

DRAFT

USER MANUAL

ACE AUTOMATED
DATA TRANSFER
FACILITY

DRAFT V1 - JUNE 2017

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Apprenticeship Certificates
England

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The Federation is the designated certifying authority for SASE Apprenticeships in England and hosts Apprenticeship Certificates England (ACE). Since the introduction of ACE, a key focus of the Federation has been to minimise bureaucracy in the certification process and reduce the number of claim rejections.

The new data transfer feature facilitates the automatic transfer of both Apprentice basic information, and their relevant qualification achievements, from the Learning Records Database (LRS), directly into ACE. The information is taken from the learner's Personal Learning Record (PLR).

To use the system you will require both the **Apprentice's name and their Unique Learner Number (ULN)**. This will enable the ACE system to link to a learner's PLR and search it for valid achievement evidence that exactly matches the requirements of their chosen Apprenticeship framework. Each search completed should only take a few seconds but is dependent upon your internet connection/speed.

NB: Please note that the success of the data transfer facility is reliant on the correct data being available in the learner's PLR. Data is input to the PLR from a range of sources, chiefly by Awarding Organisations, and unfortunately this is not always as complete as it should be. As such, required details such as Award Date, Grade or Level achieved or QANs may be missing.

In these cases, learner achievement **cannot** be fully verified by the PLR and the data transfer facility will **not** be able to confirm learner achievement. In order to proceed with the learner's Apprenticeship Completion Certification claim, alternative, acceptable evidence that meets all the framework requirements will need to be **manually uploaded** to ACE, in the usual manner.

This guidance document takes you through how to use the new automated data transfer functionality.

- The new automated data transfer facility is built into ACE and is accessed through your normal ACE login.
- Go to www.acecerts.co.uk
- Click on the **Login Button (1)** which will reveal a drop-down for you to login
- Enter your Username and Password* (2)
- Click the Login Button (3) to enter
- If you have forgotten your password please use the "Forgotten your Password" (4) link

REMEMBER!

*Please be aware that the Username and Password are both case sensitive.

Keep all passwords in a safe place and do not reveal them to anyone. ACE follows the history of each Apprentice by tracking login details.

If additional ACE user accounts are required then please contact your ACE Superuser.



The screenshot shows the 'Apprenticeships England' website. At the top left is the logo 'Apprenticeships England'. At the top right is the 'Apprenticeships' logo. Below the logos is a navigation menu with items: HOME, ABOUT, NEWS, CERTIFICATION BODIES, FORMS & DOCUMENTATION, ACCEPTABLE EVIDENCE, KNOWLEDGE BASE, CONTACT US, and LOGIN (1). The LOGIN button is circled in red with the number 1. Below the navigation menu is a large image of a chef in a kitchen. To the right of the image is a login form. The form has two input fields: 'USERNAME: *' (2) and 'PASSWORD: *' (4). Both fields are circled in red with the numbers 2 and 4 respectively. Below the password field is a 'LOGIN' button (3) and a link 'Forgotten your password?' (4). The 'LOGIN' button and the 'Forgotten your password?' link are circled in red with the numbers 3 and 4 respectively. Below the login form is a message: 'If you have not already registered, you can do so [here](#).' Below that is another message: 'The ACE system has recently been updated to prevent the same user login being used multiple times. This is a security feature to help prevent against fraud within the certification process.' Below that is a message: 'You will need to leave it 10-15 mins, clear your cookies and favourites of the ACE site and enter the site manually into the web browser.' Below that is a message: 'Remember to click the logout button when you are finished with the ACE site and don't just close the tab/browser.' Below that is a message: 'Test to see if your computer is compatible with ACE with our [system checker tool](#).' Below the messages is a small image of a person working at a computer.

ACE - Apprenticeship Certificates England

The ACE online system is the place where apprentices, or third parties acting on their behalf, apply for their Apprenticeship certificates.

