

APPRENTICESHIP CERTIFICATION CHECKLIST

Guidance For Making A Successful ACE Claim

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Introduction

The purpose of this Checklist, and supporting guidance notes, is to assist you in making a successful claim on ACE for an Apprenticeship Completion Certificate. It benefits everyone if Apprenticeship certification claims are right first time as it avoids unnecessary delays in claims being approved and Apprenticeship Completion Certificates being printed for successful Apprentices.

Certification Bodies are required to deal with any ACE claim within 10 days from the date that you change the ACE status for any Apprentice from Entered to Pending Certification. If a claim is rejected, and subsequently resubmitted, the days elapsed counter is reset to zero thus delaying the processing and the approval and printing of the final completion certificate.

In order to support you, and to minimise ACE rejections, this Checklist and the supporting guidance notes clearly identify the main data and evidence requirements for any ACE claim. It also highlights the key areas where mistakes are commonly made and gives clear guidance on how to avoid such mistakes.

The Checklist goes through each of the relevant tabs within an ACE record and lists the key data requirements on each tab. If you require any further information and guidance on these requirements, simply refer to the relevant section in the Guidance Notes sections.

This document is an interactive PDF file so if you are using it onscreen you can simply click on the information button next to each tab description  and it will take you to the correct part of the guidance notes where additional support information can be found.

At any point in the document you can click on the Back to Contents Button, [BACK TO CONTENTS](#) in the top right of each page, to return to the contents page of the document.

At any point in the document you can click on the Back to Checklist Button, [BACK TO CHECKLIST](#) in the top right of each page, to return to the Checklist.

At the end of the document there is a section which lists the most common rejection reasons. These are the key areas that all Certification Bodies check when reviewing and processing ACE claims and on which certification approval decisions are based.

As part of this section, there is information on how you can avoid making each of the identified common errors and, where appropriate, there is a link to the relevant support and guidance documentation.

Checklist for Making a Successful ACE Claim

Please note that all ACE fields marked with * are mandatory

Basic Information Tab

Apprentice Gender
Apprentice Name
Apprentice Date Of Birth
Start Date
Submission Date (auto populated)
Prior Learning (RPL) - required?
Apprentice Contact Details
Notes - add if required



Tick when complete

Employer Details Tab

Employer Contact Name
Employer Contact Details



Tick when complete

Framework Tab

Framework Title
Framework Level
Framework Pathway Name
Qualifications
Functional Skills
ERR & PLTS Declarations



Tick when complete

Identifiers Tab

National Insurance Number



Tick when complete

Certification Evidence Tab

Competence
Knowledge
English
Maths
ICT (if required)
Additional Documents
e.g. to explain any name differences



Tick when complete

ACE Declaration Form



Tick when complete

Status Tab



Tick when complete

For Certification Bodies Only

Prior to Rejecting

In some instances, before rejecting a claim on ACE, you may wish to consider contacting the claimant to clarify any queries you have that are potentially valid reasons for a claim rejection. Some of the errors that are made are clearly genuine/obvious mistakes and discussing this with the claimant, prior to rejecting, could make the subsequent rejection easier for them to understand and appreciate and also help them to avoid similar errors in the future.

Please thoroughly check that all the required information has been input to ACE and is correct. Check that all of the submitted achievement evidence is both valid, acceptable and clearly readable. If a rejection is made then please give clear details of all the rejection reasons and how these are to be rectified. Ensure that you reject for **all** relevant reasons.

Where an incorrect framework has been selected on ACE, please check **all** of the submitted evidence prior to rejecting the claim. As part of the rejection for the incorrect choice of framework, you can then also include details of any other issues relating to the submitted evidence. For example, if there is also any unacceptable competency, knowledge or transferable skills evidence. This will enable the claimant to address all of the rejection issues at the same time.

Date of Last Certificate

This must be the Award or Issue date on a certificate. If neither is present then please use the Achievement date. In cases where only a month and year is given then please enter the date as the 1st of the month for the relevant year.

Last Date of Learning

This is the Last Date of Learning as recorded on the V3 ACE Declaration Form.

Guidance Notes

Basic Information Tab (all mandatory fields on ACE are indicated with an * and must be completed)

Apprentice Name



The Apprenticeship Completion Certificate will be automatically created using the Apprentice name details exactly as they have been input to ACE. **Therefore, it is really important that these are spelt correctly, in the correct case and in the format wanted on the Apprenticeship Completion Certificate.** For instance, if a name can be shortened (Jim for James or Becky for Rebecca) please confirm with the Apprentice how they want their name to appear on their Apprenticeship certificate. If a middle name is entered onto ACE then it will appear on the Apprenticeship Completion Certificate. The name entered to ACE should match the name that appears on all the achievement evidence and the ACE Declaration Form. Where this is obviously not the case, then supporting information will be required to be uploaded to explain the differences. Supporting information can be uploaded to the Additional Documents field on the Evidence Tab. Acceptable forms of name change evidence are deed poll confirmations, wedding or divorce certificates, passports, signed statements from the Apprentice which are also countersigned and dated by someone in authority, stating their full name, designation and relationship to the Apprentice. Where there is a difference in the first name, across any of the evidence submitted, but this is clearly where a commonly accepted shortening of the first name has been used, then the claim will not be rejected on this basis. Again, where a middle name appears on some evidence and not others this is not an immediate reason for rejection, as long as there are other identifiers which can be used to confirm that the submitted evidence is for the same individual. For example, date of birth, ULN or the uploading of additional supporting evidence. ***If a certificate reprint is required due to the Apprentice name having been incorrectly input to ACE, in any way, then an additional charge of £7.50 will be incurred to have the ACE record amended and the Apprenticeship Completion Certificate reprinted.***



Apprentice Date Of Birth (DOB)

When a claim for an Apprenticeship Completion Certificate is being checked by a Certification Body, the Apprentice's DOB input on ACE is checked against the DOB included on any achievement evidence that has been uploaded to ACE, as part of the certification claim. If a mismatch is found then the claim will be rejected and the DOB mismatch queried. If the DOB error is on a Awarding Organisation certificate then the claimant will need to contact them and ask for the error to be rectified and a replacement certificate issued. Alternatively, the Awarding Organisation should be asked to supply an official letter confirming that, despite the DOB differences, the achievement evidence does relate to the same learner. Please note that there may be a charge made for this service.

