

Pearson EDI Qualifications are awarded by Pearson Education Limited

Certificate



4

This is to certify that

LOUIS

1

has been awarded

EDI Level 2 Key Skills in Application of Number

2

(Accreditation No. 100/0295/9)

5

having satisfied the requirements of Education Development International

This is an EDI certificate showing the completion of a Key Skills Qualification:

1. Full name of the learner
2. Qualification name, type and level
3. Date achieved
4. Awarding Organisation identifier
5. QAN number
6. Certificate Number

Issued Date 02 Oct 2007

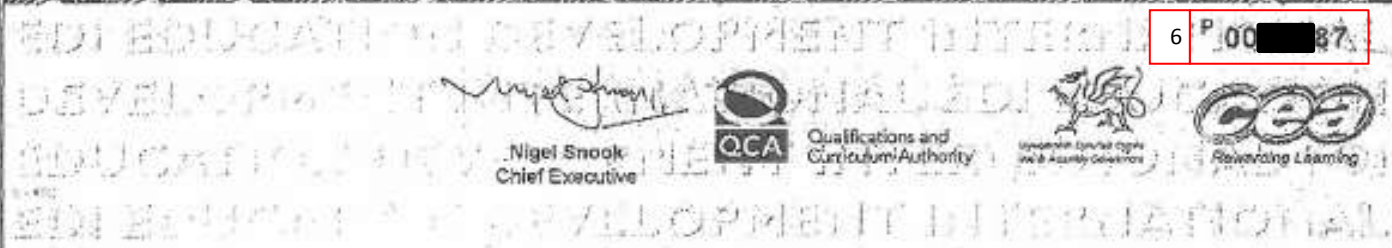
3

HTRW1/10142137

Serial No. 062

6

P.00 87



Edexcel

Edexcel are part of the Pearson group and use an online certification system known as Edexcel OnLine (EOL) or Resultsplus.

In addition to actual Edexcel certificates, reports/screen shots from EOL can be accepted as part of an Apprenticeship Completion Certificate claim on ACE, as long as they meet the **minimum** data requirements as indicated on each type of evidence.

The following sections provide examples of:

- An Edexcel e-certificate
- Certifying statement of results
- Notification of performance
- Results report from EOL
- Screen shot from EOL
- Diploma transcript
- “Old” style of Edexcel certificate
- Functional Skills certificate with Date of Birth issue (pg 44)

The date of birth is listed as “010101” which is clearly not the candidates Date of Birth. The centre has inputted this number to enable them to claim the certificate. **This should only be seen on a Functional Skills Certificate** (and very rarely). This is acceptable as Pearson will have carried out additional checks to ensure that achievement is genuine.



Pearson BTEC Level 7 Extended Diploma

2

This is a Pearson Awards certificate showing the completion of a Level 7 Diploma Qualification:

1. Full name of the learner
2. Qualification name, type and level
3. Date achieved
4. Awarding Organisation identifier
5. Certificate Number

In Strategic Management and Leadership (QCF)

2

is awarded to

SAMPLE CANDIDATE

1

Who has completed an approved programme at
AN APPROVED BTEC CENTRE

3

AWARDED : JANUARY 2014

5

10301:2041:L0H240541: 024067004:ISSUED 01-JAN-2014

3

4

Lesley Davies
Responsible Officer
Pearson Education

Ofqual

2 Pearson Edexcel Functional Skills

Certifying Statement of Results

This is to certify that

1 JAMES [REDACTED]

HEREFORDSHIRE & LUDLOW COLLEGE

4 Obtained the grades indicated in the following subject(s) in the examination held in
MARCH 2012

2 LEVEL ONE (ONE QUALIFICATION)

MATHEMATICS

3 PASS

This Statement has been produced in lieu of the original documentation, which is no longer available.
24150A: DF75146 310894 6

THIS IS NOT A CERTIFICATE
(See notes overleaf)

Statement Number: Z0 [REDACTED] 4
Issued: 24/06/2014

This Edexcel certifying statement of results evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name, type and level
3. Grade achieved
4. Date achieved
5. Awarding Organisation identifier
6. DOB



Lesley Davies
Responsible Officer
Pearson Education

Notification of Performance

EK66851

SEEDIQI [REDACTED]

1

EDEXCEL FUNCTIONAL SKILLS QUALIFICATION
in MATHEMATICS

2

QCA CODE TITLE

VALUE LEVEL GRADE

JFC TRAINING COLLEGE LTD

K/601/1958

MATHEMATICS FUNCTIONAL SKILLS AT LEVEL 1

1.0

I

PASS

THE LEARNER HAS QUALIFIED FOR THE ABOVE AWARD AT LEVEL 1 IN MARCH 2013

04349 : DHE50

: 01 [REDACTED] 79

ISSUED 22-MAR-2013

QAN 500/8906/7

7

4

6

This Edexcel notification of performance evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name, type and level
3. Grade achieved
4. Date achieved
5. Awarding Organisation identifier
6. QAN number
7. DOB



Student analysis > Results for

MAX

5

1

Functional Skills	Date	Grade
FSED1 Functional Skills: FUNCTIONAL ENGLISH LEVEL 1	June 2012	P
Units	Date	Unit max score
E101 Functional Skills Unit: FUNCTIONAL ENGLISH L1	June 2012	6/6
E102 Functional Skills Unit: FUNCTIONAL ENGLISH L1	June 2012	6/6
E103 Functional Skills Unit: FUNCTIONAL ENGLISH L1	June 2012	6/6
FSM01 Functional Skills: FUNCTIONAL MATHS LEVEL 1	March 2012	P
FST01 Functional Skills: FUNCTIONAL ICT LEVEL 1	June 2013	P
FST01 Functional Skills: FUNCTIONAL ICT LEVEL 1	January 2013	U

This Edexcel results plus report evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name, type and level
3. Grade achieved
4. Date achieved
5. Awarding Organisation identifier

Apprenticeships

Centre number:

Site:

Candidates

Approvals

BTEC

Key Skills

Standards
Verification

BTEC Apprenticeship Candidate Search

Welcome to the BTEC Apprenticeship Candidate Search page.

Use this screen to retrieve details for candidates registered for Apprenticeships.