Apprentice: Need to apply for your certificate?
[Click here for an application form](#)

Training Provider: Need to register your Apprentices?
[Click here to register a Super Centre on ACE](#)

Central Payment System
[Click here to register as a Finance User for your Centre](#)

The first change you will notice is that when you select **Add Apprentice**, you are now presented, not with a complete blank record, but a single box with four fields.

If at this point you do not have the Apprentice's ULN, you can opt to complete the record manually, as you have done previously, by ticking the **"ULN not available?"** field (1) which will automatically open a new, blank ACE record for you to manually complete.

If you do have the Apprentice's ULN and would like to use the new automated data transfer facility simply complete the **ULN, Forename and Surname (2)** fields and click the **Create Item (3)** button.

In doing so ACE will start the first data transfer check and if it finds a matching record in the LRS database it will auto-populate a number of fields in ACE.

If no matching record is found in the LRS database then a system error message will be displayed. **Error messages and their meaning are detailed on page 14.**

The screenshot displays the 'Apprenticeships' web application interface. At the top right is the 'Apprenticeships' logo. Below it is a navigation bar with tabs for 'View Apprentices', 'Add Apprentice' (highlighted), and 'Bulk Upload'. Above the navigation bar are status indicators: 'Entered (0)', 'Rejected (0)', 'Pending Certification (0)', 'Certificate Approved (0)', and 'Certificate Printed (0)'. On the far right of the navigation bar are 'Helpdesk' and 'Logout' buttons. The main content area is titled 'Basic information' and contains an 'Apprentice Details' form. The form has four fields: 'ULN not available?' with a checkbox and a circled '1' pointing to it; '* Unique Learner Number' with the value '1234567890'; '* Forename' with the value 'Sample' and a circled '2' pointing to it; and '* Surname' with the value 'Learner'. Below the form are two buttons: 'Back' and 'Create item' (with a circled '3' pointing to it). At the bottom of the page is a footer with navigation links: 'Top', 'Dashboard', 'Users', 'Organisation Details', 'Notifications', and 'Contact Us'. On the right side of the footer, it says 'Generated in 0.0869(s), memory used: 4.76MB, online: 2'.

If a matching learner record is found in the LRS database, then the **Basic Information Tab** will appear on screen, with many of the fields having been pre-populated with information recorded on the learner's PLR. The **Employer Details and Identifiers Tab** are also now visible.

You will also notice that the **Forename and Surname fields have been locked (1)** as indicated by the padlock icons. The **ULN field on the Identifiers Tab is also locked.**

BASIC INFORMATION TAB

There will be some blank fields that you need to complete - the **mandatory** ones are:

- Ethnic Group
- Last Date in Learning
- Start Date
- Publicly Funded?

We would also recommend that you check the **Apprentice Contact Details** as these may not be up-to-date on the PLR database and the information you currently hold may be the most recent and will need to be manually entered to the ACE record to replace out of date information transferred from the PLR.

EMPLOYER DETAILS TAB

You will need to complete all of the mandatory fields on the Employers Tab.

Apprentice: Sample Learner **Centre:** FISSS Training **System Number:** ACE1A74ED

Basic information **Employer details** **Identifiers**

Apprentice Details

Prefix - [v]

* Gender Female [v]

* Forename Sample [v] **1**

* Surname Learner [v]

Middlename

* Date Of Birth 29 [v] January [v] 1992 [v]

* Ethnic Group [v]

Apprentice Contact Details

* Street 28 Trafalgar Court [v]

* Town Twin Town [v]

* Postcode TT1 9FJ [v]

Country - [v]

Phone

E-mail

Verify record

Start & Last Date

* Start [v] [v] [v]

* Last date in learning [v] [v] [v]

Prior learning recorded ?

Submission Date

Submission date [v] [v] [v]

Other

* Is this apprentice being publicly funded? Yes No

Notes

Delete Apprentice

Reason For Leaving --- [v]

Delete Apprentice

✖ Back to results ✔ Update item

If the data transfer from the LRS database was successful, the Apprentice record will be populated and both the name fields as well as the ULN field will be **locked**, as indicated by the padlock icons **(1)**.

