ACE CENTRALISED PAYMENT GUIDANCE

TRAINING PROVIDERS

September 2020

FEDERATION FOR INDUSTRY SECTOR SKILLS AND STANDARDS (THE FEDERATION) AND THE CENTRALISED PAYMENT SYSTEM

The Federation is the designated Certifying Authority for Apprenticeships in England. To manage this process the Federation developed a bespoke, online system, known as Apprenticeship Certificates England (ACE). Through this system the Federation delegates responsibility to individual Certification Bodies (Sector Skills Councils and Standard Setting Bodies).

At the beginning of 2012 ACE was implemented, which is the web based system designed to enable access to training providers, employers and apprentices to request Apprenticeship completion certificates.

The Federation has developed a centralised payment system for all Apprenticeship completion certifications processed on the ACE system.

There are two options for paying through the payment system, either:

1. Pre-pay - this option will allow you to bulk buy credits[1] for certificates that will be added to a balance on the ACE system, and deducted when certificates are processed.

2. One off payment (pay at submission) – This option will allow you to use a credit/debit card to pay for the certificate when you submit the Apprenticeship certification claim for approval.

This guidance document has been designed to be interactive. When you see text in this 'format' this will be link to either a website or specific area of this document.

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1 One credit is equal to the cost of one certificate.

Pre–pay (purchase credits)
Credit Card and BACS

One-off payment (pay at submission)

Finance User logs into
http://www.acecerts.co.uk

Apprentices completed record is
submitted for approval

Select the option to Purchase Credits

Validation pop up is confirmed as 'OK'

Select the amount of credits to
purchase and proceed

Agree terms and conditions to
purchase one credit

Credit Card

BACS

Enter the credit card details for
the transaction

Enter the purchase order number and
repeat your password

Enter the credit card details for the
transaction

Once the transaction has been
processed the credits will be added to
the Training Provider account and will
be deducted per certificate

Once the order is submitted, payment
will need to be received by the
Federation before credits can be
allocated to your account

Once payment is accepted you can
view confirmation of the transaction
and confirm the status update for the
Apprenticeship

Only one person within the training organisation will be authorised to purchase credits for Apprenticeship certification and will normally be assigned to the Finance User role.

There are two payment options to pre-pay for credits, either via a credit card or by BACS, or you can pay via pay as you go.

You will need to request log in information by completing the form on the ACE website at https://acecerts.co.uk/register_finance_user The form requires some basic information and once submitted the Federation will complete your profile and contact you with your login credentials. If the Federation need to contact you regarding your profile you will need to have the following information to hand:

- Centre details (if you have more than one centre requiring access to the credits you purchase)

- Payment method (via pre-pay credit card, pay as you go or BACS)

The Finance User will only need to log into the payment system to pre-pay for credits. Once credits have been purchased the credits will be allocated to the Finance User and be accessible to associated ACE Users.

Once logged into the central payment system you will see the dashboard homepage summarising recent activity in purchasing credits.

① The latest purchase details basic information of your previous transaction.

② The summary of credits details current credit levels and how many have been used

③ The minimum threshold is managed by the Finance User and is designed as an indicator to notify the Finance User and ACE administrator/s when the credits are running low. To set the Threshold enter the minimum number into the box and click the yellow update threshold button.

In order to purchase credits you will need to select the option to purchase credits by either selecting the tab at the top of the page or the yellow button at the bottom of the page.

If you choose to pay for certificates using this method, you will be able to purchase credits for all of your ACE administrators to access. Each time an administrator submits an apprentice for certification one credit will be deducted.

Hello Castle CC !
You currently have 2000 credits

Apprenticeships

Dashboard   Purchase Credits   Transaction History   Reports   Logout

Dashboard   Purchase Credits   Transaction History   Reports

Latest Purchase ——①

Transaction Date	2013-08-19 11:09:09
Quantity of Certificates	1000 Credits
Transaction Cost	£ 22000

Summary ——②

Available Credits	2000 credits
Used Credits	1 credits

Minimum Credit Threshold ——③

Minmum Credits Threshold	0

⟳ Update Threshold

🔒 Purchase Credits

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This process allows the Finance User to purchase a certain amount of credits that will be available for all ACE Users in your organisation to use.