Search Results

Reg. No.	Code	First Name	Last Name	Gender	DOB	ULN	Cohort
				F			
Code	Programme Title	Qual. Type	Est. Comp. Date	Award Date	Cert. No.		
UP498	EDEXCEL BTEC LEVEL 2 CERTIFICATE (SPECIALIST 13-20) in PREPARING TO WORK IN ADULT SOCIAL CARE (QCF)	BTEC	06/04/12	01/04/12	37378		Details
WE251	EDEXCEL BTEC LEVEL 2 AWARD (WORKSKILLS QCF) in WORKSKILLS FOR EFFECTIVE LEARNING AND EMPLOYMENT (QCF)	BTEC	06/04/12				Details
WE330	EDEXCEL BTEC LEVEL 2 AWARD (SPECIALIST 1-3) in EMPLOYMENT RESPONSIBILITIES & RIGHTS IN HEALTH, SOCIAL CARE AND CHILDREN & YOUNG PEOPLE'S	BTEC	01/07/12	01/03/12	17530		Details
Q7001155	HEALTH AND SOCIAL CARE (ADULTS) FOR ENGLAND (LEVEL 2 DIPLOMA)	NVQ	06/04/12	01/04/12	00794847		Details
KA1	APPLICATION OF NUMBER	Key Skills	10/07/13				Details Entries
KC1	COMMUNICATION	Key Skills	10/07/13				Details Entries

This Edexcel screen shot evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name, type and level
3. Date achieved
4. Awarding Organisation identifier
5. Certificate number
6. Date of Birth
7. Gender

5

edexcel

Diploma Transcript

This Edexcel evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name, type and level
3. Grade achieved
4. Date achieved
5. Awarding Organisation identifier
6. QAN number

ULN 15 61 07

LAUREN

1

EDEXCEL LEVEL 3 ADVANCED DIPLOMA in SOCIETY, HEALTH AND DEVELOPMENT

QAN CODE	TITLE	CREDIT VALUE	GRADE	AWARD DATE
----------	-------	--------------	-------	------------

PRINCIPAL LEARNING

PRINCIPAL LEARNING OVERALL

500/2368/8	EDEXCEL LEVEL 3 PRINCIPAL LEARNING IN SOCIETY, HEALTH AND DEVELOPMENT		D	JUNE 2012
------------	---	--	---	-----------

PRINCIPAL LEARNING UNITS

A/500/9248	THE SECTORS IN CONTEXT		D	JUNE 2012
A/500/9251	COMMUNICATION AND INFORMATION SHARING		B	JUNE 2012
F/500/9249	PRINCIPLES AND VALUES IN PRACTICE		UNCLASSIFIED	JUNE 2011
J/500/9253	PERSONAL AND PROFESSIONAL DEVELOPMENT IN THE WORK ENVIRONMENT		C	JUNE 2012
R/500/9255	SAFEGUARDING AND PROTECTING INDIVIDUALS AND SOCIETY		C	JUNE 2012
T/500/9250	PARTNERSHIP WORKING		D	JUNE 2012

PROJECT

500/2372/X	EDEXCEL LEVEL 3 EXTENDED PROJECT		D	JUNE 2012
------------	----------------------------------	--	---	-----------

6

FUNCTIONAL SKILLS

2

3

4

500/9318/6	CITY & GUILDS LEVEL 2 AWARD IN FUNCTIONAL SKILLS IN ENGLISH	PASS	SEPTEMBER 2011
501/0639/9	CITY & GUILDS LEVEL 2 AWARD IN FUNCTIONAL SKILLS IN ICT	PASS	FEBRUARY 2012
501/0987/X	CITY & GUILDS LEVEL 2 AWARD IN FUNCTIONAL SKILLS IN MATHEMATICS	PASS	DECEMBER 2010

ADDITIONAL AND SPECIALIST LEARNING

100/3338/5	OCR LEVEL 3 NATIONAL CERTIFICATE IN HEALTH, SOCIAL CARE AND EARLY YEARS	MERIT	AUGUST 2012
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CONTINUED ON NEXT PAGE

Originals seen
25/1/13
DQ

Isabel Sutcliffe
Responsible Officer
Pearson Education

Ofqual

Uywodraeth Cymru
Welsh Government

CEA
Rewarding Learning



BTEC Candidate Details

Centre No: 19231
 Centre Name: [REDACTED] COLLEGE
 Site: FE ADMINISTRATION (19231A - BTEC/GVQ)

Candidate details

Registration Number: DJ07086
 Enrolment Date: 01/09/11
 Sex: Female
 Planned Completion Date: 31/07/12
 LSC Code:
 Combination Code: A

Name: HANNAH [REDACTED]
 Date of Birth: 04/11/ [REDACTED]
 Centre Reference: 273474
 Study Mode:
 Franchise Number:
 ULN Number:

Certification details

Award Date: 07/12
 Award Claimed: Y
 Award Issue Date: 15/07/12
 Fallback:
 Withdrawn:

Unit Certificate Issue Date: 03/10/12
 Award Eligible: Yes
 Overall Result: 2
 Modern Apprenticeship:

Programme Description: EDEXCEL FUNCTIONAL SKILLS QUALIFICATION
 Programme Level: EDEXCEL FUNCTIONAL SKILLS QUALIFICATION:2
 Programme Title: FUNCTIONAL SKILLS - ENGLISH (LEVEL 1/2) (ONSCREEN)

Results

Unit Code	Title
23050D	English Functional Skills L2 (S&L)
23052D	English Functional Skills L2 (Read)
23054D	English Functional Skills L2 (Writ)
23049D	English Functional Skills L1 (S&L)
23051D	English Functional Skills L1 (Read)
23053D	English Functional Skills L1 (Writ)

Level	Value	Status
2	1	O
2	1	O
2	1	O
1	1	O
1	1	O
1	1	O

Grade
Pass
Pass
Pass

Transaction history

Registration Date	Start Date	SA1/EDI Form Reference
17/11/11	01/09/11	

Transfer History

Transfer Date	Start Date	Centre Number	Code	Title
---------------	------------	---------------	------	-------

This Edexcel evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name, type and level
3. Grade achieved
4. Date achieved
5. Awarding Organisation identifier
6. Gender
7. DOB

Pearson
Edexcel Qualifications

edexcel

JULY 2014

This is to certify that

[REDACTED]
[REDACTED]

obtained the grades indicated in the following qualification(s)

ONE SUBJECT	GRADE	QAN
FUNCTIONAL SKILLS QUALIFICATION IN ENGLISH AT LEVEL 2	PASS	500/8683/2

08658:0115:L4H000069010101: ISSUED 12-SEP-2014

This Edexcel evidence shows the candidates Date of Birth as 010101. Please see pg 36 for explanation.



Lesley Davies
Responsible Officer
Pearson Education Ltd.



PG514 05841883 321

ALWAYS LEARNING

PEARSON

Skillsfirst Awards Ltd

The Skillsfirst Awards section includes examples of:

- An actual certificate
- Screen shot of overall qualifications
- Screen shot of qualification details

Skillsfirst Awards

Level 3 Certificate in Preparing to Work in Adult Social Care (QCF)

2

600/0586/5

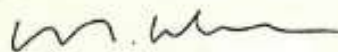
5

This certificate is awarded to

Gemma [REDACTED]

1

The holder has one or more formal credit certificates within the
Qualification Credit Framework by which this qualification was
achieved



Myra Wall
Managing Director

This Skillsfirst certificate evidence meets
the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name, type and level
3. Date achieved
4. Awarding Organisation identifier
5. QAN number
6. Certificate Number
7. DOB

3

Awarded 19 June 2014 00205396-01-VPKV
63 PWC03 1037066 3112 [REDACTED] 7042321463

6

7

Regulated by
Ofqual
For more information see <https://regulation.gov.uk/>


Llywodraeth Cymru
Welsh Government



SecureAssess® | SKILLSFIRST | Surpass® - Google Chrome
 https://skillsfirst.btlssurpass.co.uk/secureassess/

Skillsfirst growth through learning | SecureAssess®

You are logged in as: [Redacted] Log Out

Powered by Surpass®

Home Users Candidates Exam Schedules Invigilation Results SA Local Admin My Profile