If you subsequently need to edit any of the information in these locked fields you can do so by clicking on the padlock icon. A pop up will open **(2)** that will ask you to confirm you would like to make this change as it will result in the loss of the information already transferred into the ACE record from the learner's PLR.

If you do wish to continue with your amendment click **OK (3)**, if you do not wish to continue choose **Cancel (4)** which will return you to the unamended record.

NB: By agreeing to a change, all previously completed data will be removed and a fresh search of the LRS database will be carried out and if matching details are found then certain ACE fields will be automatically re-populated accordingly.

The screenshot displays the 'Editing Apprentice' interface. At the top, there are navigation tabs: 'View Apprentices', 'Add Apprentice', and 'Editing Apprentice'. Below this, the record details are shown: 'Apprentice: Sample Learner', 'Centre: FISSS Training', and 'System Number: ACE1A74A0'. A horizontal menu contains tabs for 'Basic information', 'Employer details', 'Framework', 'Status', 'Identifiers', and 'Certification Evidence'. The 'Basic information' tab is active, showing two main sections: 'Apprentice Details' and 'Apprentice Contact Details'. The 'Apprentice Details' section includes fields for Prefix, Gender (Male), Forename (Sample), Surname (Learner), Middlename, Date Of Birth (01 July 1997), and Ethnic Group (Any other White background). The 'Apprentice Contact Details' section includes Street (5 London Road), Town (Peak Town), Postcode (PT5 8JS), Country, Phone, and E-mail (s.learner@hotmail.co.uk). Below these are sections for 'Start & Last Date' (Start: 29 January 2016, Last date in learning: 27 February 2017) and 'Submission Date'. A 'Verify record' button is located between the 'Apprentice Details' and 'Start & Last Date' sections. A confirmation dialog box is overlaid on the 'Apprentice Details' section, asking 'Are you sure? Changing and saving this field will cause renewed fetch from LRS database when you save this record'. The dialog has 'OK' and 'Cancel' buttons. Red circles with numbers 1 through 4 are used as callouts: 1 points to the padlock icon on the Surname field; 2 points to the confirmation dialog; 3 points to the OK button; and 4 points to the Cancel button.

The ACE number is automatically assigned when the Apprentice record is created and appears on the Identifiers Tab **(1)**.

The **Unique Number** field contains the ULN that you entered and notice that this field is **locked (2)**.

You will need to manually complete the **NI Number** field **(3)** on this tab and then click **Update Item Button (4)** in order to create the 3 additional ACE tabs: -

Framework Tab

Status Tab

Certification Evidence Tab

The screenshot shows the 'Identifiers' tab of a system interface. The tab is divided into three sections: 'Basic information', 'Employer details', and 'Identifiers'. The 'Identifiers' section is active and contains a 'NUMBERS' table. The table has the following rows:

Field	Value	Notes
ACE Number	ACE1A74F4	(1)
* NI Number		(3)
Unique Number	7524800338	(2)
Purchase Order Number/ Authorised Name		
Cost Centre		
Awarding Body Registration Number		
New Number		

Below the table, there are two buttons: 'Back to results' and 'Update item'. The 'Update item' button is highlighted in yellow and has a circled '4' next to it. The 'New Number' field is highlighted in yellow.

The **Framework Tab** is where you will notice the most changes.

Under the **Framework Details** section you will still need to select from the drop down lists to select:-

- **Framework (1)**
- **Framework Level (2)**
- **Pathway Code & Name (3)**

You no longer need to select the specific Transferable Skills achieved. The new "rules" built into ACE will search on the learner's PLR for any qualification that meets the minimum Transferable Skills requirements.

Click the **ERR and PLTS declarations (4 & 5)** to confirm the Apprentice's achievement of these framework requirements.

Upon completion of the tab, click the **Save & update** button (6) which will initiate the search of the Apprentice's PLR to check for fully completed achievement information for any, or all, of the required qualifications and where successful confirm these as being achieved.