There are three steps to the payment system listed across the top:

- Transaction information
- Payment
- Order confirmation

The yellow square indicates what stage of the process you are at.

On the order platform there are three areas:

- Credit quantity
- Unit cost
- Total Cost

Enter the amount of credits that you would like to purchase. The system will automatically calculate the total cost based on the £25 unit cost.

You will need to accept the terms and conditions by ticking the box before you can proceed. To view the terms and conditions please click the underlined link. Once you are happy with the order, click the yellow proceed button.

You will then proceed to the payment page where you will need to enter the card details that you wish to pay with:

- Card Number

- Expiry Date (MM/YYYY)

- CVV/CVC Number

- Issue Number (if available)

Once all the details have been entered select the option to continue. The system will then verify the details that you have entered before confirming the order.

You may at this stage be directed to 3D Secure which is linked to your bank. If you are, please complete the details and submit. Once you submit you will return to the central payment system.

You will be notified when the payment has been accepted and you will be able to view confirmation of the payment by selecting the view confirmation button.

The confirmation will be displayed and a unique order number will be assigned to the transaction noted in red at the top of the order platform.

You also have the option to print confirmation by selecting the yellow Print Confirmation button.

The receipt also provides you with a validation code. This code is for you to track payments with your bank.

There are no minimum/maximum limits to the amount of credits that you purchase or how often your purchase them. These will be down to your individual organisational preferences.

Hello Castle CC !
You currently have 100 credits

Apprenticeships

| Dashboard | Purchase Credits | Transaction History | Reports | | Logout |

| Dashboard | Purchase Credits | Transaction History | Reports |

| Transaction Information | Payment | Order Confirmation |

Thank you for your order 1377011809-FU-15

Your order has been succesfully processed and has been credited. Please find a breakdown of your order below.

For your records, you can find a copy of this transaction within your transaction history tab.

	Transaction ID	Finance Manager	Credit Quantity	Cost
	1377011809-FU-15	Castle CC	100	£ 2,200.00

✔ Finish   ⊕ Download PDF   🖨 Print Confirmation

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Apprenticeships

Thank you for your order

Your order has been successfully processed and has been credited. Please find a breakdown of your order below.

For your records, you can find a copy of this transaction within your transaction history tab.

Transaction ID	1377011809-FU-15
Transaction Time	2013-08-20 16:18:23
Status	ACCEPTED
Credit quantity	100
Total Cost	£ 2200.00
Finance Manager	Castle CC
Validation code	N4D383P4P3V393E3

Under the transaction history tab you will be able to view all completed transactions since the account was activated.

By double clicking on an individual transaction you will be able to view basic information regarding the transaction as well as having the option to print this page.

Hello Castle CC !
You currently have 2001 credits

Apprenticeships

| Dashboard | Purchase Credits | Transaction History | Reports | Logout |

| Dashboard | Purchase Credits | Transaction History | Reports |

Transactions

⊕ Select All   ⊖ DeSelect All

Transaction ID	Credits	GBP Paid	Buyer Ref	Date	Valid	Accepted
1376906917-FU-15	1000	22000.00	Castle CC	2013-08-19 11:09:09	1000	1
1376394776-FU-15	1	22.00	Castle CC	2013-08-13 12:56:41	1	1
1375974600-FU-15	1000	22000.00	Castle CC	2013-08-08 16:12:52	1000	1

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Hello Castle CC !
You currently have 100 credits

Apprenticeships

| Dashboard | Purchase Credits | Transaction History | Reports | Logout |

| Dashboard | Purchase Credits | BACS Order History | Transaction History | Reports |

Basic information

Transaction Details

Transaction ID	1377011809-FU-15
Transaction Time	2013-08-20 16:18:23
Transaction Status	ACCEPTED
Transaction Type	Credit Card - Bulk
Finance Manager	Castle CC

Financial details

| Credit quantity | 100 credits |
| Total Cost | £ 2200.00 |

Download PDF

| Transaction Information ⊕ | **Download PDF** |

✕ Close

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Once logged into the central payment system you will see the dashboard homepage summarising recent activity in purchasing credits.