Search [Redacted] Submit Show Filters

Qualification	Exam Name	First Name	Last Name	Candidate Ref.	Percent	Mark	Result	Centre Name	Completed	Duration	Result
Functional Skills ICT L1	Functional Skills Qualification in Information and Communication Technology (ICT) Level 1	Mollie	[Redacted]	1043123	72%	36	Pass	Avidity Training Ltd	13/02/2014	Untimed	Pass

This Skillsfirst Awards screenshot showing Functional Skills achievements as it shows:

- Full name of the learner
- Qualification name, type and level
- Grade achieved
- Date achieved
- Awarding Organisation identifier

Page 1 (1-1 of 1) Candidate Report Summary Candidate Breakdown Exam Breakdown Results Slip Print Refresh

Cskills Awards

The Cskills Awards section includes examples of:

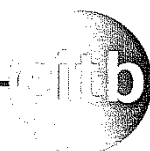
- A Cskills Certificate
- A Cskills candidate report

**Cskills
awards**

The awarding organisation of



4



This

Cskills Awards

Level 3 NVQ Diploma

2

in

Occupational Work Supervision (Construction) (QCF)

(600/3514/6)

5

is awarded to

Dummy AOL-Qualification-16

1

C.R. Evans

Colin Evans
Head of Cskills Awards

Regulated by

Ofqual



For more information see <http://register.ofqual.gov.uk>

Issued Date: 31-10-2013

3

1774335

6

This Cskills awards certificate evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name, type and level
3. Date achieved
4. Awarding Organisation identifier
5. QAN number
6. Certificate Number

Candidate Record

4

Candidate Name: Dummy AOL-Qualification-41

1

Candidate registration number: 4969723

5

Candidate date of birth: 29/02/1924

6

Achievements

Qualification

Delivery Method

Registration

Achievement

Issued

Date

Date

Date

QUC849 - L2 NVQ Diploma in Tunnelling Operations
(Construction) - Tunnelling Machine Operator

2

New Entrant

20/01/2014

3

20/01/2014

21/01/2014

7

QCF177 - Excavating and Profiling Tunnels in the
Workplace

20/01/2014

QCF641 - Conforming to General Health, Safety and
Welfare in the Workplace

20/01/2014

QCF643 - Moving, Handling and Storing Resources in
the Workplace

20/01/2014

QCF642 - Conforming to Productive Working Practices in
the Workplace

20/01/2014

QCF568v2 - Support the Forming of Tunnels using
Specialist Skills in the Workplace

20/01/2014

Tunnelling Machine Operator

QCF390Tv3 - Preparing and Operating Specialist
Tunnelling Plant to Form Tunnels in the Workplace

20/01/2014

Tunnel boring machine

QUM849 - L2 NVQ Diploma in Tunnelling Operations
(Construction) - Sprayed Concrete Lining Tunnelling
Operative

New Entrant

QCF123 - Preparing Substrate
the Workplace

QCF641 - Conforming to General Health, Safety and
Welfare in the Workplace

QCF643 - Moving, Handling and Storing Resources in
the Workplace

QCF642 - Conforming to Productive Working Practices in
the Workplace

QCF568v2 - Support the Forming of Tunnels using
Specialist Skills in the Workplace

Sprayed Concrete
Operative

QCF124v2 - Providing Structural
Concrete in the Workplace

Spraying machine/pump operative

Robotic spraying equipment wet

QCF390Tv3 - Preparing and Operating Specialist
Tunnelling Plant to Form Tunnels in the Workplace

20/01/2014

Sprayed concrete plant and
equipment.

QUM849 - L2 NVQ Diploma in Tunnelling Operations
(Construction) - Tunnel Transport Operator

New Entrant

20/01/2014

20/01/2014

21/01/2014

QCF641 - Conforming to General Health, Safety and
Welfare in the Workplace

20/01/2014

QCF642 - Conforming to Productive Working Practices in
the Workplace

20/01/2014

QCF643 - Moving, Handling and Storing Resources in
the Workplace

20/01/2014

This Cskills awards candidate report
evidence meets the minimum
requirements as it shows:

1. Full name of the learner
2. Qualification name, type and level
3. Date achieved
4. Awarding Organisation identifier
5. Candidate Registration Number
6. DOB
7. Issue Date

Screen shots acceptable from other sources

As well as the Awarding Organisations that have already been included within this document there are many more from which we can accept evidence that is not an actual achievement certificate. Other organisations have their own online certification systems which can be accessed to produce reports and screen shot evidence for learners.

Evidence of this type can be accepted as part of an Apprenticeship Completion Certificate claim on ACE, as long as they meet the **minimum** data requirements as indicated on each type of evidence.

Some of the more common ones that we get submitted on ACE are included in the following section.

These include examples from:

- AQA
- OCR
- EAL
- IMI
- NCFE
- SQA
- CACHE

8

5

Select an e-AQA service

Select a Results option

e-AQA

AQA home e-AQA home Log out

Candidate results history

Candidate search

Enter one or more search criteria

Cand No Surname Forename DOB UCI ULN

Candidate number Candidate surname Candidate forename DD/MM/YYYY Unique candidate identifier Unique learner number

Candidate search results

Subjects for your selected candidate are shown below

Cand No	Name	Gender	DOB	UCI	ULN
4150	OSMAN	Male	1992	123	50Y

1 6 7

Awards for GCSE ENGLISH

Candidate's results history for subject across series

Series Date	Entry Code	Title	Result	UMS/ Points	Max	Notes
June 08	3702H	ENGLISH A TIER H	C(c)			
June 08	3712H	ENGLISH LITERATURE A TIER H	B(b)			

4 2 3

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[AQA home](#) | [e-AQA home](#)

Centre number 12336

This AQA certificate evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name, type and level
3. Grade achieved
4. Date achieved
5. Awarding Organisation identifier
6. Gender
7. DOB
8. Web Address

5

Loading

CONFIDENTIAL

Candidate results history

Candidate search results

Subjects for your selected candidate are shown below

Cand No	Name	Gender	DOB	UCI	ULN
5155	[REDACTED]	Male	[REDACTED]	[REDACTED]	

Awards for GCSE ENGLISH

Candidate's results history for subject across series

Series	Date	Entry Code	Title	Result	UMS/Points	Max Notes
JUNE 10	3702H	ENGLISH A TIER H	C(c)			
JUNE 10	3712H	ENGLISH LITERATURE A TIER H	C(c)			

Centre number 16533

This AQA screen shot evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name
3. Grade achieved
4. Date achieved
5. URL
6. Gender
7. DOB
8. Date Printed

Note: This is taken from the e-AQA site, Candidate History Page

8

06/11/2014 14:37

You are here: Home » View results

By task

- Candidates
- Coursework and tests
- e-Assessment
- Certification claims
- Results
- Centre information
- Search
- Resources and materials
- Admin

By qualification

- GCE, GCSE, Principal Learning...
- OCR Nationals
- QCF
- Functional Skills
- Skills for Life
- NVQ
- Vocationally related
- CLAIT & ITO

Results

Cohort	
OCR Candidate No	134 [REDACTED]
Candidate UCI	
1 Surname	[REDACTED]
Forename	Ben
Initials	
Date of Birth	28 [REDACTED] 7
6 Gender	M
Series	August
Series Year	2011
Scheme Code	09499
Scheme Title	OCR Functional Skills qualification in English at Level 2 2
unit/Key Skills level	2
3 Result	Pass 5
QCACode	500/8963/8
Result Date	06 Sep 2011 4

