

APPRENTICESHIP CONSENT FORM PROCESS

V1 Effective from 1st April 2015

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Introduction

From the 1st April 2015, The Federation will be implementing a revised and simpler process, within ACE, designed to meet the ASCL Act requirements that every Apprentice signs a declaration form at the end of their Apprenticeship and, where necessary, authorises a named third party to claim their Apprenticeship Completion Certificate on their behalf.

This new process within ACE is accompanied by the launch of a new Apprentice Consent Form which will replace the existing V3 Apprentice Declaration & Authorisation form. Although the new Apprentice Consent Form **will still need to be signed by every Apprentice on completing their Apprenticeship**, a copy of it will only have to be uploaded to ACE when requested. We have built into ACE a sophisticated sampling process which will randomly request copies of completed Apprentice Consent Forms, based on a percentage figure that will initially be set in accordance with your historic submission rates. ACE then has the ability, over time, to either increase or decrease the percentage level of random form upload requests that are made, based on your previous performance of correctly uploading Apprentice Consent Forms, when requested.

The key driver behind this change is to simplify the process for both ACE claimants and Certification Bodies and to minimise the level of claim rejections that currently arise as a result of queries/issues with submitted V3 Apprentice Declaration & Authorisation Forms.

This guide has been designed to explain the changes to the certification process within ACE and how the new Apprentice Consent Form fits into this change of process.

If you have any questions please do not hesitate to contact the ACE Support Team via the online Helpdesk.

Apprentice completes their Apprenticeship and signs Apprentice Consent Form. Apprentice's ACE record is completed and all required evidence is uploaded to the Certification Evidence Tab. The FINAL requirement is for the claimant to complete the Apprentice Consent Form declaration at the bottom of the Certification Evidence Tab. Upon selecting the Apprentice Consent Form tick box a pop up will appear:

APPRENTICE DECLARATION & AUTHORISATION CONFIRMATION

By completing this form, I am confirming that <APPRENTICE FIRST NAME SURNAME> has completed and signed the required Apprentice Consent Form and has authorised <CENTRE NAME> to apply for their Apprenticeship Completion Certificate on their behalf. A copy of the signed consent form has been retained by <CENTRE NAME> as part of the Apprentice's record. I have read, understood and adhered to the [Terms and Conditions of Use of ACE](#).

CANCEL

Closes the pop-up and the claimant will have to start the process again. Please note that the tick will be removed from the Apprentice Consent Form field on the ACE Certification tab.

AGREE

Records the ACE Username of person logged in and also date and time stamps the "Tick to Agree" action. Then one of 2 things happens: - 1 or 2.

1. Continue to claim

At this point you will be returned to the Certification Evidence tab

2. Pop-up opens to enable upload of signed Apprentice Consent Form:

Please upload a copy of the signed Apprentice Consent Form.

BROWSE & UPLOAD

Browse facility opens, select the appropriate file and upload – file is saved in the ACE Consent Form part of ACE Certification Tab.

CANCEL AND UPLOAD LATER

Retains the "Tick to Agree" details and flags the ACE record to indicate that a signed Apprentice Consent Form is still required to be uploaded. Key data in the ACE record is then locked to prevent further editing / deleting/ processing of the record. The status cannot be changed until the requested Consent form is uploaded.

Consent Form ready to be uploaded - claimant goes to the ACE Certification Tab & uploads required Consent Form. Form is saved in the Apprentice Consent Form section. The ability to change status is now enabled.

Continue with Apprenticeship Certification claim

You can now continue the process of submitting a claim for the Apprenticeship Completion Certificate.

Consent Form Process Chart

New Apprentice Consent Form Process – An Overview

It is essential that you ensure that the Apprentice record on ACE has been **fully completed PRIOR** to the Apprentice Consent Form box, at the bottom of the ACE Certification Evidence Tab, being ticked. Ticking this box will then start the new process. This is described in more detail in the following pages.

Please note that once you confirm the new pop-up declaration that you have the Apprentice's signed Consent Form and their authority to claim their Apprenticeship Completion Certificate, on their behalf, then key parts of the Apprentice's ACE record will then be locked and you will no longer be able to edit them (these are the Apprentice first name, middle name and surname).