Start Date



The Apprenticeship Start Date should be accurate and input correctly to ACE. The start date will determine the Framework that is selected on the Frameworks Tab in ACE. **Please ensure that the Apprentice's Start Date is appropriate for the Framework selected and is consistent with the framework's operational dates.** All frameworks listed on ACE have their effective start date for registrations included as part of the framework title and, where relevant, a registration end date is also given. If you are in any doubt as to which framework you should be selecting on ACE then please contact the relevant Certification Body **prior** to submitting the claim on ACE and ask for their advice and guidance. **Please note that if you select the wrong framework and the certification claim is rejected on this basis, then when you select the correct framework, all of the evidence previously uploaded to ACE will be deleted and you will need to re-upload the evidence.**

Submission Date

The Submission Date field is automatically populated by ACE when you change the status of an Apprentice record from Entered to Pending Certification. It records the date when the ACE claim is first submitted for processing. The Submission Date will never change, so even if an ACE claim is subsequently rejected and then resubmitted, the Submission Date is retained as the date of the first (original) submission.



Apprenticeship - Minimum Duration Requirements

ACE is programmed to prevent a claim being submitted if the minimum duration requirements have not been met. For Apprentices aged 16-18, at the start of their Apprenticeship, the minimum duration for an Apprenticeship is 12 months. For Apprentices aged 19+, at the start of their Apprenticeship, the minimum duration requirement can be reduced from 12 to 6 months if the learner has evidence of acceptable Recognised Prior Learning (RPL). If RPL has been used, to reduce the required duration, the RPL checkbox must be selected on ACE. When an Apprentice's record status is changed to Pending Certification, ACE checks the Apprentice's DOB, the Start Date input, whether or not RPL has been selected and then does a calculation based on the date of the status change. If the minimum duration requirements are not met, the status change to Pending Certification will not be permitted. You will need to check the dates input to ACE.

Prior Learning Recorded? (Recognised Prior Learning)

RPL is the overall term used to describe the formal identification, assessment and acknowledgment of the full range of person's knowledge, skills and capabilities, acquired through formal or informal training or gained through on the job or life experiences. RPL can take two distinct forms: Accredited Prior Learning (APL) is learning or achievements that have previously been assessed and accredited/ certificated. Accredited Prior Experiential Learning (APEL) is uncertificated learning. It is the knowledge and skills learned through life and work experience and/or through previous study that has not been formally assessed and accredited. Within the context of Apprenticeships, the use of RPL can be used to contribute to the full, or part, achievement of a mandatory qualification, required by a framework, and thus shorten the period of study required for an Apprentice's programme of learning. If an Apprentice is aged 19+, at the start of their Apprenticeship, the minimum duration requirement can be reduced to 6 months if there is acceptable Recognised Prior Learning (RPL). If RPL has been used to reduce the required duration, the RPL checkbox on ACE must be selected. ***It is the Training Provider's responsibility to ensure that a learner's RPL is acceptable, sufficient, authentic and current. Awarding Organisations and Certification Bodies can assist with this process. On ACE, there is no requirement to upload evidence of RPL but a record of the checking/approval process should be retained, by the claimant, for possible future audit purposes.***



Apprentice Contact Details

The Apprentice address and other contact details should be completed in full, including postcode and, where available, a current phone number and valid e-mail address. **The Training Provider or Employer contact details should NOT be entered in this section.**



Notes Field

Please use this Notes field to add any additional information that is relevant to the Apprentice and would help/inform the Certification Body who will be processing the Apprenticeship Completion Certification claim. This notes field is useful if there are any anomalies or unusual circumstances that require further explanation. For instance, to explain differing name formats on any of the uploaded evidence. **Please note that additional supporting evidence may also need to be uploaded to the Evidence Tab, in support of, or to evidence, information that has been added to the Notes field.**



Employer Details Tab (all mandatory fields on ACE are indicated with an * and must be completed)



Employment Status Requirements

The commencement of the Apprenticeship Act in April 2011 requires all Apprentices to be working under a contract of employment with an employer and paid a wage in line with the National Minimum Wage regulations. **Therefore, those who are self employed are NOT eligible to undertake an Apprenticeship**, unless the occupation/job has been designated as exempt under the "**alternative completion condition**"* regulations. Use the link below for further information on exempted occupations.