① The latest purchase details basic information of your previous transaction.

② The summary of credits details current credit levels and how many have been used

③ The minimum threshold is managed by the Finance User and is designed as an indicator to notify the Finance User and ACE administrator/s when the credits are running low. To set the Threshold enter the minimum number into the box and click the yellow update threshold button.

In order to purchase credits you will need to select the option to purchase credits by either selecting the tab at the top of the page or the yellow button at the bottom of the page.

If you choose to pay for certificates using this method, you will be able to purchase credits for all of your ACE administrators to access. Each time an administrator submits an apprentice for certification one credit will be deducted.

As the Finance User for the organisation you will be able to purchase credits that will be available for all ACE administrators to use.

This includes the ability to purchase credits for multiple centres that may be within the organisation, although this will need to be agreed with the Federation when registering for the payment system.

There are three steps to the payment system listed across the top:

• Transaction information

• Review BACS order

• Order confirmation

The yellow square indicates what stage of the process you are at.

On the order platform there are three areas:

• Credit quantity

• Unit cost

• Total Cost

Enter the amount of credits that you would like to purchase. The system will automatically calculate the total cost based on the £25 unit cost.

You will need to accept the terms and conditions by ticking the box before you can proceed. To view the terms and conditions please click the underlined link. Once you are happy with the order, click the yellow proceed button.

You will then be given the opportunity to review the order, check the amount of credits you wish to purchase and the total cost of this.

Here you have the opportunity to include a purchase order number. This is not a mandatory field but may be used if your organisation uses purchase orders.

In order to try and minimise errors you will be required to re-enter your password before proceeding with the order.

If you have entered an incorrect amount of credits required you can select the back option to amend the credit amount.

Once you are ready to complete the order you will need to confirm the order by selecting the yellow order button.

When you have confirmed your order you will be directed to the order confirmation page.

This page summarises the details of your order and provides you with a unique submission reference that relates to your order.

① This submission reference number needs to be included as a reference in all BACS payments made so that we can reconcile the payment to your finance account and allocate your credits. You can print this order confirmation by selecting the print confirmation button.

If you do have a need to contact the Federation regarding your order you will need to have this reference number available.

You can also view all credit orders made under the BACS order history tab.

You can view all transactions within the transaction history tab. This will keep track of all orders made and the status of orders. **Please note: until the Federation has received payment and allocated your credits the transaction will not be listed under the transaction history tab.**

The Federation will monitor BACS payment on a regular basis and, therefore, credits will be allocated to your ACE account within 24 hours of receiving the payment.

| Dashboard | Order Credits | BACS Order History | Transaction History | Reports | | Logout |

| Dashboard | Order Credits | BACS Order History | Transaction History | Reports |

Transaction Information — Review BACS order — Order Confirmation

Thank you for your BACS order.

Once payment has cleared for this order, we will credit your account with the number of credits purchased. At this point, you will also be able to view a copy of the transaction within your BACS Order History tab.

Please transfer the exact total cost of your order to the bank account below and include your Submission Reference number as a reference on your payment.