Confirmation of any matching achievement data will appear in the Apprentice's ACE record on both the **Framework and Certification Evidence Tabs**.

The screenshot shows the 'FRAMEWORK Details' section of the system. It features three dropdown menus: 'Framework' (1) set to 'Hospitality (11/11/15 - Present)', 'Framework Level' (2) set to 'Advanced', and 'Pathway Code & Name' (3) set to '0) Hospitality Supervision and Leadership'. A 'Save & update' button (6) is located to the right of the third dropdown. Below this, the 'Employee Rights & Responsibilities' section contains a paragraph of text, a declaration statement, and a checkbox (4) for confirmation. The 'Personal Learning & Thinking Skills' section follows a similar structure with a declaration and a checkbox (5).

Once the 2nd search of the Apprentice's PLR has completed, any verified, matching **Competence, Knowledge or Combined qualifications** will be highlighted in **green** on the **Framework Tab (1& 2)**. Where the search is unable to verify achievement of Competence, knowledge or Combined qualifications no qualifications will be highlighted.

A full summary of **all** validated and non-confirmed qualifications can be found on the **Certification Evidence Tab** - see page 10 and 11 for more information.

In cases where the appropriate qualifications **cannot be verified by the PLR**, you will need to select the radio button/s next to the specific qualification/s that the Apprentice has achieved **(3)** and then manually upload the **Certification Evidence Tab**, in the usual manner - see page 13 for more information.

Apprentice: Sam Learner Centre: FISSS Training
System Number: ACE1A749D

Basic information
Employer details
Framework
Status
Identifiers
Certification Evidence

FRAMEWORK Details

Framework	Glass Industry (23/9/14-9/3/16) ▼
Framework Level	Intermediate ▼
Pathway Code & Name	0) Fenestration Installation ▼

Learning Record Service validation complete. A full summary of all validated achievements can be found on the Certificate Evidence tab.

If we have been unable to verify any competence, knowledge or combined qualifications, you will need to select the appropriate qualification/s below and manually upload suitable evidence of achievement in the 'Additional Evidence' section of the Certification Evidence Tab.

Apprentice qualifications

Competence qualifications

Diploma in Fenestration Installation			
<input checked="" type="radio"/>	C1a	500/7825/2	GQA Qualifications Ltd 1

Diploma in Fenestration Installation			
<input type="radio"/>	C2a	600/5884/5	IQ
<input type="radio"/>	3 C2b	600/8633/6	City & Guilds

Knowledge qualifications

Certificate in Glass Related Operations			
<input checked="" type="radio"/>	K1a	500/7768/5	GQA Qualifications Ltd 2

Another ACE tab with a big change in appearance is the **Certification Evidence Tab**, you will now see 2 new sections: -

LRS Validation (1) and; Additional Evidence - for manual upload (2)

Next to the **LRS Validation** is a number in brackets **(3)** in this example it is 4. This number indicates the number of **acceptable qualifications** that were found on the Apprentice's PLR and been fully verified. Clicking on the **LRS Validation** section will expand it and details of the matching qualifications, found on the PLR, will be listed **(4)**. The information given for each qualification found is what is required for certification purposes:-

- **Qualification Title/Type**
- **Awarding Organisation**
- **Date Achieved**
- **QAN (where applicable)**
- **Level/Grade (where applicable)**

As well as detailing this information you will see in green the word **CHECKED!** **(5)**. This confirms that the qualification found meets the specific SASE framework requirements, as selected on the Framework Tab. There is no need for any additional evidence to be manually uploaded **for these qualifications.**

Basic information **Employer details** **Framework** **Status** **Identifiers** **Certification Evidence**

① LRS Validation (4) — ③

▶ Additional Evidence (0) - for manual upload — ②

Apprentice Consent Form

Apprentice Consent Form is held on file? Fill the Consent Form electronically

✕ Back to results

Basic information **Employer details** **Framework** **Status** **Identifiers** **Certification Evidence**

▼ LRS Validation (4)