* Alternative Completion Conditions - <http://www.apprenticeships.org.uk/partners/partners-faqs.aspx#Question24>

Employer Name, Specific Named Contact and Address Details

An Apprentice **must be employed** and the name and address of their employer **must** be entered into ACE. There must also be a specific named contact at the Apprentice's place of employment. This cannot be the Apprentice themselves or a contact at the Training Provider, except where the Training Provider was also the Apprentice's employer during the Apprenticeship. Another Apprentice cannot be given as the Employer contact. The contact name must be the name of the person who has taken responsibility for the Apprentice in the workplace and provided the required support, guidance and mentoring throughout the Apprenticeship. The employer contact name must be given in full and not abbreviated. **Please provide all the relevant contact details for the employer.**

Framework Tab



It is vitally important that you select the correct framework title, level and pathway for each Apprentice. Please check that the one you have selected is correct for the Apprentice's Apprenticeship start date i.e. it was operational at the time the Apprentice started their Apprenticeship. There is an online frameworks library which contains copies of both current and archived framework documents. You can use this both for reference and also to download copies of framework documents. It can be accessed via this link: <http://www.afo.sscalliance.org/frameworks-library>. If you are unable to match the learner's achievement evidence with the qualifications listed in the selected framework document, then please contact the relevant Certification Body **prior** to submitting the claim on ACE and ask for their advice and guidance.

Framework Title



It is vitally important that you select the correct framework title for each Apprentice. Please check that the one you have selected is correct for the Apprentice's Apprenticeship start date. All of the SASE frameworks listed on ACE will have their effective start date included after the framework title and, where applicable, any registration end date. **Please note that if you change the selected framework on ACE, after evidence has been uploaded, then all previously uploaded evidence will be deleted and will need to be reloaded. This will be the case when an ACE claim is rejected due to an incorrect framework selection. However, the Certification Body will have checked all of the evidence originally submitted and will inform you (via the ACE rejection notification) if there are any issues relating to any of the evidence. This will enable you to address any identified issues, prior to reloading the evidence and resubmitting the ACE claim.**

Level

Having selected the correct framework title you then need to select the appropriate Apprenticeship level. Again, take care to ensure the correct level is selected so that the appropriate choice of qualifications are listed on the ACE Framework Tab and that the evidence uploaded matches the listed requirements for the selected level of Apprenticeship.

Pathway

Having selected both the correct framework title and level you now need to select the appropriate pathway. Again, take care to ensure the correct pathway is selected so that the appropriate choice of qualifications are listed on the ACE Framework Tab and that the evidence uploaded matches the requirements for the selected Apprenticeship pathway.

Qualifications



Having selected the correct framework title, level and pathway, the relevant qualification choices will be listed below. For Competency, Knowledge or Combined qualifications, the same qualification may be delivered by a number of different Awarding Organisations so please ensure that you click the radio button next to the one that the Apprentice has actually achieved. You can also use the unique qualification number (QAN) as a cross check. If the specific qualification/s achieved by the Apprentice is not listed then it could be that you have selected an incorrect framework title, level and/or pathway. **Please double check the Apprentice's start date with the effective start date (and possibly an operational end date) of the specific framework title that you have selected. If you are unable to match the learner's achievement evidence, with any of the qualifications listed on ACE, then please contact the relevant Certification Body prior to submitting the claim on ACE and ask for their advice and guidance.**

Functional Skills - also referred to as Transferable Skills



You need to click the radio button next to the specific qualification type achieved by the Apprentice, for both the mandatory English and Maths requirements for the framework undertaken, and for which you have acceptable achievement evidence. **Please make sure that this selection matches the actual qualification evidence uploaded to the Evidence Tab.**

ICT is **not mandatory** in all frameworks but, where it is a requirement, it will be listed on ACE and the appropriate radio button must be selected. Please ensure that the ICT achievement evidence you submit is acceptable and meets any specified grade/level or date achieved criteria. If you are in any doubt then please refer to the current Transferable Skills and Acceptable Evidence Guidance documents which can be downloaded from the Knowledge Base Tab on the ACE website <https://acecerts.co.uk/web/knowledge-base>

Employee Rights & Responsibilities (ERR)



Where required by a framework, ERR outcomes can be achieved in a number of ways. This can be either a mandatory unit in a competency or knowledge qualification, a standalone accredited qualification, a specific workbook or by mapping the ERR outcomes to other mandatory learning (in order to identify assessment opportunities and embedding ERR delivery within this). Evidence of ERR achievement is **no longer required to be uploaded to ACE** but you must click the mandatory ERR declaration to declare that the Apprentice has successfully attained the required outcomes for ERR by one of the above methods, as specified in their framework. **All ERR achievement evidence should be retained by the ACE claimant.**

Personal Learning & Thinking Skills (PLTS)



Where required by a framework, PLTS outcomes can be achieved in a number of ways. This can be either a mandatory unit in a competency or knowledge qualification, a standalone accredited qualification, a specific workbook or by mapping the PLTS outcomes to other mandatory learning (in order to identify assessment opportunities and embedding PLTS delivery within this). Evidence of PLTS achievement is **no longer required to be uploaded to ACE** but you must click the mandatory PLTS declaration to declare that the Apprentice has successfully attained the required outcomes for PLTS by one of the above methods, as specified in their framework. **All PLTS achievement evidence should be retained by the ACE claimant.**

Identifiers Tab (the only mandatory field on ACE is the Apprentice's National Insurance Number)

ACE Number

Each Apprentice record entered on ACE is automatically assigned a unique ACE number. This is a non-editable field. You should use this ACE number when raising any Apprentice related queries with either a Certification Body or the Federation.