Company Name	Company Number	Address	Contact
The Federation for Industry Sector Skills & Standards	SC175918	3rd Floor 101 George Street Edinburgh EH2 3ES Scotland	0300 303 4444

Bank Account	Sort Code	Account No.	Submission Reference
Barclays Bank Plc Acorn House 36-38 Park Royal Road London NW10 7JA	20-92-60	33272826	#12563 ①

Credit Quantity	Unit Cost	Total Cost
1 Credits	£ 22.00	£ 22.00

PO Number	Order Date
NA	29/11/2016 10:40:32

✔ Finish   ⊕ Download PDF

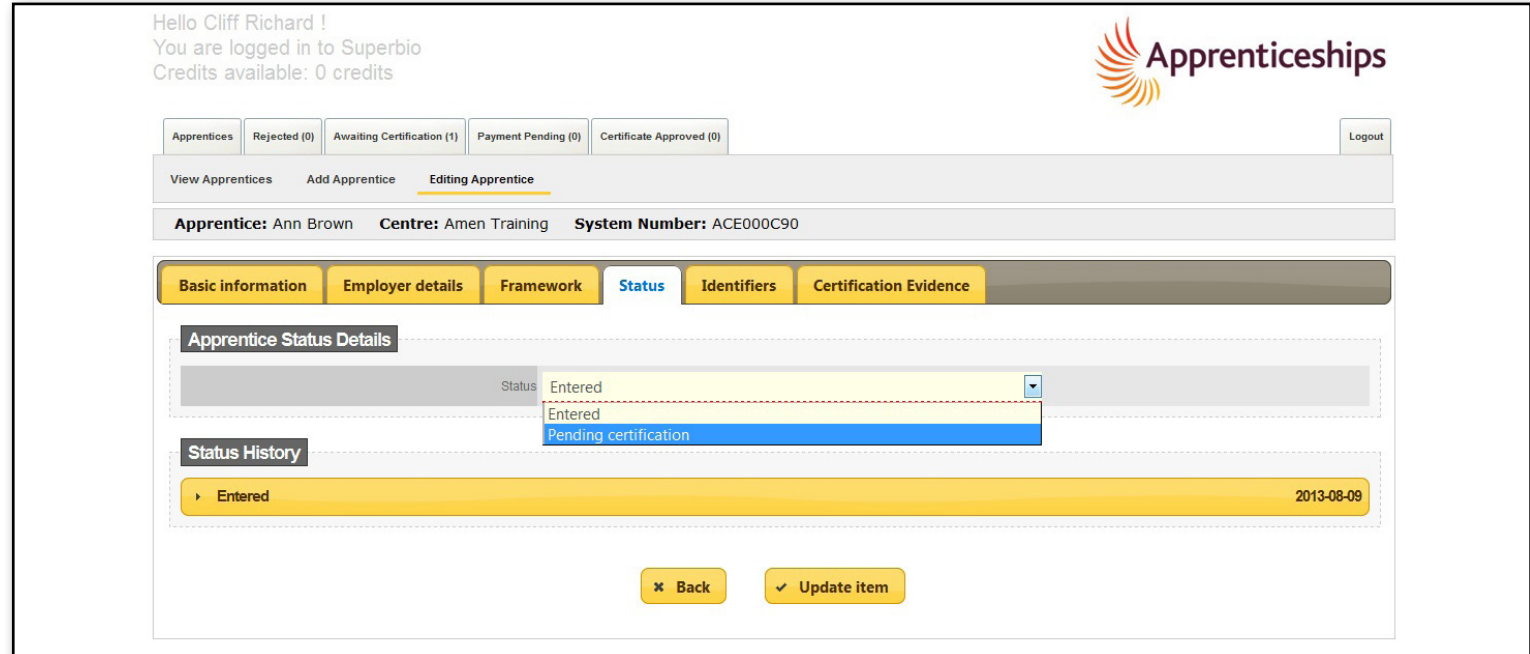Top | Notifications | Contact Us   Generated in 0.0626(s), memory used: 3.25MB, online: 0

If you are only processing a small amount of certificate requests at a time you may prefer to use the pay as you process payment method. This method will automatically initiate once you select the apprentice to be submitted for certification under the Status tab.

Payment process

When the apprentice's ACE record has been finalised with all mandatory requirements and the certification evidence completed you will need to submit the request as you previously have done through the status tab (further details on how to use ACE can be found in the ACE User guide).

The validation pop up will appear as normal. This indicates the mandatory fields and highlights if there are any areas that are missing information. Select **OK** and a payment pop up will appear.

