openawards

Secure Portal Guidance

For the interactive version of the Secure Portal Guidance, please visit our website at **http://www.openawards.org.uk**.

Accessing the Portal

(Secure Portal Guidance)

What You Need

To access the Secure Portal, you will require log in credentials (username and password); initially obtained from Open Awards.

It is advised that you attend Administration Training. For more information, please contact us.

Portal Features & Navigation

For more information about basic Portal features, or for details concerning the navigation of the Portal, see the General Functionality.

For detailed information regarding processes such as submitting registrations, awarding learners, or using the document manager, see the relevant section of the guidance.

Logging In

To log into the Secure Portal, navigate to portal.openawards.org.uk. You may also access the Secure Portal via our website, at openawards.org.uk, using the 'Log In' button at the top of any page.

When at the log in page:
1. Enter your username (this is your forename and surname conjoined and in lower case, e.g. 'johnsmith' or 'janedoe').
2. Enter your password
3. By logging in, you are agreeing that you have read the Terms and Conditions
4. Click 'Log In'.

Click here to return to the Secure Portal Guidance Menu.

Forgotten Your Password?

If you have forgotten your password, use the 'Forgotten Your Password' link and provide your username (as noted above) when prompted. An automated email will be sent to your registered email account containing your new password. You will be required to change all newly reset passwords upon login. For more information, see Changing Your Password.

If you experience any issues further to the above, please contact us

Changing Your Password

For security reasons, it is recommended that you select a new password on a periodic basis. You will be prompted upon login whenever this is required. Please follow the on screen instructions to configure a new password.

New passwords should be more than eight characters in length and contain at least one numeric character. If you experience any issues whilst changing your password, please contact us

If you want to change your password outside of these prompted intervals, you can do so via the My Details screen.

Click here to return to the Secure Portal Guidance Menu.

More Information?

For more information, please contact us

General Functionality

(Secure Portal Guidance)

Multiple/Switching Roles

If you hold multiple roles for your organisation, or for more than one organisation, you will be required to switch roles. This ensures any activities carried out while logged into the Secure Portal are done so with regards to the correct organisation.

To switch roles:
1. Use the role switcher at the top of the screen to select the appropriate role (this is denoted by your role and organisation combination, for example "Customer Service Advisor at Open Awards").
2. Click 'Switch Role'.

Upon completing this action, you will be returned to the Secure Portal Home Page for the relevant organisation.

For more information about the role(s) you hold, see the My Details page.

Navigating the Portal

The Secure Portal consists of a simple navigation menu. From here, you can navigate to pages relevant to completing certain tasks, such as registration learners or downloading/uploading important documents. For more information about Portal functions see the relevant section of this guidance.

Click here to return to the Secure Portal Guidance Menu.

My Details

The [My Details page](#) contains important contact information about your organisation. For example, you can view the Key Contacts associated to your organisation, both internal and those at Open Awards. It is important that the contacts provided by your organisation remain up to date. Please review this screen when staffing changes occur at your organisation. Any changes to key/named personnel must be communicated with Open Awards.

Other information held on this page includes:

1. The address you can be located at within your organisation.
2. The current sites for your organisation
3. Any additional roles you may hold (see Multiple/Switching Roles)
4. Option to change your password

Administration Tracking

To help with the use of the Secure Portal, users may navigate to the [Administration page](#). This page provides an up to date record of items that are outstanding, including:

1. Course Run learners that Open Awards are still processing
2. The verification status of submitted DER (Direct Entry of Results)
3. Documents that are yet to be viewed by your organisation
4. Learner ULNs that have failed to upload and require your attention

Click here to return to the [Secure Portal Guidance Menu](#).

More Information?

For more information, [please contact us](#)

Submitting Learners

(Secure Portal Guidance)

Open Awards operate a flexible approach to registering learners. You can submit any MS Excel file to us following either the:

    a. Personalised Formats guidance (see page 2)
    b. Or, Registration Specification guidance (see page 3)

All registration files must be submitted via the eRegistration Page (see 'eRegistration'), where you specify the programme/qualification being studied, delivery dates and other pertinent information.

So long as there are no discrepancies/ambiguities within your registration data, your learners will be registered directly on to our system, and you can view your new course run immediately on the Secure Portal.