This OCR screen shot evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name, type and level
3. Grade achieved
4. Date achieved
5. QAN Number
6. Gender
7. DOB
8. Web Address



5

Learner History

Report Run Date/Time 30.10.2013 12:12:37

Candidate No/Name

707 [REDACTED], ZO [REDACTED]

Date of Birth

21 October 19 [REDACTED]

Gender

Male

7

Qualification	100/0810/XA, Key Skill Level 1 Application of Number Level 1			
QAN	100/0810/X			
Reg. Date	20 September 2012	CQN	0082198447	Reg. Status Qualification(after portfolio)
Claim Date	Unit Code	QAN	Unit Description	Claim Type
29.07.2013	AON1/FOLIO	100/0810/X	Application of Number Level 1	Qualification(after portfolio)
18.07.2013	AON1/TEST	100/0810/X	Key Skill Level 1 Application of Number	Exam Pass

Qualification	100/0814/7A, Key Skill Level 1 Communication Level 1			
QAN	100/0814/7			
Reg. Date	20 September 2012	CQN	0082198448	Reg. Status Qualification(after portfolio)
Claim Date	Unit Code	QAN	Unit Description	Claim Type
29.07.2013	COMM1/FOLIO	100/0814/7	Communication Level 1	Qualification(after portfolio)
18.07.2013	COMM1/TEST	100/0814/7	Level 1 Certificate in Adult Literacy	Exam Pass

Qualification	501/1707/5 EAL Level 2 Certificate in Warehousing and Storage Level 2			
QAN	501/1707/5			
Reg. Date	20 September 2012	CQN	0082198818	Reg. Status Full Claim(one go)
Claim Date	Unit Code	QAN	Unit Description	Claim Type
17.10.2013	QWAS2/019	D/601/7921	Operate equipment to perform work requirements in logistics operations	Full Claim(one go)
17.10.2013	QWAS2/017	T/601/7911	Keep stock at required levels in logistics operations	Full Claim(one go)
17.10.2013	QWAS2/011	J/601/7914	Moving and/or handling goods in logistics operations	Full Claim(one go)
17.10.2013	QWAS2/009	F/601/7913	Keep work areas clean in logistics operations	Full Claim(one go)
17.10.2013	QWAS2/005	T/601/7925	Place goods in storage in logistics operations	Full Claim(one go)
17.10.2013	QWAS2/003	R/601/7916	Pick goods in logistics operations	Full Claim(one go)
17.10.2013	QWAS2/002	H/601/7919	Develop effective working relationships with colleagues in logistics operations	Full Claim(one go)
17.10.2013	QWAS2/001	K/502/1072	Health, Safety and Environmental Awareness	Full Claim(one go)

This AQA certificate evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name, type and level
3. Grade achieved (known as claim type - **MUST be Full Claim or Pass**)
4. Date achieved
5. Awarding Organisation identifier
6. QAN Number
7. Gender
8. DOB



5

[Click here to log into Web Portal 2](#)

WEB PORTAL

1

PIN: 201000 | Name: Mason | Centre No: [REDACTED] | Centre Name: [REDACTED] | College: [REDACTED] | [Home](#) | [Contact Us](#) | [Logout](#)

Registration

Candidates

Certification

Centres

ATA / AMA

Reports

[Home](#) >> [Candidates](#) >> [View Candidate](#)

View Candidate Details

Use this screen to view candidate details

Candidate Number 0695-02-08

Enter

OR

Search

[View Personal Detail](#)[Print](#)[Clear](#)

Candidate Number	Title	First Name	Surname	Date of Birth	Registration Date
0695-02-08	Mr	Nimesh	[REDACTED]	13-Jan-2008	16-Feb-2008

1

7

Qualifications						
Qualification No.	Qualification Name	Registered	Unit Completed	Withdrawn	Certificate Issued	Proxy
100/0636/9	Communication	08-Sep-2009	18-Aug-2010	Yes	Completed	
100/5532/0 (LV)	Vehicle Maintenance & Repair	20-Mar-2009	10-Jan-2011	Yes	Completed	
100/5533/2 (LV)	Vehicle Maintenance & Repair	24-Mar-2011	13-Feb-2012	Yes	Completed	
100/5588/1 (LV)	Certificate in Vehicle Maintenance and Repair	10-Nov-2008	24-Jun-2009	Yes	Completed	
100/5570/8 (LV)	Diploma in Vehicle Maintenance and Repair	08-Sep-2009	06-Sep-2010	Yes	Completed	
100/5571/7 (LV)	Award in Vehicle Body and Paint Operations	06-Feb-2008	12-Jun-2008	Yes	Completed	

6

2

4

3

Units						
Unit No.	Description	Registered	Unit Completed	Withdrawn	Certificate Issued	Proxy
J/103/2121	Maintain positive working relationships	20-Mar-2009	10-Jan-2011	No	No	No
L/103/2203 LV	Remove and replace engine units and components	20-Mar-2009	10-Jan-2011	No	No	No
Y/103/2219 LV	Inspect vehicles	24-Mar-2011	13-Feb-2012	No	No	No
A/103/2231 LV	Diagnose and rectify vehicle chassis system faults	24-Mar-2011	13-Feb-2012	No	No	No

On-line assessments

Assessment No.	Description
AE06LV	Diagnose and rectify auxiliary equipment electrical
ap2	Application of Number Level 2
BF4	Operating Principles of Vehicle Tyre, Brakes, Steering
BF5	Operating Principles of Engines
BF6	Operating Principles of Vehicle Transmission Systems

This IMI screen shot evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name, type and level
3. Grade achieved (completed)
4. Date achieved
5. Awarding Organisation identifier
6. QAN Number
7. DOB

NCFE Portal : Online Certification Candidate Selection - Windows Internet Explorer

https://portal.ncfe.org.uk/vNext/Certification/SelectCandidates

File Edit View Favorites Tools Help

NCFE Portal : Online Certification Candidate Selection

Welcome [redacted] g out
Mid Cheshire College [redacted]
Centre Support Assistant
[redacted] inside
Email [redacted]@ncfe.org.uk

Home Registration Programmes Grading Entries Results Certification Search Tribal Downloads Manage Users LRS My Account

Candidate Selection

Please select the candidates you'd like to claim for by ticking the box next to the candidate. Use the tick box in the blue bar to select up to 100 candidates.

< Refine Search Search criteria used: Candidate Surname [redacted] Candidate Forename [redacted]

ULN	Session	Name	DOB	Programme Code	Programme Name	Status	Certificate Date
1	2008/2009	[redacted]	06/03/1991	100/0793/4	NCFE LEVEL 2 KEY SKILLS IN APPLICAT...	Full Certificate	13/10/2009
6	2009/2010	[redacted]	06/03/1991	100/0803/2	NCFE LEVEL 2 KEY SKILLS IN COMMUNIC...	Full Certificate	20/07/2010
	2007/2008	[redacted]	06/03/1991	100/0807/X	NCFE LEVEL 2 KEY SKILLS IN INFORMAT...	Full Certificate	31/07/2008

Your search returned 3 candidate(s). Displaying page 1 of 1

You've selected 0 candidate(s)

Show All Selected Candidates

Done

start [Icons] Sent Items - xFrase... [Icon] [Icon] James Hewitt

This NCFE screen shot evidence meets the minimum requirements as it shows:

1. Full name of the learner (two locations)
2. DOB
3. QAN Number
4. Title & Level of Qualification
5. Awarding Organisation identifier
6. Certificate Date
7. Certificate Status

Claim report

ncfe.