In ACE, on the Basic Information tab there is a new date field for you to complete which is the **Last date in learning**. This is a **mandatory** field. This date has been recorded in ACE previously but was completed by Certification Bodies, taken from information recorded on the V3 Apprentice Declaration & Authorisation Form. Going forward, not all Consent Forms will be required to be uploaded to ACE so, in some cases, Certification Bodies will not have access to the Last date in learning information. This is why it is now a requirement for the ACE claimant to complete this date field on ACE.

The Last Date in Learning is the date on which the Apprentice is informed that all training activities, assessments and exams, relating to their Apprenticeship, have been successfully completed. The Submission Date on ACE remains an auto-populated field and ACE will complete this date field when you submit an ACE claim.

The screenshot displays two sections of the ACE form. The 'Start & Last Date' section contains three rows of date pickers: the first row is for the start date (01 November 2011), the second row is for the last date in learning (08 March 2015), and the third row is a checkbox for 'Prior learning recorded?'. The 'Last date in learning' row is highlighted with a red border. The 'Submission Date' section contains a single row for the submission date (14 March 2015).

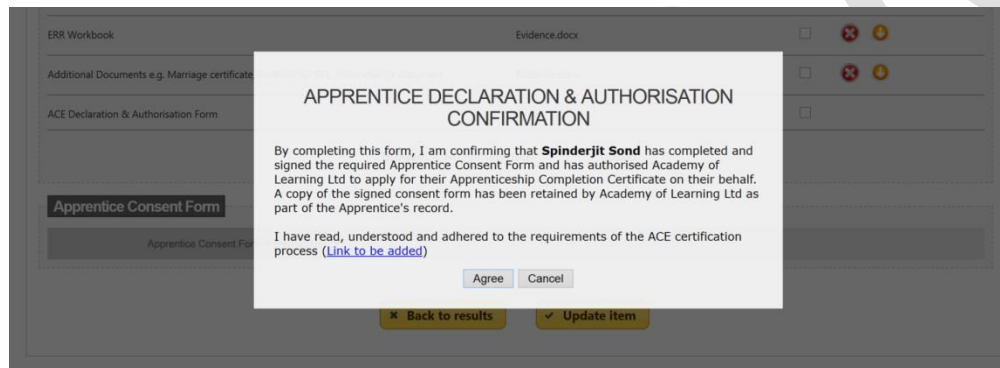
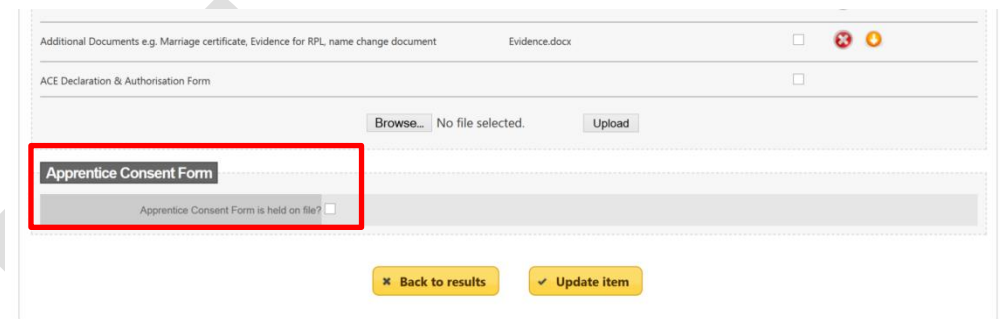
Start & Last Date			
* Start	01	November	2011
* Last date in learning	08	March	2015
<input type="checkbox"/> Prior learning recorded ?			

Submission Date			
Submission date	14	March	2015

Apprentice Declaration & Authorisation Confirmation

After an Apprentice's ACE record is **fully** completed (i.e. all data fields completed and achievement evidence uploaded) you then need to select the Apprentice Consent Form tick box at the bottom of the ACE Certification Evidence Tab.

A pop up will appear when you tick the box. This pop up is a declaration confirming that the Apprentice has completed and signed an Apprentice Consent Form and given you authority to apply for their Apprenticeship Completion Certificate, on their behalf. You also have to confirm that a copy of the signed Consent Form has been retained by you as part of the Apprentice's record.