Apprentice National Insurance Number (NI)

Please enter the Apprentice's National Insurance Number in the recognised format - **two capital letters, six numbers and a final capital letter, which is always A, B, C, or D**. At the point where an ACE record has a status change from Entered to Pending Certification, ACE checks for duplicate NI numbers but because an individual may already have an existing ACE record from a **previous Apprenticeship**, ACE also checks the current record's selected framework title, level and pathway details. Where these are found to be exactly the same as a pre-existing ACE record for an Apprentice, with the matching NI number, the status change to Pending Certification will be denied and an error message of "**Duplicate Learner**" will be displayed. **In these cases, you will have to contact the ACE Support Team for further assistance, via e-mail on: ace@fss.org. All instances of duplicate learner errors (for funded Apprenticeships) will be escalated to the Skills Funding Agency, for investigation.**



Certification Evidence Tab



Please refer to specific framework documents to ascertain exactly what the certification evidence requirements are for a framework. Please note that some frameworks may also have some sector specific evidence requirements. Copies of all current, and archived, framework documents can be accessed here: <http://www.afo.sscalliance.org/frameworks-library>

This is the ACE tab where all of a learner's achievement evidence must be uploaded. **Please ensure that the specific qualification options that have been selected on the Frameworks Tab match the actual evidence that you actually upload.** Check qualification titles and QANs. Please also make sure that the achievement evidence being used for English, Maths and ICT meets any required level/grade or date achieved criteria, as per the framework document. If you are in any doubt then please refer to the current Transferable Skills and Acceptable Evidence Guidance documents which can be downloaded from the Knowledge Base Tab on the ACE website <https://acecerts.co.uk/web/knowledge-base>



ERR and PLTS achievement is now declared on the Frameworks Tab and there is now no requirement for separate achievement evidence to be uploaded to the Evidence Tab. **However, both ERR and PLTS achievement evidence should be retained by the ACE claimant.**

The order of the evidence placeholders may vary between Certification Bodies but, as a general rule, you will need to upload acceptable evidence of achievement of the following: Competency qualification, Knowledge qualification (or a combined qualification), English, Maths and ICT (**only where ICT is a framework requirement**) and a completed ACE Declaration Form. There is also space for any **Additional Documents** to be uploaded in support of, or to evidence, information given in the Notes field or any anomalies in the evidence submitted. For example, any significant differences in the learner name across the submitted evidence.



Any evidence that is uploaded to ACE, that has the details of **more than one qualification on it**, should be **clearly annotated** to indicate which of the listed qualification details are being used as evidence of learner achievement/s. Don't forget that a single document can be used to evidence more than one learner achievement. It can be uploaded to ACE once and you have the option to assign it to more than one evidence field on the ACE Evidence Tab.

For guidance and information on acceptable forms of evidence please refer to the current Acceptable Evidence and Transferable Skills guidance documents. Both of these can be downloaded from the Knowledge Base on ACE website <https://acecerts.co.uk/web/knowledge-base>



If you are unsure on the evidence requirements for a framework or whether or not the achievement evidence you have is acceptable, then please contact the relevant Certification Body prior to submitting the claim on ACE and ask for their advice and guidance.

ACE Declaration Form

Apprentice Name

All Apprentices must complete, sign and date an ACE Declaration & Authorisation Form. The form requires the learner's first name and surname to be **clearly legible**. The middle name field is optional. Please ensure that the name on the form matches the name input to ACE unless the difference in first name is because one or other has been completed using a **commonly recognised shortening of the name**. For example, James/Jim, Rebecca/Becky or Joshua/Josh. Where there is any possibility that the learner names are not the same, on both the form and ACE, this is likely to raise questions that they are not related to the same individual. In these instances, **please** add either an explanatory note to the ACE record or upload supporting evidence, explaining (and if required, evidencing) the name differences, to the Additional Documents field on the Evidence Tab.

Commenced On

This is the **start date of the learner's Apprenticeship** and should be completed in the format DD/MM/YYYY. This date must match the Start Date that is entered on ACE on the **Basic Details Tab**. For publicly funded Apprenticeships, this date will be the same as the Start Date submitted on the ILR.

Last Day in Learning

This is the **learner's last date in learning** and should be completed in the format DD/MM/YYYY. This is when the learner is informed that all training activities, assessments and exams relating to their Apprenticeship have been successfully completed. This includes both accredited and non-accredited components so **the date may be after the date when accredited learning aims have been achieved**. Please note that final achievement confirmation may be subject to test results, IV/EV verification and/or certification by a relevant Awarding Organisation. **Should this result in a period of additional learning being required, then a new ACE Declaration Form must be completed, with the learner's updated last date in learning. The Apprentice will need to resign and date the new form.** Apprenticeship minimum duration requirements must be met. This is 12 months for 16-18 year olds and 6 months for learners 19+ with relevant RPL (see previous section - Basic Information Tab: Prior Learning Recorded?). **The Last Day in Learning date is input to ACE by the Certification Body processing the certification claim.**



Organisation Name

This part of the form requires the Apprentice to name the organisation that they are designating, and authorising, to make the Apprenticeship Completion Certificate claim on their behalf. If this is the training provider then this is the organisation name that appears on the form and **NOT** their employer's name. **It is acceptable for the third party claimant to pre-populate this field on the form.**



Apprentice Signature

The Apprentice **must** sign the form, at the **end** of their Apprenticeship - this must be on, or after, the last day in learning as stated on the ACE Declaration Form. This can be either a wet signature or an electronic one. Where electronic signatures are used, prior approval from the Federation must have been obtained. **If you wish to use electronic signatures, please contact the ACE Support Team via ace@fss.org. Please give full details of the method that you will be using to apply the electronic signatures to the form.**



Date of Apprentice Signing

The Apprentice must date the form, at the end of their Apprenticeship. The date of signing must be on, or after, the Last Day in Learning as stated on the ACE Declaration form.