Personalised Formats

The use of personalised formats allows you to submit your registration data in any column based format. This method is especially recommended if your organisation generates registration files from a database/MIS.

We just ask that:
1. We sight the format before you submit your first registrations
2. If you are not using standard completion codes (see '[Standard Completion Codes'](#)), you provide us with a list of your preferred/alternative codes
3. It contains all requisite learner registration fields/information

Data supplied at the point of registration should include (***** indicates mandatory field):
a. ULN*****
b. Surname*****
c. Forename (and any other/middle name(s) if relevant)*****
d. Date of Birth*****
e. Postcode
f. Gender
g. Ethnicity
h. Employment Status
i. Ability Status

Personalised formats are not limited, and we allow you to specify alternative formats by provision type or by site/delivery venue/campus. If you would like to discuss the potential of this functionality, [please contact us](#).

Registration Specification

If you want to submit data to Open Awards in a standardised format, you must do so in accordance with the following specification. We do not need to sight formats adhering to this specification prior to your first submission. However, if you are not using standard completion codes (see 'Standard Completion Codes'), you must provide Open Awards with a list of your preferred/alternative codes.

If you are experiencing any difficulties submitting learner registration data in the preferred formats, please contact us, who can assist you in the configuration or supply you with a template file.

NB: Please ensure fields names (column headers) are displayed in the file on row 1, with learner data starting at row 2.

Field (* indicates mandatory field)	Column	Type
ULN*	B	Numeric Exactly 10 characters
Surname*	C	Text
Forename (and any other/middle name(s) if relevant)*	D	Text
Date of Birth*	E	Date DD/MM/YYYY
Postcode	F	Alphanumeric
Gender	G	Text
Ethnicity	H	Numeric
Employment Status	I	Text
Ability Status	J	Numeric

Please ensure learner names are inserted into the file using correct casing. We will use the supplied format when printing certificates.

eRegistration

To submit your registration file, navigate to the ERegistration Submission page and complete the necessary information, which consists of (***** indicates mandatory field):

    a. Programme/Provider Course of Learning*****
    b. Qualification*****
    c. Course Run Start Date*****
    d. Course Run End Date
    e. Provider Reference
    f. Purchase Order Number
    g. The Site
    h. The Tutor
    i. Notes on this Submission
    j. Attach LRF (Learner Registration Form)

Once you have completed the requisite information, click 'submit' to send the Course Run to Open Awards.

If your organisation does not require any of the non-mandatory fields noted above, please contact your Customer Service Advisor.

So long as there are no discrepancies/ambiguities within your registration data, your learners will be registered electronically on to our system, and you can view your new course run immediately on the Secure Portal.

Click here to return to the Secure Portal Guidance Menu.

Unit Registrations

If you are prompted to select your units, or proceed to select units from the Review Course Run screen:

1. Use the search fields to filter the units you want to register your learners for. Alternatively, click 'Search' without any criteria to return all units from the Programme.
2. Select the units by clicking the 'Add' button.
3. Selected units will be compiled in the list above the search results.
4. When complete, navigate away from the page.

You can edit your unit registrations at any time by clicking the 'Remove' units button from the registered units list (above the search results).

Click here to return to the [Secure Portal Guidance Menu](#).

More Information?

For more information, [please contact us](#).

Standard
Completion Codes

(Secure Portal Guidance)

Gender			
M	Male	**NS**	Not Stated
F	Female		

Ethnicity			
1	White British	**10**	Bangladeshi
2	White Irish	**11**	Any Other Asian Background
3	Any Other White Background	**12**	Caribbean
4	Mixed White and Black Caribbean	**13**	African
5	Mixed White and Black African	**14**	Any Other Black Background
6	Mixed White and Asian	**15**	Chinese
7	Any Other Mixed Background	**16**	Any Other Ethnic Group
8	Indian	**44**	Black British - African Background
9	Pakistani	**45**	Black British - Caribbean Background
46	Black British - Other Background	**99**	Not Stated

Employment Status			
ST	Student (Full Time)	**FT**	Full Time Employed
PT	Part Time Employment	**NS**	Not Stated
RE	Registered Unemployed (Seeking Work)	**UN**	Unwaged (Not Seeking Work)

Ability Status	
1	Candidate considers they have a learning difficulty and/or disability.
2	Candidate does not consider they have a learning difficulty and/or disability.
3	No Information Provided

Click here to return to the Secure Portal Guidance Menu.