Centre Number: [REDACTED]
Centre Name: [REDACTED]

Purchase order number: [REDACTED]
Internal Moderator/Verifier: [REDACTED]

Programme Name: NCFE LEVEL 3 DIPLOMA IN HEALTH AND SOCIAL CARE (ADULTS) FOR ENGLAND

Programme Code: 501/2263/0

Session: 2013/2014

Date submitted: 18 December 2013

Date claim confirmed: N/A

Externally Moderated/Verified by: DC\$

Batch Number	Candidate Name	Candidate Number	ULN	Claim Status	Accepted/Rejected
804977978	[REDACTED]	102088742		Full	Accepted
J/601/8027	MOVE AND POSITION INDIVIDUALS IN ACCORDANCE WITH THEIR PLAN OF CARE			Achieved	
J/601/8576	THE ROLE OF THE HEALTH AND SOCIAL CARE WORKER			Achieved	
Y/501/0598	ADMINISTER MEDICATION TO INDIVIDUALS, AND MONITOR THE EFFECTS			Achieved	
A/601/8574	PRINCIPLES OF SAFEGUARDING AND PROTECTION IN HEALTH AND SOCIAL CARE			Achieved	
R/601/1436	PRINCIPLES FOR IMPLEMENTING DUTY OF CARE IN HEALTH, SOCIAL CARE OR CHILDREN'S AND YOUNG PEOPLE'S SETTINGS			Achieved	
A/601/1429	ENGAGE IN PERSONAL DEVELOPMENT IN HEALTH, SOCIAL CARE OR CHILDREN'S AND YOUNG PEOPLE'S SETTINGS			Achieved	
Y/601/1437	PROMOTE EQUALITY AND INCLUSION IN HEALTH, SOCIAL CARE OR CHILDREN'S AND YOUNG PEOPLE'S SETTINGS			Achieved	
F/601/8138	PROMOTE AND IMPLEMENT HEALTH AND SAFETY IN HEALTH AND SOCIAL CARE			Achieved	
Y/601/8145	PROMOTE PERSON CENTRED APPROACHES IN HEALTH AND SOCIAL CARE			Achieved	
J/601/1434	PROMOTE COMMUNICATION IN HEALTH, SOCIAL CARE OR CHILDREN'S AND YOUNG PEOPLE'S SETTINGS			Achieved	
T/601/8282	SUPPORT INDIVIDUALS WITH SPECIFIC COMMUNICATION NEEDS			Achieved	
K/601/9493	INTRODUCTION TO PERSONALISATION IN SOCIAL CARE			Achieved	
J/601/9470	PROMOTE GOOD PRACTICE IN HANDLING INFORMATION IN HEALTH AND SOCIAL CARE SETTINGS			Achieved	
H/601/8049	FACILITATE PERSON CENTRED ASSESSMENT, PLANNING, IMPLEMENTATION AND REVIEW			Achieved	
F/601/7927	SUPPORT INDIVIDUALS TO ACCESS AND USE SERVICES AND FACILITIES			Achieved	
Y/601/7903	SUPPORT INDIVIDUALS TO LIVE AT HOME			Achieved	

Page 1 of 1

This NCFE screen shot evidence meets the minimum requirements as it shows:

1. Claim Accepted
2. Claim Status (must state FULL)
3. BOTH date submitted & claim confirmed must be completed.
4. Title & Level of Qualification
5. QAN Number
6. Awarding Body Identifier
7. Candidate Name

Qualification Achievement Record

1 This is not a CACHE Certificate

2 [Redacted]

3 [Redacted]

4

QAN Number	Qualification Title	Level	Qualification Grade Achieved	Certificate Grade Date
609/00456	CACHE Level 2 Award in Employment Rights and Responsibilities (Health, Social Care for Children and Young People's Settings) (QCF)	2	Pass	12/09/2012
609/00239	CACHE Level 2 Certificate for the Children and Young People's Workforce (QCF)	2	Pass	12/09/2012
609/00077	CACHE Level 3 Diploma for the Children and Young People's Workforce (QCF)	3	Pass	23/09/2014

5

6

7

QAN Number	Unit Title	Unit Level	Credit Value	Assessment Date	Unit Grade Achieved
J/600/0037	Managing paediatric illness and injury	2	1	10/09/2012	Pass
L/601/1693	Understand child and young person development	3	4	11/06/2014	Pass
H/601/3496	Contribute to the support of positive environments for children and young people	2	3	10/09/2012	Pass
H/601/1657	Develop positive relationships with children, young people and others involved in their care	3	1	01/06/2014	Pass
H/601/3386	Child and young person development	2	2	10/09/2012	Pass
Y/600/5784	Promote children's welfare and well-being in the early years	3	6	11/06/2014	Pass
R/601/1634	Promote child and young person development	3	3	11/06/2014	Pass
A/601/1478	Engage in personal development in health, social	3	1	11/06/2014	Pass

This CACHE screen shot evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. DOB
3. Learner Number
4. Title & Level of Qualification
5. Result
6. Certificate Date
7. QAN Number

Awarding Organisation

Evidence

Actual achievement certificates

Information & Examples

Ofqual Requirements for

Awarding Organisation

Certificates

All Awarding Organisation achievement certificates contain different information but they must all adhere to a set of Ofqual regulations, which stipulate that all qualification certificates must be clear and contain the following key information:-

- The full name of the Awarding Organisation, as recognised by Ofqual
- The full name of the Learner, as registered with the Awarding Organisation
- For qualification certificates - Qualification Number, as assigned on the Ofqual Register
- For credit certificates - Unit Reference Number/s as assigned on the Ofqual Register
- The level of attainment of the Learner
- The level of the qualification or credit achieved
- The date (day/month/year) that the Awarding Organisation confirms the Learner's attainment by the issue of a certificate
- Ofqual's logo in line with Logo Requirements, which may be published by Ofqual and updated from time to time

NB: An Awarding Organisation may also include other relevant logos, including those of other regulators, where appropriate.

The following section of this document includes examples of actual achievement certificates from a range of Awarding Organisations and each has been annotated to indicate the **minimum** data requirements that must be included and clearly visible on each certificate. These examples can be used as a guide of the general principles that we will apply when deciding whether or not an evidence type is suitable to be accepted as robust achievement learner evidence, as part of any Apprenticeship Completion Certificate claim.