The following qualifications have been confirmed as achieved: — ④

Certification Evidence

Functional Skill in Communication (or equivalent qualification)	AQA Level 1/Level 2 GCSE in English Language Date Achieved: 22.08.2013	CHECKED! — ⑤
Functional Skill in Application of Number (or equivalent qualification)	Pearson Edexcel Level 1/Level 2 GCSE in Methods in Mathematics (Pilot) Date Achieved: 01.06.2013	CHECKED!
Diploma in Vehicle Fitting Competence	IMI Awards Ltd QAN: 500/9810/X Date Achieved: 07.02.2017	CHECKED!
Diploma in Vehicle Fitting Principles	IMI Awards Ltd QAN: 500/9816/0 Date Achieved: 07.02.2017	CHECKED!

There will be occasions where the search of the Apprentice's PLR only finds some of the framework's required qualifications or, indeed, none of them.

The number to the right of **LRS Validation -Achievement** section (1) heading indicates how many relevant qualifications have been found, and fully verified - in this case there are 2. The section **LRS Validation - Incomplete or Missing Qualifications** (2) indicates how many qualifications could not be verified (3). Clicking on this section will detail why they are unacceptable which may be because they are either completely missing on the Apprentice's PLR or that they are listed but are **missing key data** that means they cannot provide robust evidence of learner achievement. For example, they are missing an **Award Date**.

NB: If achievement cannot be verified via a PLR data transfer, then you will need to manually upload suitable evidence in the usual manner - see page 13 for more information.

The screenshot displays the 'Certification Evidence' tab for an apprentice. It features a navigation bar with tabs: Basic information, Employer details, Framework, Status, Identifiers, and Certification Evidence. Below the navigation bar, there are three expandable sections:

- LRS Validation - Achievement (2)** (1): This section is expanded, showing a count of 2.
- LRS Validation - Incomplete or missing qualifications (2)** (2): This section is collapsed, showing a count of 2.
- Additional evidence for manual upload (0)**: This section is collapsed, showing a count of 0.

Below these sections is the **Apprentice Consent Form** section, which includes a checkbox for 'Apprentice Consent Form is held on file?' and a link to 'Fill the Consent Form electronically'. At the bottom of this section are two buttons: 'Back to results' and 'Update item'.

At the top of the page, there is a summary bar with the following data:

- Entered (14)
- Rejected (0)
- Pending Certification (0)
- Certificate Approved (0)
- Certificate Printed (0)
- Helpdesk
- Logout

Below the summary bar, there are navigation links: 'View Apprentices', 'Add Apprentice', and 'Editing Apprentice' (which is the active link).

The main content area shows the following details:

- Apprentice:** Sample Learner
- Centre:** FISSS Training
- System Number:** ACE1A74A0

The bottom part of the screenshot shows a second instance of the 'Certification Evidence' tab, which is identical to the top one, but with the following differences:

- The 'LRS Validation - Achievement (2)' section is collapsed.
- The 'LRS Validation - Incomplete or missing qualifications (2)' section is expanded, showing a count of 2. Below this section, there is a red heading: 'We could not verify below items:' followed by a list of two items:
 - Competence qualification (3)
 - Knowledge qualification
- The 'Additional evidence for manual upload (0)' section is collapsed.

If the search of the Apprentice's PLR finds suitable qualifications **BUT** they do not **fully meet** either SASE or the Federation's Acceptable Evidence requirements, then in the **LRS Validation - Incomplete or Missing Qualifications Section (1)** an error message will be displayed giving a brief explanation on what qualification was found and why it does not fully meet the requirements.

The examples shown here **(2)** shows English and Maths Functional Skills qualifications were found on the Apprentice's PLR but they cannot be verified as robust achievement evidence as the PLR entry for all of them **was missing the required Award Date**.

In cases where any relevant qualifications are found on a PLR **BUT** do not fully meet current certification requirements, you will need to **manually upload** suitable achievement evidence to the **Certification Evidence Tab**, in the usual manner. See page 14 for more information.