Amendments to the ACE Declaration Form

Any changes made to information written on the ACE Declaration Form **must be counter signed and dated by the person making the changes**. For example, if any of the dates are changed. Third party claimants making any change must add the following information to the form: their signature, print their full name, organisation name and the date of making the change. Any wrong information on the form should have a line put through it and the correct information clearly added. If the Apprentice makes the change then only their counter signature and date of making the change is required. **All countersigning details should be added to the form in a place where they can be clearly seen and read. Where several changes are made, one set of countersignature details will be acceptable.**



Electronic Signatures

If you wish to use electronic signatures on the ACE Declaration Form then you **must get prior permission from the Federation**. All requests to be sent to: ace@fss.org. Please provide full details of the method you will be using to apply electronic signatures and, if possible, send in a sample for review.

Status Tab

Apprentice Status Details

Once you have completed all of the other ACE tabs and uploaded the correct achievement evidence, you are ready to submit the Apprenticeship Completion Certificate claim for processing. The first time you submit a claim, the Apprentice status will be showing as **Entered**. Use the drop down options and select **Pending Certification**. This will automatically notify the relevant Certification Body that a certification claim has been submitted. Certification Bodies have 10 days to review submitted claims and make a decision as to whether or not it can be approved for certification. If everything is correct then the Certification Body will alter the Apprentice's ACE status to **Certificate Authorised** and then subsequently to **Certificate Printed** when the actual certificate is produced.

If there is a problem with any of the information submitted on ACE, Certification Bodies can **Reject** a claim and they must state justifiable reasons for the rejection. If a certification claim is rejected, then the Apprentice's ACE status will change to **Rejected**. Once the rejection reason/s have been addressed, by the claimant, the Apprenticeship Completion Certificate claim can be re-submitted on ACE by clicking the **Re-Submit Button**.

Status History

This section in ACE keeps a chronological record of status changes for each Apprentice record. Each change is date stamped and also includes the name of the ACE user making the status change. For Rejected claim requests, this is where you can see the specific reasons for the rejection.

Common Rejection Reasons

Basic Information Tab		
Rejection Reason	Why Would This Be Rejected?	How to Avoid This Rejection
The Apprentice name input to ACE does not match the name on some, or all, of the achievement evidence uploaded to ACE for the Apprentice.	<p>We need to be sure that the achievement evidence uploaded to ACE does belong to the actual Apprentice it is being submitted for.</p> <p><i>Where there are unexplained differences in names then the Certification Body will reject and ask for the differences to be explained/evidenced.</i></p>	<p>Ensure that the name on all of the submitted achievement evidence matches the Apprentice name details input to ACE on the Basic Information Tab. Where there are any significant name differences then please upload acceptable supporting evidence to explain the name differences.</p> <p>See the Basic Information Tab section of the Guidance Notes</p>
The Apprentice date of birth input to ACE does not match the date of birth on some, or all, of the achievement evidence uploaded to ACE for the Apprentice.	<p>We need to be sure that the achievement evidence uploaded to ACE does belong to the actual Apprentice it is being submitted for. Where it is included, the date of birth on achievement evidence is a good validation check for the Certification Bodies. The date of birth input to ACE is also used by ACE to calculate Apprenticeship minimum durations.</p> <p><i>Where there are unexplained differences in dates of birth then the Certification Body will reject and ask for the differences to be explained/evidenced.</i></p>	<p>Ensure that where the date of birth is included on evidence submitted to ACE, that it matches the Apprentice date of birth input to ACE on the Basic Information Tab. Where there are any differences in the Apprentice date of birth then please upload acceptable supporting evidence to explain the differences.</p> <p>See the Basic Information Tab section of the Guidance Notes</p>
The Apprentice Start Date input to ACE does not match the Commenced On Date on the ACE Declaration Form.	<p>The Apprentice start dates input to both ACE and the Declaration Form must match for consistency. The ACE calculations for Apprenticeship minimum duration requirements are based on both the Apprentice Start Date and the Date of Birth input to ACE. The correct Start Date is also important as it will determine the actual framework that can be assigned to the Apprentice.</p> <p><i>Where Start Dates don't match and/or don't correspond to the framework selected, then the Certification Body will reject.</i></p>	<p>Ensure that the Start Date on ACE and the Commenced On Date on the Declaration Form are accurate and also the same as each other.</p> <p>Ensure that the Start Date input is appropriate for the Framework selected on Framework Tab.</p> <p>Where the rejection relates to an incorrect framework selection, for the Start Date input, and the framework selection is subsequently changed, then all previously uploaded evidence will be deleted and will need to be re-uploaded prior to resubmission.</p> <p>See the Basic Information Tab section of the Guidance Notes</p>
The Apprentice Start Date input to ACE does not correspond with the effective start and/or end dates for the framework selected on the Frameworks Tab.	<p>The Apprentice Start Date must fall within the "effective to and from" dates for the framework selected on the ACE Frameworks Tab. If there is a date mis-match then the list of acceptable qualifications listed on ACE, for the selected framework, may not correspond with the learner's actual achievement evidence that is uploaded to ACE.</p> <p><i>Where Start Dates don't correspond to the framework selected, then the Certification Body will reject.</i></p>	<p>Ensure that you check the "effective to and from" dates for the framework selected and that they are appropriate for the Apprentice's Start Date that you have provided. A good cross-check is to make sure that the competency and knowledge qualifications listed for the selected framework do match the learner's actual achievement evidence.</p> <p>NB: Please also check that for funded Apprenticeships the selected learning aims have been approved for funding.</p> <p>See the Basic Information and Framework Tab sections of the Guidance Notes</p>