Review Course Runs

(Secure Portal Guidance)

Reviewing Course Runs

To review existing course runs, navigate to 'Review Course Runs' via the main menu. You can use the onscreen search fields to find the course run you require. To open the course run, click the ID.

Once open, you can see the basic course information as well as the learners registered for the course run. It is here that you can also access course specific documentation/reports, unit registration (if applicable) and DER (Direct Entry of Results) features.

Registering Additional Learners

To register additional learners, within the run, click the 'Additional Learner Registrations' button. Your previously submitted eRegistration form will appear for the given course run, and you should append a registration file containing the details for the additional learner registration(s).

Withdrawing Learners

To withdraw a learner from a course run, navigate to the required course run. Once you have located the learner you wish to withdrawn, click the corresponding 'Withdraw' button.

NB: All learner registrations submitted to Open Awards will be charged for in accordance with our Fees and Charges. Please note, 'Withdrawal' of a learner only hides the learner from results process and does not remove the learner from the Course Run.

Click here to return to the Secure Portal Guidance Menu.

More Information?

For more information, please contact us.

Certification

(Secure Portal Guidance)

Open Awards utilise Direct Entry of Results (DER), which is an online mechanism for claiming credit for your learners. You can add these credit claims at any point during the delivery of your course and they will sit within the online basket until you are ready to 'checkout'. You can also review the state of all of your 'baskets' by generating the overview reports for any given course run (see 'DER Reports').

Claiming Credit

1. Access the course run via the Portal.
2. Click 'Direct Entry Results by Unit'.
3. Select the unit you want to claim credit for via the drop down (*Figure 1*).
4. Select the appropriate achievement status via the 'Grade' drop down for the given learner (*Figure 2*).

NB: 'Not Achieved' claims will not be certificated and therefore, should not be used unless required for your records. If a learner has not achieved a unit, please leave the 'Grade' blank. Please contact Open Awards should you have any questions about claiming credits.
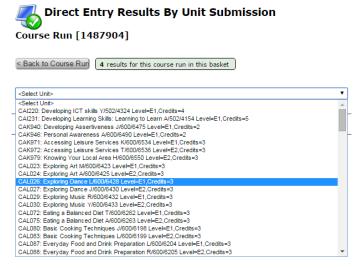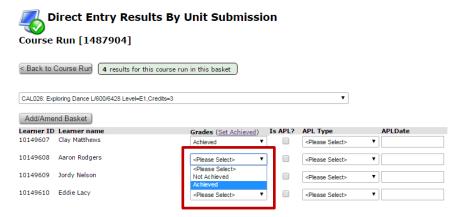

Figure 1

Figure 2

5. Check the selections and click 'Add/Amend Basket'. You will notice that the results will be added to the basket (*Figure 3*).
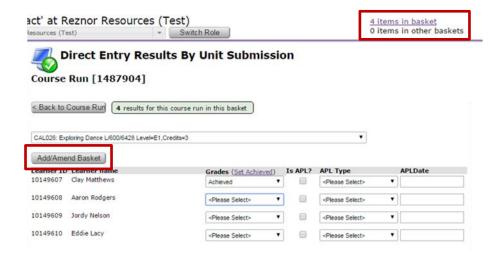6. Repeat steps 3-5 as required for other units.

Figure 3

To enter Accredited Prior Learning (APL):

To claim credit for recognition of prior learning, you should use the columns marked 'APL'. Please refer to the guidance on Recognition of Prior Learning to check this has been followed when claiming credit.

1. Select the unit you want to claim APL for via the drop down (*Figure 1*).
2. Select an achievement status from the relevant drop down followed by an appropriate APL type from the second drop down and check the APL tick box (*Figure 4*).
3. Enter the APL date.
4. Check and click 'Add/Amend Basket' once complete. You will notice that the results will be added to the basket (*Figure 3*).
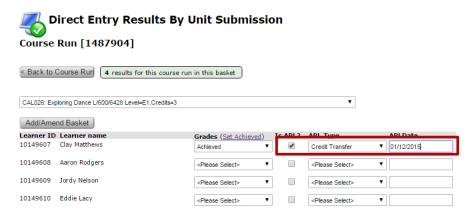5. Repeat steps 1-4 as required for other APL claims.