Apprentice: Sam Learner **Centre:** FISSS Training **System Number:** ACE1A749D

Basic information
Employer details
Framework
Status
Identifiers
Certification Evidence

▶ LRS Validation - Achievement (2) 1

▶ LRS Validation - Incomplete or missing qualifications (2)

We could not verify below items: 2

- *English qualification*
- *Maths qualification*

The following qualifications could not be confirmed by the Learning Record Service and you will need to evidence these separately. Please provide evidence of achievement in the 'Additional Evidence' section

- *(English qualification) NCFE Functional Skills qualification in English at Level 1 50116605 was found however the date of achievement/award is missing. You can either upload a copy of acceptable, learner achievement evidence or contact the relevant Awarding Organisation regarding updating the learner's PLR.*
- *(English qualification) Pearson EDEXCEL Functional Skills qualification in English at Level 1 50087009 was found however the date of achievement/award is missing. You can either upload a copy of acceptable, learner achievement evidence or contact the relevant Awarding Organisation regarding updating the learner's PLR.*
- *(Maths qualification) Functional Skills Qualification in Mathematics at Level 1 50123257 was found however the date of achievement/award is missing. You can either upload a copy of acceptable, learner achievement evidence or contact the relevant Awarding Organisation regarding updating the learner's PLR.*
- *(Maths qualification) Pearson EDEXCEL Functional Skills qualification in mathematics at level 1 50089067 was found however the date of achievement/award is missing. You can either upload a copy of acceptable, learner achievement evidence or contact the relevant Awarding Organisation regarding updating the learner's PLR.*

▶ Additional evidence for manual upload (0)

On the **Certification Evidence Tab**, the **Additional Evidence for Manual Upload (1)** section is to allow you to either upload achievement evidence **or** for uploading any **Additional Documents**, such as a name change document.

The available fields for upload remain unchanged but you **ONLY** need to upload evidence for the framework requirements that have not been verified. So, in this case, the Competency and Knowledge qualifications could not be verified with the PLR (2) but the Transferable Skills evidence was confirmed (3), the fields for English, Maths and ICT (4) can be ignored. You will only need to upload evidence for the Competency and Knowledge (5&6). **Browse (7)** for the file you wish to upload and once you have selected the file assign it to the correct qualification placeholder (8) and click **Upload (9)**.

NB: The functionality of this section has not changed from how ACE has always worked. The only difference is you will not need to load any evidence for the qualifications already found and verified as **"checked" (10)** by the search of the PLR.

When you have uploaded all the required evidence, **including the Apprentice Consent Form (if requested)**, select the **Status Tab** and submit the record.

Additional evidence for manual upload (1) — ①

Certification Evidence			
Document Name	File	Action	Checked
Level 3 Competence IT, Software, Web & Telecoms Professionals (Diploma in ICT Professional Competence)	— ⑤	<input type="checkbox"/>	
Level 3 Knowledge IT, Software, Web & Telecoms Professionals (Diploma in ICT Systems and Principles)	— ⑥	<input type="checkbox"/>	— ⑧
Functional Skill in Communication (or equivalent qualification)		<input type="checkbox"/>	
Functional Skill in Application of Number (or equivalent qualification)	— ④	<input type="checkbox"/>	
Functional Skill in ICT (or equivalent qualification)		<input type="checkbox"/>	
Additional Documents e.g. Marriage Certificate/Name Change Document or additional framework requirement		<input type="checkbox"/>	
Additional Documents e.g. Marriage Certificate/Name Change Document or additional framework requirement		<input type="checkbox"/>	

— ⑦ Browse... Upload — ⑨

LRS Validation - Incomplete or missing qualifications (2)

We could not verify the below items: — ②

- Competence qualification
- Knowledge qualification

LRS Validation - Achievement (3)

The following qualifications have been confirmed as achieved: — ③

Certification Evidence			
Functional Skill in Communication (or equivalent qualification)	Pearson EDEXCEL Functional Skills qualification in English at Level 2 Date Achieved: 01.03.2015 Grade: Pass		CHECKED! — ⑩
Functional Skill in Application of Number (or equivalent qualification)	Pearson EDEXCEL Functional Skills qualification in mathematics at level 2 Date Achieved: 01.10.2014 Grade: Pass		CHECKED!
Functional Skill in ICT (or equivalent qualification)	Pearson EDEXCEL Functional Skills qualification in Information and Communication Technology (ICT) at Level 2 Date Achieved: 24.10.2014 Grade: Pass		CHECKED!