Employer Details Tab

Rejection Reason	Why Would This Be Rejected?	How to Avoid This Rejection
<p>The Apprentice themselves is noted as the employer contact.</p> <p>OR</p> <p>Another Apprentice, undertaking the same Apprenticeship, at the same level and during the same period, is given as the employer contact.</p>	<p>Apprentices cannot be self-employed*. They must be in employment and working under a contract of employment/apprenticeship Agreement with their employer (* unless Alternative Completions Conditions apply for the Apprentice's occupation).</p> <p>We need to have the Employer Contact Details and a Named Contact input to ACE as confirmation of an Apprentice's employed status. Only in cases where the Training Provider is also the employer should the Training Provider contact details be provided in this section.</p> <p>Where appropriate employer contact details are not supplied then the Certification Body will reject and ask that these are provided.</p>	<p>Ensure that the Employer's full contact details are provided.</p> <p>Ensure that there is a named contact# at the Apprentice's place of employment and that this is input to ACE. This must be someone who had responsibility for the Apprentice in the workplace and could confirm the Apprenticeship. It should be the person who supports and mentors the Apprentice in the workplace.</p> <p># The named contact can be a previous/current Apprentice as long as they are already qualified in the same discipline and at a higher level, than the Apprentice they are mentoring.</p> <p>See the Employer Details Tab section of the Guidance Notes</p>

Framework Tab

Rejection Reason	Why Would This Be Rejected?	How to Avoid This Rejection
The incorrect Framework Title is selected.	<p>The Framework Title selected must be one that was operational at the time of the Apprentice's Start Date. It must also be the one that the Apprentice did actually undertake and for which they have the appropriate achievement evidence.</p> <p>If an incorrect framework is selected then the list of acceptable qualifications displayed in ACE may not correspond with the learner's achievement evidence as the qualification/s they have achieved may not be part of the currently selected framework.</p> <p>Where an incorrect framework title has been selected, then the Certification Body will reject. Please note that when the framework selection is changed then all of previously uploaded evidence will be deleted from ACE and will need to be reloaded, prior to resubmission of the claim.</p>	<p>Ensure that you select the correct framework details on ACE and that it corresponds to the Apprentice's start date.</p> <p>If you are unsure about framework selection then you can refer to both current and archived framework documents on the online AFO Library by using this link:</p> <p>http://www.afo.sscalliance.org/frameworks-library/</p> <p>Alternatively, prior to ACE submission, please contact the relevant Certification Body for advice and guidance.</p> <p>See the Framework Tab section of the Guidance Notes</p>
The incorrect Framework Level is selected.	<p>If an incorrect Framework Level is selected then the list of acceptable qualifications displayed in ACE will not correspond with the learner's achievement evidence as the qualification/s they have achieved will not be part of the currently selected framework level.</p> <p>The Framework Level selected must match the minimum acceptable level of achievement for all evidence that is uploaded to ACE. For example, if a Level 3 is selected, then the Competency and Knowledge achievements must be at this level. Evidence of achievement at Level 2, for these components, would not be acceptable.</p> <p>Where an incorrect framework level has been selected, then the Certification Body will reject.</p>	<p>Ensure that you select the correct framework details on ACE - this includes the level. Ensure that the framework selected corresponds to the Apprentice's start date.</p> <p>If you are unsure about framework selection then you can refer to both current and archived framework documents on the online AFO Library by using this link:</p> <p>http://www.afo.sscalliance.org/frameworks-library/</p> <p>Alternatively, prior to ACE submission, please contact the relevant Certification Body for advice and guidance.</p> <p>See the Framework Tab section of the Guidance Notes</p>

Framework Tab

Rejection Reason	Why Would This Be Rejected?	How to Avoid This Rejection
The incorrect Framework Pathway is selected.	<p>If an incorrect Framework Pathway is selected then the list of acceptable qualifications displayed in ACE will not correspond with the learner's achievement evidence as the qualification/s they have achieved may not be part of the currently selected framework pathway.</p> <p>The Framework Pathway selected must match the achievement evidence uploaded to ACE, and this must be in line with the requirements of the selected framework title, level and pathway.</p> <p>Where an incorrect framework level has been selected, then the Certification Body will reject.</p>	<p>Ensure that you select the correct framework details on ACE - this includes the pathway. Ensure it corresponds to the Apprentice's start date.</p> <p>If you are unsure about framework selection then you can refer to both current and archived framework documents on the online AFO Library by using this link:</p> <p>http://www.afo.sscalliance.org/frameworks-library/</p> <p>Alternatively, prior to ACE submission, please contact the relevant Certification Body for advice and guidance.</p> <p>See the Framework Tab section of the Guidance Notes</p>