CACHE Level 3 Diploma in Health and Social Care (Adults) for England (QCF)

This is to certify that

1

Michael [REDACTED]

Learner PIN 301 [REDACTED]

has achieved this accredited qualification at the grade of

3

Pass

7

Certificate Number 5031 [REDACTED]

6

Qualification Reference Number 501/1258/2

4

25 July 2014

8

This CACHE Awards evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name, type and level
3. Grade achieved
4. Date achieved
5. Awarding Organisation identifier
6. QAN number
7. Certificate Number
8. Ofqual Logo

N.J. Cutland

Nick Cutland
Chief Executive

Regulated by

Ofqual

For more information visit <http://regionalofqual.gov.uk>

The regulatory authorities' logo(s) on this certificate indicate that the qualification is accredited only for England:

00265878-01-JBJ

This BHEST evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name, type and level
3. Date achieved
4. Awarding Organisation identifier
5. QAN number
6. Certificate Number
7. Ofqual Logo



**BRITISH
HORSERACING
EDUCATION &
STANDARDS
TRUST**

4

This is to certify that

1

PHILLIP [REDACTED]

460 [REDACTED] 75

6

Has been awarded

2

**LEVEL 2 DIPLOMA IN WORK BASED RACEHORSE
CARE (QCF)**

501/1697/6

5

A handwritten signature in black ink, appearing to read 'David Adam'.

David Adam
Chairman

3

Date 1 July 2014

6

Certificate Number 37524 (1)

7



Llywodraeth Cymru
Welsh Government



4

This certificate has been awarded to

Peter

1

FDQ Level 2 Certificate for Proficiency in Meat & Poultry Industry Skills (QCF)

2

600/0518/X

5

In achievement of this qualification the learner has been awarded
a total of 30 credits

This FDQ evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name, type and level
3. Date achieved
4. Awarding Organisation identifier
5. QAN number
6. Certificate Number
7. Ofqual Logo

Amanda Clark
Chief Executive

21st July 2014

3

3 90089/01

6

This certificate is awarded by
FDQ Limited who are a recognised
awarding organisation in
England, Northern Ireland and Wales

European Qualification Framework Level 3

7

Regulated by
Ofqual
The Qualifications and Curriculum Authority





4

TIMOTHY [REDACTED]

1

has been awarded the

*ABC Level 2 Certificate
in Footwear and Leather (NVQ) (Footwear
Production)*

2

This ABC Awards evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name, type and level
3. Date achieved
4. Awarding Organisation identifier
5. Certificate Number
6. Ofqual Logo



6



Llywodraeth Cymru
Welsh Government

A handwritten signature in black ink.

Paul Eeles
Chief Executive

3

5

31 July 2013 60881:414624/500 [REDACTED] 409726



4

Qualification Certificate

MARC [REDACTED]

1

has achieved the

NCFE LEVEL 2 NVQ CERTIFICATE IN CUSTOMER SERVICE

2

The credit and unit(s) are listed on the accompanying
Credit and Unit Summary Certificate

This NCFE evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name, type and level
3. Date achieved
4. Awarding Organisation identifier
5. QAN number
6. Certificate Number
7. Candidate Number
8. Ofqual Logo


David Grailey
Chief Executive
NCFE

3	Qualification number:	501/0263/1	5
	Date awarded:	02/06/2014	
	Candidate number:	10 [REDACTED]	7
6	Certificate number:	[REDACTED] 97	
	Centre number:	8462425	
	Session:	2012/2013	
	Credit value:	28	


Terry Hodgkinson CBE
Chair
NCFE



8





4

QUALIFICATION CERTIFICATE

This is to certify that

First name Surname

1

has been awarded the

**IMIAL Level 3 Diploma in Light Vehicle
Maintenance and Repair Competence (VCQ)**

2

500/9815/9

5

Signed on behalf of IMI Awards Ltd

Alan Mackrill
Managing Director

Certificate Number: ND03376/13

6

Date Issued: 11/02/2013

3

Candidate Number: 09450213

7

This example IMI Awards evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name, type and level
3. Date achieved
4. Awarding Organisation identifier
5. QAN number
6. Certificate Number
7. Candidate number
8. Ofqual Logo



8



Certificate

Dean [REDACTED]

1

has been awarded the following Qualification

Level 2 Diploma in Fencing

2

This example of LANTRA Awards evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name, type and level
3. Date achieved
4. Awarding Organisation identifier
5. QAN number
6. Certificate Number
7. Date of Issue
8. Ofqual Logo

7

Date of issue : 09 Jan 2013

Date Achieved: 17/12/2012

3

Cert Ref: [REDACTED] 55(2)

6

Qual No.: 500/4216/6

5



Robert Tabor
Responsible Officer



Valerie Owen OBE
Chair



00000053

Lantra, Lantra House, Stoneleigh Park, Coventry, Warwickshire CV8 2LG



4

THIS IS TO CERTIFY THAT

Jasmine

1

AAT ID: 10437772

HAS BEEN AWARDED

AAT Level 2
Certificate in Accounting (QCF)

2

500/8377/6

5

OF THE ASSOCIATION OF ACCOUNTING TECHNICIANS

AWARDED

2 July 2013

3

This AAT evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name, type and level
3. Date achieved
4. Awarding Organisation identifier
5. QAN Number
6. Certificate number
7. Ofqual Logo

7

Ofqual



Llywodraeth Cymru
Welsh Government



Certificate Number

6

10

This certificate is the property of AAT. AAT is a registered charity. No. 1050724

BUCHANAN, [REDACTED] A	1
------------------------	---

SUMMER	2012	4
--------	------	---

ENGLISH LANGUAGE	2
ENGLISH LITERATURE	
GEOGRAPHY	
MATHEMATICS	
RELIGIOUS STUDIES	
SCIENCE: DOUBLE AWARD	
TECHNOLOGY AND DESIGN	

UCI
719 [REDACTED]

GRADE C	500/7934/7
GRADE D	500/7943/8
GRADE C	500/4429/1

This CEA certificate evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name
3. Grade achieved
4. Date achieved
5. Awarding Organisation identifier
6. Certificate Number
7. Date of Birth
8. QAN Number
9. Ofqual Logo

signed on behalf of the Council for the Cur


Chief Executive



Confirmation of Achievement 31st October 2012

CERTIFICATE NUMBER	6
303 [REDACTED]	

DATE OF BIRTH	7
17/11	

CANDIDATE NUMBER
719 [REDACTED]



4

This is to certify that

Margo [redacted]

1

has been awarded the

SQA Functional Skills Qualification in
English at Level 2

2

This SQA certificate evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name, type and level
3. Date achieved
4. Awarding Organisation identifier
5. Candidate Number (SCN or ULN)
6. QAN Number
7. Certificate Number
8. Ofqual Logo

Dr Janet Brown
Chief Executive
SQA

3 Date Awarded: 25/07/2013

Award No: 600/1782/X

6

5 SCN : 135 [redacted] 3

Certificate No : 27 [redacted]

7



8





5

General Certificate of Secondary Education

2

This is to certify that in the examination held in **JUNE 2010**

4

1 **BROGAN** [REDACTED] date of birth **6 AUGUST** [REDACTED]

8

achieved the following result at
WESTON FAVELL SCHOOL

FULL COURSE (Four (4) Subjects)

ENGLISH LITERATURE (100/1979/0)

GRADEB(b)

ADDITIONAL SCIENCE (100/5552/6)

GRADE(c)

ENGLISH (100/973/7)

7

GRADE(c)

3

SCIENCE (100/5554/0)

SHORT COURSE (One (1) Subject)

D&T: TEXTILES TECHNOLOGY (100/0825/1)

VOCATIONAL DOUBLE AWARD COURSE (One (1) Subject)