By accepting this agreement ACE will automatically record your ACE username and date and time stamp the Apprentice record with these details. Once you have agreed to the declaration, the first name, middle name and surname fields within the ACE record will be locked for any further editing (including if the record is subsequently rejected). The only way to make any changes to the Apprentice name fields is to contact the ACE Support Team.

If, for any reason, at the point of making this declaration you do not have a signed Apprentice Consent Form from the Apprentice then you can click **Cancel** which will return you to the ACE record and clears the Consent Form tick box on the Certification tab and no data fields on the record will be locked.

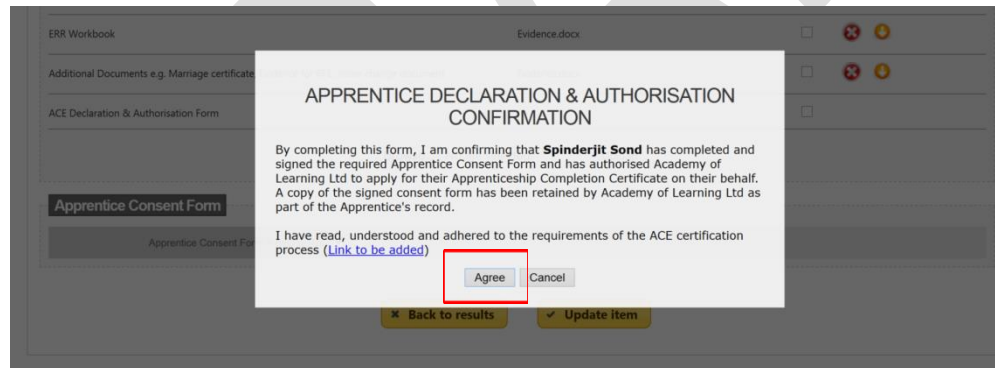
However, please note that if you cancel the declaration pop-up then you will be unable to submit the ACE record for certification processing until you have agreed to the statements in the Apprentice Declaration & Authorisation Confirmation pop-up and, if requested, uploaded a copy of the signed Apprentice Consent Form.

When you have ticked to **Agree** the details in the Apprentice Declaration & Authorisation Confirmation pop-up, the name fields in the ACE record will be locked and no further editing will be possible in these fields without contact the ACE Support Team.

Upon making the agreement one of two things will happen:-

1. Agree to the declaration – no request for the Consent Form to be loaded

If you agree to the Declaration and you are returned to the Certification Evidence tab you will not, on this occasion, be required to upload the Consent Form and will be able to proceed updating the status to PENDING CERTIFICATION.



ERR Workbook Evidence.docx

Additional Documents e.g. Marriage certificate

ACE Declaration & Authorisation Form

Apprentice Consent Form

Apprentice Consent Form

APPRENTICE DECLARATION & AUTHORISATION CONFIRMATION

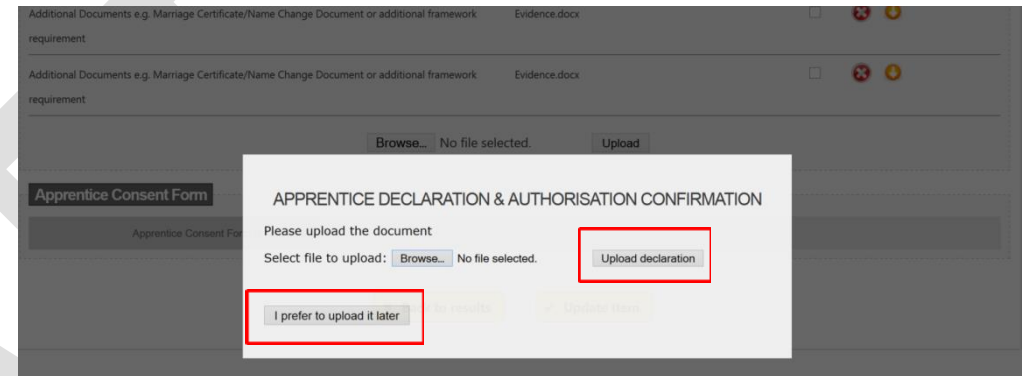
By completing this form, I am confirming that **Spinderjit Sond** has completed and signed the required Apprentice Consent Form and has authorised Academy of Learning Ltd to apply for their Apprenticeship Completion Certificate on their behalf. A copy of the signed consent form has been retained by Academy of Learning Ltd as part of the Apprentice's record.