Evidence Tab

Rejection Reason	Why Would This Be Rejected?	How to Avoid This Rejection
<p>The Competency qualification evidence uploaded to ACE does not match the competency qualification option selected on the Frameworks Tab.</p> <p>AND/OR</p> <p>It does not meet the competency requirements of the selected framework title, level and/or pathway requirements, as per the framework document.</p> <p>AND/OR</p> <p>It does not meet the minimum stated data requirements (for the type of evidence being submitted), as per the current Acceptable Evidence Guidance documentation</p>	<p>Each issue of a framework document contains specific information relating to what qualifications are acceptable within each level and pathway of that issue of the framework.</p> <p>The qualification evidence uploaded to ACE must match the details of the qualification option selected on the Frameworks Tab.</p> <p>It must also meet the qualification evidence requirements of the selected framework title, level and pathway, as per the relevant framework document.</p> <p>The type of evidence submitted to ACE must meet the minimum data requirements as stated in current Federation guidance documentation. The inclusion of the minimum data requirements enables us to verify the authenticity and robustness of the evidence type presented.</p> <p>Where unacceptable Competency evidence has been uploaded, then the Certification Body will reject.</p>	<p>Ensure that the correct framework details have been selected on ACE (Title, Level & Pathway) and that the Competency qualification evidence uploaded is actually listed on the ACE Frameworks Tab as being valid for the selected framework, and has been correctly selected.</p> <p>If the matching competency qualification is NOT listed then check the framework selection on ACE and also make sure its operational dates match the Apprentice's start date.</p> <p>Ensure that the type of evidence you upload meets the minimum data requirements for that particular style of achievement evidence. Refer to the current Acceptable Evidence Guidance document for further information.</p> <p>https://acecerts.co.uk/web/knowledge-base</p> <p>If you are unsure about the evidence that you have, or the framework requirements, then please contact the relevant Certification Body prior to submitting the ACE claim and ask for their advice and guidance.</p> <p>See the Certification Evidence Tab section of the Guidance Notes</p>

Evidence Tab

Rejection Reason	Why Would This Be Rejected?	How to Avoid This Rejection
<p>The Knowledge qualification evidence uploaded to ACE does not match the knowledge qualification option selected on the Frameworks Tab.</p> <p>AND/OR</p> <p>It does not meet the knowledge requirements of the selected framework title, level and/or pathway requirements, as per the framework document.</p> <p>AND/OR</p> <p>It does not meet the minimum stated data requirements (for the type of evidence being submitted), as per the current Acceptable Evidence Guidance documentation</p>	<p>Each issue of a framework document contains specific information relating to what qualifications are acceptable within each level and pathway of that issue of the framework.</p> <p>The qualification evidence uploaded to ACE must match the details of the qualification option selected on the Frameworks Tab.</p> <p>It must also meet the qualification evidence requirements of the selected framework title, level and pathway, as per the relevant framework document.</p> <p>The type of evidence submitted to ACE must meet the minimum data requirements as stated in current Federation guidance documentation. The inclusion of the minimum data requirements enables us to verify the authenticity and robustness of the evidence type presented.</p> <p>Where unacceptable Knowledge evidence has been uploaded, then the Certification Body will reject.</p>	<p>Ensure that the correct framework details have been selected on ACE (Title, Level & Pathway) and that the Knowledge qualification evidence uploaded is actually listed on the ACE Frameworks Tab as being valid for the selected framework, and has been correctly selected.</p> <p>If the matching knowledge qualification is NOT listed then check the framework selection on ACE and also make sure its operational dates match the Apprentice's start date.</p> <p>Ensure that the type of evidence you upload meets the minimum data requirements for that particular style of achievement evidence. Refer to the current Acceptable Evidence Guidance document for further information.</p> <p>https://acecerts.co.uk/web/knowledge-base</p> <p>If you are unsure about the evidence that you have, or the framework requirements, then please contact the relevant Certification Body prior to submitting the ACE claim and ask for their advice and guidance.</p> <p>See the Certification Evidence Tab section of the Guidance Notes</p>
<p>The Combined qualification evidence uploaded to ACE does not match the combined qualification option selected on the Frameworks Tab.</p> <p>AND/OR</p> <p>It does not meet the combined qualification requirements of the selected framework title, level and/or pathway requirements, as per the framework document.</p> <p>AND/OR</p> <p>It does not meet the minimum stated data requirements (for the type of evidence being submitted), as per the current Acceptable Evidence Guidance documentation</p>	<p>Each issue of a framework document contains specific information relating to what qualifications are acceptable within each level and pathway of that issue of the framework.</p> <p>The qualification evidence uploaded to ACE must match the details of the qualification option selected on the Frameworks Tab.</p> <p>It must also meet the qualification evidence requirements of the selected framework title, level and pathway, as per the relevant framework document.</p> <p>The type of evidence submitted to ACE must meet the minimum data requirements as stated in current Federation guidance documentation. The inclusion of the minimum data requirements enables us to verify the authenticity and robustness of the evidence type presented.</p> <p>Where unacceptable Combined qualification evidence has been uploaded, then the Certification Body will reject.</p>	<p>Ensure that the correct framework details have been selected on ACE (Title, Level & Pathway) and that the Combined qualification evidence uploaded is actually listed on the ACE Frameworks Tab as being valid for the selected framework, and has been correctly selected.</p> <p>If the matching combined qualification is NOT listed then check the framework selection on ACE and also make sure its operational dates match the Apprentice's start date.</p> <p>Ensure that the type of evidence you upload meets the minimum data requirements for that particular style of achievement evidence. Refer to the current Acceptable Evidence Guidance document for further information:</p> <p>https://acecerts.co.uk/web/knowledge-base</p> <p>If you are unsure about the evidence that you have, or the framework requirements, then please contact the relevant Certification Body prior to submitting the ACE claim and ask for their advice and guidance.</p> <p>See the Certification Evidence Tab section of the Guidance Notes</p>