APPLIED PERFORMING ARTS (DOUBLE AWARD) (100/3608/8)

* * * * *

This AQA certificate evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name, type and level
3. Grade achieved
4. Date achieved
5. Awarding Organisation identifier
6. Candidate Number
7. QAN Number
8. Date of Birth
9. Certificate Number
10. Ofqual Logo

CENTRE No./CANDIDATE No. 272 [REDACTED] 2724 [REDACTED] W

6

Andrew Hall

Andrew Hall
Chief Executive Officer
on behalf of the Assessment and Qualifications Alliance

10



G0713330

9



Free Standing Mathematics Qualifications

This is to certify that the candidate named below was awarded the following grade(s) in the (s) shown:

1

JUNE

2

7

Date of Birth:

3

B(b)

ADVANCED FREE STANDING MATHEMATICS QUALIFICATION
ADDITIONAL MATHEMATICS

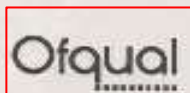
1C0/2548/0

6

This OCR certificate evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name, type and level
3. Grade achieved
4. Date achieved
5. Awarding Organisation identifier
6. QAN Number
7. Date of Birth
8. Certificate Number
9. Ofqual Logo

9



Mark Dawe
Chief Executive, OCR

Sara Corbridge
Accountable Officer, OCR

Oxford Cambridge and RSA Examinations is recognised by the regulators of external qualifications in England, Wales and Northern Ireland to offer accredited qualifications.

Candidate Number: [REDACTED] (Explanatory notes are printed overleaf)
UCI: 6448000000356

8

Date of Issue: 22/09/11

Certificate Number: [REDACTED]

Q1466



5

1

Anne Example

has satisfied the requirements for the qualification

2

VTCT Level 3 Certificate in Assessing Vocational Achievement (QCF)

This VTCT certificate evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name, type and level
3. Certificate Date
4. Candidate Registration Number
5. Awarding Organisation identifier & Ofqual Logo
6. QAN Number

(500/9758/1)

at

6

Lowestoft College

Date: 10/06/2013

3

Registration No: 1041389

4

The award of this qualification is based on the successful attainment of the National Standards in units of competence as detailed on a Record of Achievement and/or one of more Certificates of Unit Credit.

NOT VALID AS A PRINTED DOCUMENT

Stephen Vickers

Dr Stephen Vickers
Chief Executive



Registered in England and Wales number 2050044 Registered as a national charity in Great Britain number 295192

The regulatory logos on this certificate indicate the qualification is accredited for England and Wales.

5

Vtct

Regulated by

Ofqual

For more information see <http://register.ofqual.gov.uk>



Llywodraeth Cymru
Welsh Government



Only valid when viewed on <https://lhx2v.validate.vtct.org.uk>

Other Certification Systems

Some Awarding Organisations have developed their own online database certification systems and this document includes examples of many of these and the types of evidence that can be obtained from them.

Other Awarding Organisations use third party IT systems to provide a platform for managing their certification processes. Two of the larger ones in use are Quartz and Parnassus. The following section of this document provides some overview information about each of these systems and the Awarding Organisations that currently use them.

Although these systems are used by multiple Awarding Organisations, they are usually tailored to meet the needs of individual organisations and so may not always look the same but reports and screen shots should always contain the same basic information.

Portico - Quartz

Portico owns the Quartz system which is the name of one of the larger certification systems used by some Awarding Organisations. The Quartz system can be adapted to suit the requirements of each user organisation but in principle they are all built in the same way.

Therefore, in principle, screen shots from the following Awarding Organisations will be accepted as part of an Apprenticeship Completion Certificate claim, providing that they meet the minimum stated data requirements*: -

- Active IQ
- Agored Cymru
- Ascentis
- ATHE
- BHEST
- CTH
- IAB
- IoLET (22nd October 2013)
- Kaplan Professional Awards
- Lantra Awards
- Lifetime Awarding
- NOCN
- City College Norwich
- Aim Awards
- OCN Eastern Region
- OCN London Region
- OCN North East Region
- OCN Northern Ireland
- Open Awards
- Laser Awards
- apt Awards
- OCNWMR
- OCN Yorkshire Humber Region
- Trident Awards
- UAL Awarding Body

*The **minimum** data requirements that must be included on any reports or screen shots from are:

- Full name of the learner
- Qualification name
- Level/grade achieved
- Date of achievement/award
- Awarding Organisation identifier



Learner History

1

Iona [redacted] [28] at [redacted] Group

Notes:

- The history shown only includes achievements gained at your organisation. Other achievements either with this awarding body, or other awarding bodies are not shown.
- Achievements may not be displayed here for a period of time following their achievement date.

Registrations

Batch ID	Programme/Provider Course	Batch Start	Batch End	Metrics	No. of Awards	Registered On
1270 (more...)	LAO Level 2 Certificate in Hospitality and Catering Principles (Food and Beverage Service) (QCF)	25/07/2012		Metrics	11	LAO Level 2 Certificate in Hospitality and Catering Principles (Food and Beverage Service) (QCF)
1272 (more...)	LAO Level 2 NVQ Diploma in Food and Beverage Service (QCF)	25/07/2012		Metrics	10	LAO Level 2 NVQ Diploma in Food and Beverage Service (QCF)

Qualifications Awarded

Qualification	Type	Level	QAN	Date Achieved	Grade	Certificate Printed
LAO Level 2 NVQ Diploma in Food and Beverage Service (QCF)	Employment Related	Level 2	600/2313/2	07/03/2013	Not applicable	08/03/2013
LAO Level 2 Certificate in Hospitality and Catering Principles (Food and Beverage Service) (QCF)	Employment Related	Level 2	600/2706/2	07/03/2013	Not applicable	08/03/2013

EAssessment Units

No EAssessments Units.

Submit Document

Pick a document type and sub-type from the drop-down lists and then click "Browse..." to select a document to upload.

Type:

Sub-Type:

Document:

View Document

Choose a document to view:

No Documents To Be Displayed

5

4

3

This Quartz evidence meets the minimum requirements as it shows:

- Full name of the learner
- Qualification name, type and level
- Grade achieved (if applicable)
- Date achieved
- QAN number
- Web address

<https://lifetime.quartz-svstem.com/Classes/ViewLearnerHistory.aspx?Class=1278&Learner=28873>

6

26/08/2014

Parnassus

Parnassus is another of the larger certification systems used by Awarding Organisations. The Parnassus system can be adapted to suit the requirements of each user organisation but in principle they are all built in the same way.