I have read, understood and adhered to the requirements of the ACE certification process ([Link to be added](#))

2. Agree to the declaration – a request for the Consent Form to be loaded appears

The system has been designed to randomly request signed Consent Forms to be uploaded. If this is the case, once you have agreed to the declaration the following pop up will appear.

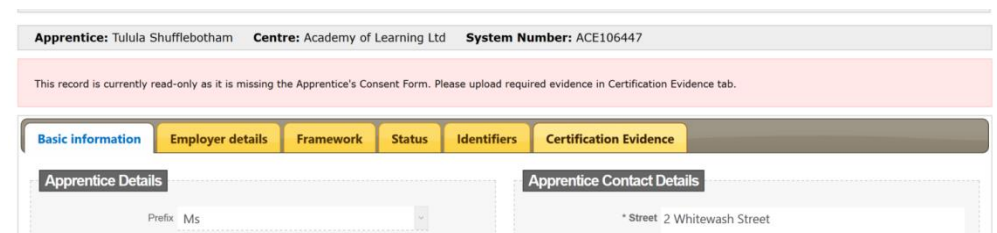
This is the APPRENTICE DECLARATION & AUTHORISATION CONFIRMATION giving you the option to browse your files for the Apprentice's Consent form. Once you have chosen the file click on the **Upload declaration** button which will upload the file and return you to the Certification Evidence tab within the Apprentice's record where you will be able to process the request for Certification. You will then see confirmation that the file was uploaded successfully. You can now continue to process the request for certification.

A screenshot of a web application interface showing a modal window titled "APPRENTICE DECLARATION & AUTHORISATION CONFIRMATION". The modal contains the text "Please upload the document" and "Select file to upload: Browse... No file selected.". There are two buttons: "Upload declaration" and "I prefer to upload it later". Both buttons are highlighted with red rectangles. The background shows a blurred view of the main application interface with tabs for "Apprentice Consent Form" and "Apprentice Consent Form".

Uploading the form at a later date

There may be occasions where you do not have the file to hand when you are requested to upload the Consent Form. If this is the case you will be able to select the option *I prefer to upload it later* which will return you to the Apprentice's record but you will be unable to process the claim until you have loaded the requested file.

Retains the "Tick to Agree" details and flags the ACE record to indicate that a signed Apprentice Consent Form is still required to be uploaded. Key data in the ACE record is then locked to prevent further editing / deleting/ processing of the record. The status cannot be changed until the requested Consent Form is uploaded.

A screenshot of a web application interface showing the "Apprentice record" page. The page header displays "Apprentice: Tulula Shufflebotham", "Centre: Academy of Learning Ltd", and "System Number: ACE106447". A pink banner message states: "This record is currently read-only as it is missing the Apprentice's Consent Form. Please upload required evidence in Certification Evidence tab." Below this, there are tabs for "Basic information", "Employer details", "Framework", "Status", "Identifiers", and "Certification Evidence". The "Certification Evidence" tab is selected. Under this tab, there are two sections: "Apprentice Details" and "Apprentice Contact Details". The "Apprentice Details" section shows "Prefix Ms" and a dropdown menu. The "Apprentice Contact Details" section shows "Street 2 Whitewash Street".

When you return to an Apprentice's record to load the requested Consent Form you will notice that the Consent Form field has remained ticked along with the information, captured by ACE, relating to the person who originally agreed to the declaration. You will also see a new button *upload evidence*, selecting this option will display the following pop up which allows you to upload the file.

This screenshot shows the 'Apprentice Consent Form' section. It includes a header 'Apprentice Consent Form' and a status bar indicating 'Apprentice Consent Form is held on file?' with a checked checkbox, confirmed by 'Mollie Thomas' on '2015-03-18 12:41:58'. Below this, there is a text prompt 'Please upload required evidence' and an 'Upload evidence' button. At the bottom of the section is a yellow button labeled 'Back to results'.

This screenshot shows a pop-up dialog titled 'APPRENTICE DECLARATION & AUTHORISATION CONFIRMATION'. The dialog prompts the user to 'Please upload the document' and provides a 'Select file to upload:' field with a 'Browse...' button and the text 'No file selected.'. To the right of this field is a button labeled 'Upload declaration', which is highlighted with a red rectangle. At the bottom of the dialog, there are three buttons: 'I prefer to upload it later', 'Back to results', and 'Update record'.