There are three steps to the payment system:

- Transaction information

- Payment

- Order confirmation

These are listed across the top and the yellow square indicates what stage of the process you are at. The transaction information will be auto-calculated for you based on one certificate cost of £25.

You will need to tick the box to agree to to the **terms and conditions** (which can be viewed by clicking on the underlined link) when ordering a certificate on ACE. To move onto the Payment details you will need to select the **Proceed** tab.

You will need to enter the card details that you wish to pay with.

- Card Number

- Expiry Date (MM/YYYY)

- CVV/CVC Number

- Issue Number (if available)

Once all the details have been entered select the option to **continue**. The system will then verify the details that you have entered before confirming the order. The pop up will provide you with a payment reference that you can keep for your records. You may at this stage be directed to 3D secure which is linked to your bank. If you are, please complete the details and submit which will return you to the central payment system.

You will see the display that informing you that the payment has been accepted. You can view the confirmation of the transaction by selecting **View confirmation**.

You will be provided with an order reference which you can keep for your records.

When you have finished this process, select **Click to update Apprentice's status** which will return you to the apprentice's record and submit the request to the certification body.
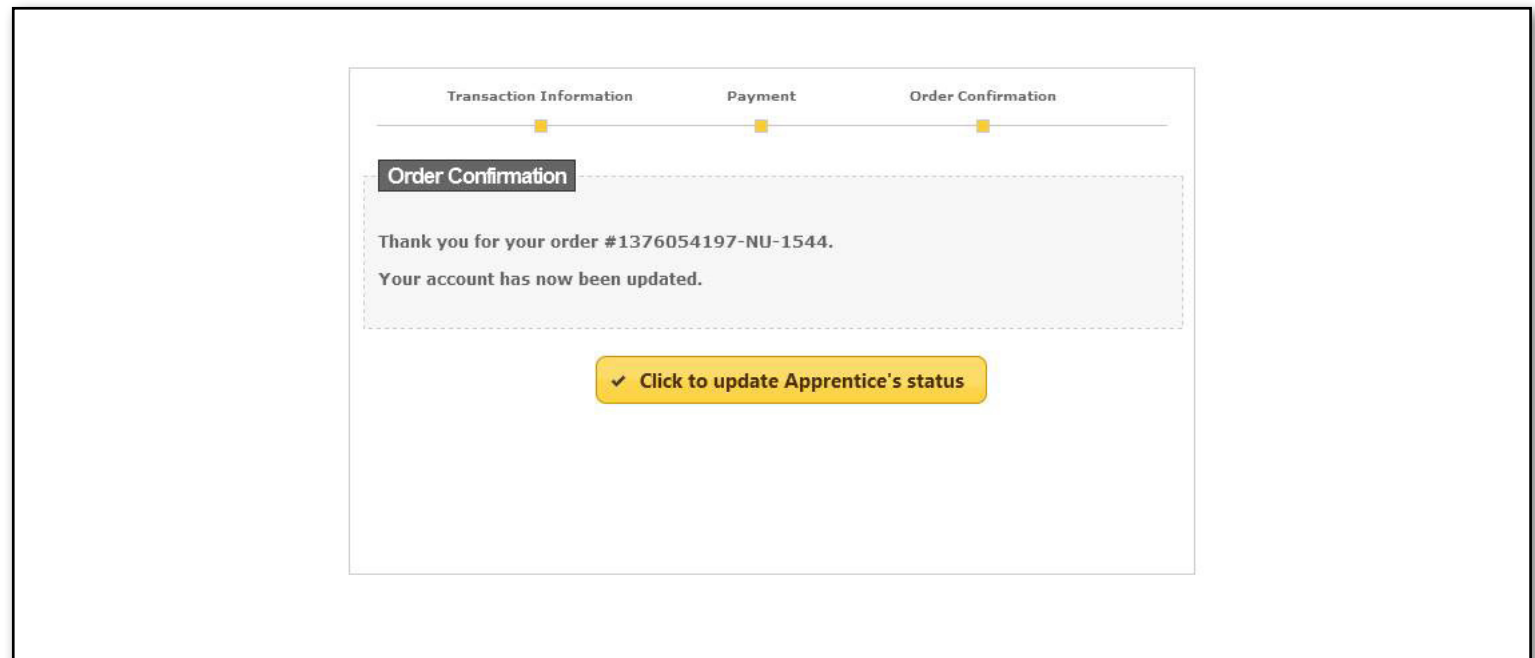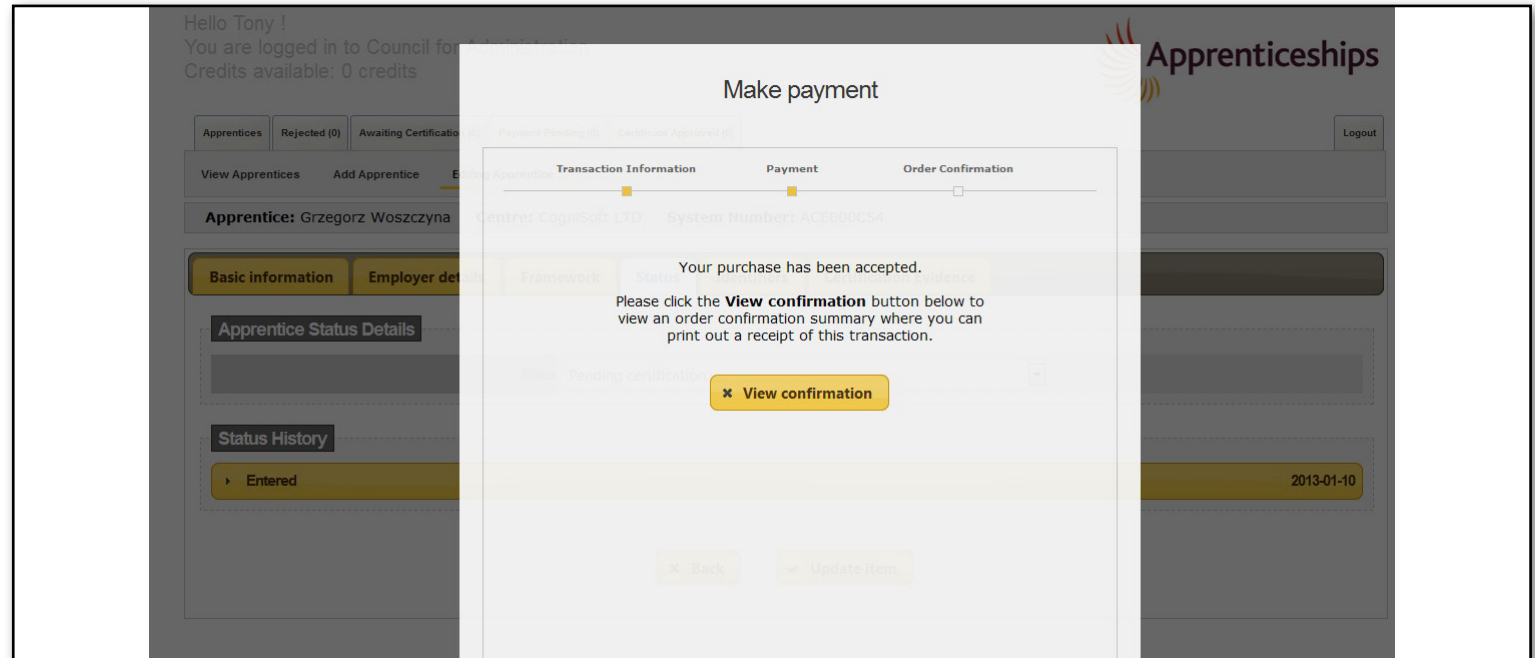
If you experience problems while using the system, the ACE support team are available to help:

Telephone: 0300 303 4444 **E-mail:** cps@fisss.org