Therefore, in principle, screen shots from the following Awarding Organisations will be accepted as part of an Apprenticeship Completion Certificate claim, providing that they meet the minimum stated data requirements*: -

- 1st 4Sport
- ABBE
- ASA
- BIFM
- CIBTAC
- CYQ
- Future
- ISMM
- Logic Certification
- SkillsFirst
- VTCT

*The **minimum** data requirements that must be included on any reports or screen shots from are:

- Full name of the learner
- Qualification name
- Level/grade achieved
- Date of achievement/award
- Awarding Organisation identifier

Firefox ACE (v1.4) Assessment Results

https://linx2.vtct.org.uk/report/Results.aspx

Linux2Achieve

VTCT WORLD CLASS QUALIFICATIONS

5

Home Schedule Administration Reports Log out Assessment Results

Columns Print all results Export to Excel Refresh Date from 23/03/2013 to 23/09/2013 Assessment

Submitted	Schedule name	Assessment	Last Name	First Name	Logon ID	Extra Time	Time Taken	Score	Score to pass	Percent	Grade
1	29/04/2013 12:16:08	4.1.13_L1 Comm_Leeds	COM1 - 495	Grace	104	0	0:28:49	34/40	67%	85	3 Pass
2	29/04/2013 11:34:20	4.1.13_L1 AoN_Leeds	AON1 - 314	Grace	104	0	0:27:33	25/40	55%	62	Pass

This Parnasus evidence meets the minimum requirements as it shows:

1. Full name of the learner
2. Qualification name, type and level
3. Grade achieved
4. Date achieved
5. Awarding Organisation identifier

11:15 23/09/2013

On-going Developments

Peer-to-Peer Data Transfer

The Federation is continuing to work in partnership with many Awarding Organisations to develop the possibility of direct data transfer between their management information systems and ACE. This is known as **peer-to-peer** data transfer.

The peer-to-peer transfer works on the basis that an Awarding Organisation will send the learner achievement data for NVQs, Diploma's and Functional Skills etc. straight to the ACE system where the relevant data fields in ACE will be auto populated. This will enable ACE users to see the achievement data required, whilst at the same time being assured of its origin, robustness and validity.

SOAP Transfer

A trial is currently taking place on a process known as a **SOAP** transfer. This basic concept is that a PDF document can be sent directly in to ACE by de-coding it, sending it electronically and then re-creating it within the appropriate data field in ACE. The results of this trial will be shared, in due course.

In addition, the Federation is currently actively engaged with the Skills Funding Agency to facilitate a direct data link to the information input to the Learning Record Service (LRS) database by Awarding Organisations. This information, which is used to populate individual Personal Learning Records (LRS), could then be accessed to facilitate an auto-populate of the relevant data fields within ACE.

Unique Learner Numbers

A Unique Learner Number (ULN) is a unique 10 digit reference number which is assigned to all learners who have a PLR record created in the LRS database. Each ULN is issued, and held by the LRS Organisation Portal. The LRS Organisation Portal uses the number to index each learner's identity details and their education and training qualifications within the PLR.

The 10-digit ULN has been designed to ensure that no additional meaning can be inferred from its structure, for example, geographical location or level of learning. Its purpose is purely to provide a unique identifier for each individual's Personal Learning Record.

Learners will retain the same unique number for accessing their PLR throughout their lives. The number will stay the same regardless of their level of learning and irrespective of where they choose to participate in education, training and learning.

The ULN is growing in significance as, for the first time, this identifier will be used for all qualifications for individual learners from the age of 14 upwards. Eventually the ULN will be used from the day you start school at 4/5 until the day you retire.

Previously, a separate identifier was used in schools (UCI) and then a separate ULN was issued at FE/HE level. This has caused confusion and through the use of a single identifier (the ULN) there will be greater unity across all learning arenas and facilitate easier access to an individual's learning records and reports.

Summary

Although the preferred form of evidence is still the actual achievement certificate, all of the evidence examples contained within this guidance document may be used as robust, acceptable evidence when claiming for an Apprenticeship Completion Certificate on ACE. However, they must meet the **minimum** data requirements, as highlighted within this document. Where multiple qualifications are evidenced on the one document please indicate the qualification being evidenced.

If you have any questions or queries as to whether or not an evidence type that you have will be acceptable then please contact the relevant Certification Body **before** you submit a claim on ACE. A list of all of the Certification Body contacts details is available on the [ACE website](#).

Appeals Process

If you believe that a piece of evidence which you have submitted as part of an Apprenticeship Completion Certificate claim should be acceptable, based on the examples included in this guidance document and the general principles of the minimum acceptable requirements, but it has been rejected by the Certification Body then you do have the opportunity to appeal.

Full details of how to access the Appeals process, and when and how to appeal, are available on the [ACE website](#).

Additional support, guidance & information

Transferable Skills – Guidance Notes

On the ACE website there are a number of other support documents to help you to make a successful Apprenticeship Completion Certificate claim on ACE. One of which is the Transferable Skills Guidance Document which gives further guidance and clarity on what is, and isn't acceptable, as evidence of an Apprentices achievement of the English, Maths and ICT requirements of their BP or SASE Apprenticeship. This, and other support materials, can be found under the [Knowledge Base](#) tab on the ACE website.

ACE-IT

The Federation have developed a new online training tool which has been designed to inform and train ACE users in fully understanding the acceptable evidence requirements for making a successful Apprenticeship Completion Certificate claim on ACE.

As a brief overview, ACE-IT consists of a large database of example evidence, some of which will be acceptable and others not. Individual ACE users will register to use the tool and create themselves an ACE-IT account. Each online exercise will consist of a set of questions (approx. 15/20 per session) and users will be required to review each piece of evidence and decide whether or not it is acceptable within the specific context you will be given. If it is not acceptable, there will be a series of multiple choice answers to choose from explaining why the user thinks that the evidence is not acceptable. At the end of each exercise session users will be given their results and will have the opportunity to review any questions which were answered incorrectly and be given the correct reasons for the evidence being unacceptable. The questions presented in each session will be randomly selected from the ACE-IT database, so each session will be different. Users will be able to access the online tool as often as they like.

For information on how to register for an ACE IT account and on how to complete a training exercise, please read the instructions on the [ACE IT](#) Homepage carefully. Should you require further support please contact the [ACE Support Team](#).

ACE Checklist

We are pleased to inform you that a new ACE guidance document is now available for your use and reference. This is an [ACE Checklist – Guidance to Making a Successful ACE Claim](#).

This is an interactive pdf file and it can be used either onscreen or printed out to use as a reference document when submitting Apprenticeship Certification claims on ACE. It includes lots of hints and tips on how to make a successful ACE claim and how to avoid some of the more common mistakes which can lead to claims being rejected.

The new checklist can be accessed here on the [ACE Knowledge Base](#)

If you have any comments or feedback on any of the ACE support documentation then please raise these with us via the new online [ACE Help Desk](#).

ACE Helpdesk

The Helpdesk is an internal messaging system enabling you to raise tickets (queries) on any issue or question that you have relating to apprenticeship certification. These tickets are automatically picked up by the Federation System Support Team, who will either respond with an answer to your query or redirect it to the appropriate member of Federation staff.

The Helpdesk offers an increased emphasis on customer service with faster response times and, through greater monitoring of common queries, allows us to provide more efficient support and tailored guidance to ACE users. Having a centralised Helpdesk will also ensure that important information can easily be shared across your organisation.

The helpdesk is accessible by logging into ACE and clicking on the tab at the top right corner of the ACE dashboard (next to the log-out tab). [ACE Online Helpdesk](#) guidance is currently available from our [Knowledge Base](#).

Contact Us

We will be continually reviewing and updating this document and would appreciate your help in doing this. If you have an evidence example that is not currently included within this document but you believe that it would be acceptable, based on the principles outlined in this document, and then please send us a copy for our consideration.

All evidence examples for review and consideration to be sent through the ACE Helpdesk ([ACE Online Helpdesk](#)) via the evidence queue.

You can contact the Federation for further support and guidance using on the [ACE website](#)