If there is an issue with either the basic information or achievement evidence searches on a learner's PLR, you will receive an error message in ACE detailing what the issue is.

For the **Apprentice basic information** searches, the most likely causes of error will be a typo with the ULN or one of the learner names and so does not match the data held on the learner's PLR. **In the first instance you should double check that all of these details have been input correctly to ACE.** If a mistake has been made then correct it and try the search again.

The **achievement evidence** search has a greater potential for errors, examples of which are detailed in the table opposite.

NB: To ensure the data transfer process is as responsive and efficient as possible, where unacceptable grades are recorded on the PLR (e.g. F, Fail, etc.) these qualifications are **ignored** by the search and not returned as a search result. This would generate an error message that the **"qualification is missing."**

Message appears stating:	Meaning and possible action required
The ULN was not found or doesn't match the Apprentice name entered. Please ensure the Forename, Surname and ULN are entered exactly as they appear on the Personal Learning Record (PLR)	Double check the ULN and Name fields are correct and the ULN is for the named Apprentice.
Some or all of the qualifications required for this framework have not been achieved. Please check the 'Certificate Evidence' tab for more information. If you believe the qualification has been achieved, please speak to the relevant Awarding Body to ensure the Personal Learning Record is up-to-date.	Double check the framework details you have entered are correct as an inconsistency with the framework will mean a search for the wrong qualifications is carried out. If you believe these to be correct, check the PLR as to whether the qualification is available and if not contact the Awarding Organisation
EXAMPLE QUALIFICATION 606/1234/X was found however the Achievement date has not been recorded. If you believe the qualification has been achieved, please speak to the relevant Awarding Body to ensure the Personal Learning Record is up-to-date.	If the Achievement/Award date has not been recorded then the qualification is unacceptable. If the qualification has been achieved by the learner you will need to discuss this with the Awarding Organisation to ensure that the PLR record is accurate.
EXAMPLE QUALIFICATION 606/1234/X was found however the grade does not meet SASE requirements. Please ensure you have entered the start date correctly and try again. Alternatively, please upload alternative evidence.	Some grade achieved criteria changed in the new Transferable Skills guidance. If the start date of the Apprentice is pre the April 2015 then you will need to refer to the old guidelines. You will therefore need to double check the start date, or upload a suitable alternative qualification.
EXAMPLE QUALIFICATION 606/1234/X was found however it does not meet SASE date achieved criteria relating to the Apprentice's start date. Please ensure you have entered the correct start date and try again. Alternatively, please upload suitable, compliant evidence.	Check the start date of the Apprentice is correct. If the Apprentice started prior to 6th April 2015 then the old Transferable Skills requirements are applied which had date achieved criteria. Double check you have entered the correct start date, if this is correct you will need to upload compliant evidence based on these guidelines.
EXAMPLE QUALIFICATION 606/1234/X was found however it was achieved before the start date of the Apprenticeship. Please ensure you have entered the start date correctly and try again. Alternatively, please upload alternative evidence.	Competency qualifications must be completed as part of the Apprenticeship. Double check you have entered the start date correctly and ensure that the qualification is on the PLR (Awarding Organisations may not have updated the PLR record as yet). If you believe the start date to be correct and the record is not yet available on the PLR please discuss this with the Awarding Organisation.