Rejected Claim

If a submitted ACE record is rejected by a Certification Body because of an issue with an uploaded Apprentice Consent Form, this will be notified by the note: **Error on Consent Form* message which will appear in the Status Tab under the rejection reason section. This means that the issue with the Consent Form will need to be addressed prior to the claim being resubmitted. However, please note that the Apprentice name fields on the ACE record are non-editable and any changes can only be made to these fields by contacting the ACE Support Team.

Correcting a Rejected Consent Form

If the Consent Form is rejected by the Certification Body then you will need to complete the corrective action required. When you are ready to upload the corrected form you will need to return to the Certification Evidence tab and the Apprentice Consent Form field. Here you will see the confirmation of the original agreement is recorded and an orange and red button.

The screenshot shows a 'Rejected request' window with a title bar 'Skills CFA Admin (Skills CFA)' and a date '2015-03-18'. The main content area contains the following text:

Rejected By Body @ 2015-03-18 15:28:26
The following apprentice has been rejected by Skills CFA
ACE Number: 005aa2
Name: SUSAN STEWART
Framework: Customer Service (12/4/11 - 31/8/14)
Level: Advanced
Pathway: Customer Service

Comment:
The consent form is incomplete. Please fill in all of the required fields before resubmitting this apprentice.
If you have any questions please do not hesitate to contact us at reject@rejection.com

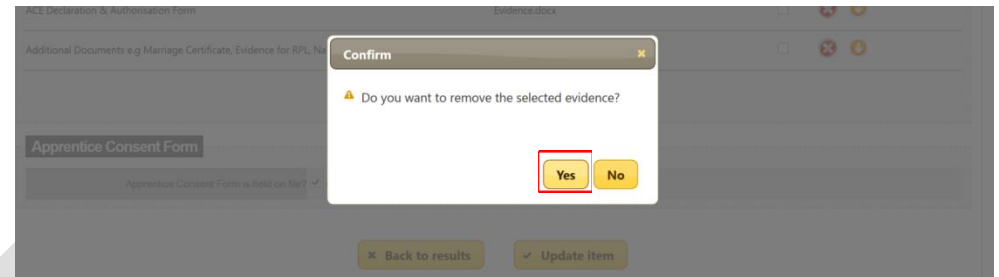
* Error on Consent Form

Your comment:

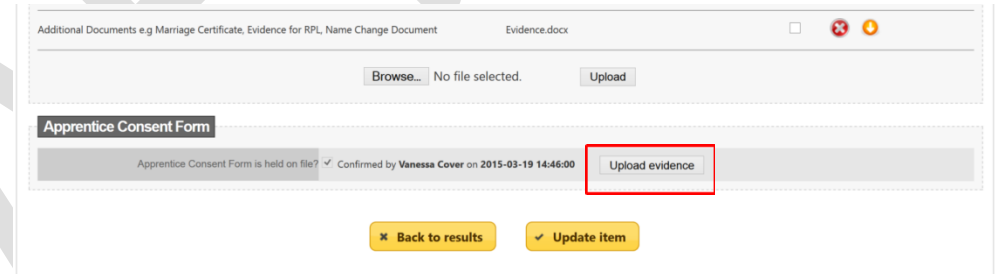
Add comment

The screenshot shows an 'Apprentice Consent Form' interface. At the top, there is a 'Browse...' button and a status 'No file selected.' with an 'Upload' button. Below this, the title 'Apprentice Consent Form' is displayed. The main content area shows 'Apprentice Consent Form is held on file' followed by a confirmation status: 'Confirmed by Vanessa Cover on 2015-03-19 14:46:00' with an orange and red button. At the bottom, there are two buttons: 'Back to results' and 'Update item'.

Selecting the red button will open a pop up to allow you to delete the existing form. You will be asked to confirm that you want to remove the selected evidence.



In agreeing to delete the file currently uploaded to the record you are then able to upload a new Consent Form. Selecting this option will allow you select a file and upload as before.



Please note; the system will prevent you from submitting a certification request until you have reloaded a new Consent Form. The Re-submit button will be deactivated. Once the form is uploaded the resubmit button will become active and you can now submit the claim for processing.