Evidence Tab

Rejection Reason	Why Would This Be Rejected?	How to Avoid This Rejection
<p>The Transferable Skills (English, Maths or ICT) evidence uploaded to ACE does not match the specific option selected on the Frameworks Tab.</p> <p>AND/OR</p> <p>It does not meet the transferable skill qualification requirements of the selected framework title, level and/or pathway requirements, as per the framework document.</p> <p>AND/OR</p> <p>It does not meet the minimum stated data requirements (for the type of evidence being submitted), as per the current Acceptable Evidence Guidance documentation</p>	<p>Each issue of a framework document contains specific information relating to what transferable skills qualifications are acceptable within each level and pathway of that issue of the framework.</p> <p>The qualification evidence uploaded to ACE must match the details of the qualification option selected on the Frameworks Tab.</p> <p>It must also meet the qualification evidence requirements of the selected framework title, level and pathway, as per the relevant framework document. For example, it must be an accepted qualification type, achieved at the appropriate grade/level and also meet any stated date achieved criteria.</p> <p>The type of evidence submitted to ACE must meet the minimum data requirements as stated in current Federation guidance documentation. The inclusion of the minimum data requirements enables us to verify the authenticity and robustness of the evidence type presented.</p> <p><i>Where unacceptable Transferable Skills qualification evidence has been uploaded, then the Certification Body will reject.</i></p>	<p>Ensure that the correct type of evidence being used for Transferable Skills has been selected on the Frameworks Tab and that the selection matches the actual evidence uploaded.</p> <p>Ensure that the evidence uploaded is on the list of acceptable transferable skills qualifications and that it meets any stated grade/level and date achieved criteria.</p> <p>Refer to the current ACE Transferable Skills guidance document for further information: https://acecerts.co.uk/web/knowledge-base</p> <p>Ensure that the type of evidence you upload meets the minimum data requirements for that particular style of achievement evidence. Refer to the current Acceptable Evidence Guidance document for further information. https://acecerts.co.uk/web/knowledge-base</p> <p>If you are unsure about the evidence that you have, or the framework requirements, then please contact the relevant Certification Body prior to submitting the ACE claim and ask for their advice and guidance.</p> <p>See the Certification Evidence Tab section of the Guidance Notes</p>
<p>Missing, incomplete or invalid evidence which is a stated requirement for evidencing a learner's achievement of their Apprenticeship.</p>	<p>There are a range of components within any framework that must be completed as part of an Apprenticeship. These are detailed in each Apprenticeship framework document.</p> <p>The successful achievement of all of the required components, for any Apprenticeship, has to be evidenced for each Apprentice.</p> <p>Valid, acceptable and robust evidence for each of these achievements is required to be submitted on ACE as part of all Apprenticeship Completion Certificate claims.</p> <p><i>Where there is missing, incomplete or invalid achievement evidence, then the Certification Body will reject.</i></p>	<p>Ensure that you upload all of the required evidence and that it is correct for the requirements of the specific framework achieved.</p> <p>Ensure that the evidence uploaded to ACE relates to the Apprentice for whom it has been uploaded.</p> <p>Ensure that the evidence that is uploaded meets the minimum data requirements to validate its authenticity and robustness.</p> <p>Ensure that the evidence uploaded is valid for the framework achieved in terms of the qualification title, the level/grade achieved and also the date achieved (i.e. its currency).</p> <p>Please refer to current guidance documentation for further help and information: https://acecerts.co.uk/web/knowledge-base</p> <p>If you are unsure about the evidence that you have, or the framework requirements, then please contact the relevant Certification Body prior to submitting the ACE claim and ask for their advice and guidance.</p> <p>See the Certification Evidence Tab section of the Guidance Notes</p>

Evidence Tab

Rejection Reason	Why Would This Be Rejected?	How to Avoid This Rejection
ACE Declaration Form	<p>The ACE Declaration Form must be completed by the Apprentice at the end of their Apprenticeship.</p> <p>Common reasons for rejection of the Declaration form are:</p> <ul style="list-style-type: none"> • A signed Declaration Form has not been uploaded • The wrong version of the ACE Declaration Form has been used. • Apprentice name on form is clearly different from the Apprentice name input to ACE i.e. the form uploaded is for a different Apprentice. However, where there are name differences between the form, ACE and some/all of submitted evidence, but these are due to one or other using a recognised shortening of the Apprentice's first name or a middle name being present in some cases and not in others, this is not a reason for an immediate rejection. • Commenced On Date on form does not match start date input to ACE • Apprentice date of signing is before the Last Day in Learning date on the form. • No Apprentice signature • No Apprentice Date of signing • Changes to the form have not been countersigned • Changes to form have been countersigned but some of the required countersigning information is missing. When countersigning any changes on the form, the following are required: The full printed name of the person making the change, their signature, the name of their organisation and the date of the countersigning. • The copy of the form is of poor quality and required information cannot be read, or is missing on the copy uploaded • The name of the third party organisation making the claim, on behalf of the Apprentice, is missing • The name of the employer is entered on the form, as the third party organisation making the claim when, in fact, it is the Training Provider who is making the claim and should therefore be named on the form. If the Employer name is given in addition to the claimant name then this is acceptable. 	<p>Ensure that a correctly completed, signed and dated copy of the ACE Declaration form is uploaded to the Evidence Tab and that it relates to the Apprentice for whom it has been uploaded.</p> <p>Ensure that the copy uploaded is of readable quality and that no part of the form has been obscured or missed off as part of the copying and uploading process.</p> <p>Ensure that where changes have been made on the form that these have been countersigned and dated, according to the current instructions issued by The Federation.</p> <p>Ensure that all the dates on the form are correct and match those that are input to ACE and also correlate to the operational dates of the apprenticeship framework achieved by the Apprentice.</p> <p>Where forms are electronically signed, ensure that you have got prior approval from the Federation.</p> <p>See the ACE Declaration Form guidance in the Certification Evidence Tab section of the Guidance Notes</p>