If you need to refer to any Transferable Skills guidance on line please use the links below:

[Transferable Skills Starts Pre 6th April 2015](#)

[Transferable Skills Starts on or after 6th April 2015](#)

It is possible to use the bulk upload facility to create ACE records for your learners. See the Bulk Upload guidance for how to do this. Once the records are created you will still be able to use the new automatic data transfer functionality to search each learner's PLR to verify their achievement of relevant, compliant achievement evidence and have this automatically confirmed within ACE.

If you are using the bulk upload facility then please ensure that you **include each learner's ULN** as part of the data for upload to ACE. This will save you having to manually enter this information to each ACE record.

IF YOU WISH TO USE THE NEW AUTO DATA TRANSFER FACILITY TO SEARCH THE LEARNER'S PLR THEN YOU WILL NEED TO SELECT THE "VERIFY RECORD" (1) OPTION IN EACH RECORD. This will activate a link to the LRS database to verify the learner information. If a matching record is found, the learner's **Forename, Surname and ULN** fields will be **locked**, as indicated by a padlock icon. Please ensure that all the mandatory fields on all tabs are complete before clicking the **Update Item (2)** button which will save the record and create the **Framework, Status and Certification Evidence Tabs**.

Refer to page 8 for information on how to link to the LRS database and search for relevant achievement evidence on the learner's PLR.

Basic information
Employer details
Identifiers

Apprentice Details

Prefix	-	▼
* Gender	Male	▼
* Forename	Sample	
* Surname	Learner	
Middlename		
* Date Of Birth	1	May 1994
* Ethnic Group	English / Welsh / Scottish / Northern Irish ▼	

Apprentice Contact Details

* Street	Any Street
* Town	Any Town
* Postcode	TN33 6LP
Country	- ▼
Phone	
E-mail	

Verify record

Start & Last Date

* Start	17	February	2015
* Last date in learning	21	February	2017

Submission Date

Submission date			
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Other

* Is this apprenticeship being publicly funded? Yes No

Notes

Delete Apprenticeship

Reason For Leaving

Delete Apprenticeship

✕ Back to results
✓ Update item

It is still possible to create new ACE records on an individual basis by manually populating all of the required fields on the **Basic Information, Employer Details and Identifiers Tab.**

If you wish to use the new auto data transfer facility to search the learner's PLR for achievement data then you must enter their ULN in the Unique Number field on the Identifiers Tab (1).

TO SEARCH THE LEARNER'S PLR THEN YOU WILL NEED TO SELECT THE "VERIFY RECORD" (2) OPTION IN EACH ACE RECORD.

This will activate a link to the LRS database to verify the learner information. If a matching record is found in the LRS database, the learner's Forename, Surname and ULN fields will be locked, as indicated by a padlock icon. Ensure that all the mandatory fields on all tabs are complete before clicking the Update Item (3) button which will save the record and create the Framework, Status and Certification Evidence Tabs.

Refer to page 8 on how to link to the LRS database and search for learner's achievement evidence.

The screenshot displays a web form for creating an ACE record, divided into several tabs: Basic information, Employer details, and Identifiers (marked with a circled 1). The Identifiers tab is active and contains the following sections:

- Apprentice Details:** Fields for Prefix (dropdown), Gender (Male), Forename (Sample), Surname (Learner), Middlename, Date of Birth (16 May 1994), and Ethnic Group (English / Welsh / Scottish / Northern Irish).
- Apprentice Contact Details:** Fields for Street (Any Street), Town (Any Town), Postcode (TN33 6LP), Country (dropdown), Phone, and E-mail.
- Start & Last Date:** Fields for Start date (17 February 2015) and Last date in learning (21 February 2017).
- Submission Date:** A field for Submission date.
- Other:** A field for "Is this apprenticeship being publicly funded?" (Yes/No) and a Notes field.
- Delete Apprenticeship:** A field for Reason For Leaving and a "Delete Apprenticeship" button.

At the bottom of the form, there are two buttons: "Back to results" and "Update item" (marked with a circled 3). A "Verify record" button (marked with a circled 2) is located between the Apprentice Details and Start & Last Date sections.

Apprenticeship Certificates
England