Figure 4

To enter the same unit grade for all learners (do not use for Graded units):

1. Select the unit you want to claim credit for via the drop down (*Figure 1*).
2. Click 'Set Achieved' and confirm you want to set the claim for all learners on the course run (*Figure 5*).
3. Check the selections and click 'Add/Amend Basket'. You will notice that the results will be added to the basket (*Figure 3*).
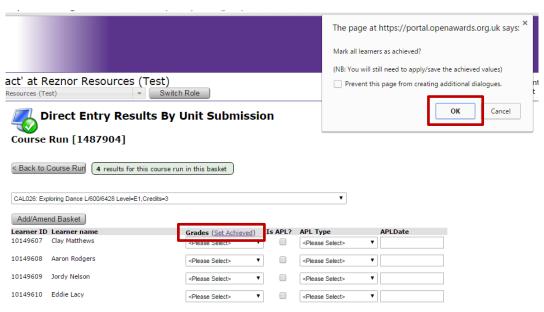

Figure 5

To amend/remove results (option 1):

1. Click 'Direct Entry Results by Unit'.
2. Select the unit you want to amend a claim for via the drop down (*Figure 1*).
3. Amend the achievement as appropriate for the given learner (*Figure 2*).
4. Check the selections and click 'Add/Amend Basket'. Your basket will be updated.
5. Repeat steps 2-4 as required for other units.

To amend/remove results (option 2):

1. Open the 'Basket'.
2. For the learner to unit row, click 'Amend' or 'Remove'
3. If amending, modify the selected achievement as appropriate for the given learner. If removing, confirm the removal of the given claim against the learner.
4. Repeat steps 2-3 as required for other units.

To submit the results to the verifier:

1. Open the results basket.
2. Select the course run that you want to submit via the drop down (*Figure 6*), or choose 'All' to submit all course runs.
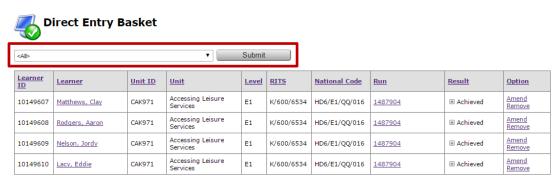3. Click 'Submit' and then 'Confirm' your intention to submit the claims for verification (*Figure 7*).

Direct Entry Basket

Learner ID	Learner	Unit ID	Unit	Level	RITS	National Code	Run	Result	Option
10149607	Matthews, Clay	CAK971	Accessing Leisure Services	E1	K/600/6534	HD6/E1/QQ/016	1487904	⊞ Achieved	Amend Remove
10149608	Rodgers, Aaron	CAK971	Accessing Leisure Services	E1	K/600/6534	HD6/E1/QQ/016	1487904	⊞ Achieved	Amend Remove
10149609	Nelson, Jordy	CAK971	Accessing Leisure Services	E1	K/600/6534	HD6/E1/QQ/016	1487904	⊞ Achieved	Amend Remove
10149610	Lacy, Eddie	CAK971	Accessing Leisure Services	E1	K/600/6534	HD6/E1/QQ/016	1487904	⊞ Achieved	Amend Remove

Figure 6

Confirm Direct Entry ERAC Submission

Please confirm that you want to submit a total of 4 awards for 4 learners on course run [1487904] on Programme/Provider Course: Test Programme (Reznor)
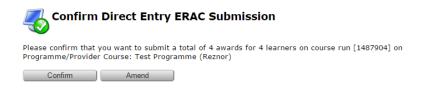
Confirm   Amend

Figure 7

DER Reports

To download a Credit Recommendation Summary report, navigate to the Course Run for which you want the report and click 'Course Run Documentation'. Open the report, DER – Credit Recommendation Summary. If required, you can export this report to Excel.

If you have any particular reporting requirements with regards to your certification/results process, please contact Open Awards on 0151 494 2072, or please contact us

Post-Certification

(Secure Portal Guidance)

Verifying Results

Once you have completed and submitted your results via the Secure Portal, the details and a copy of the results will be sent to appropriate verifier. Confirmed results will be sent to Open Awards for processing.

To track your submitted results, navigate to the Administration page via the Secure Portal.

Certification

Certificates will be posted to you when:
- Results have been fully completed, checked and submitted.
- Submissions have been checked and processed by the verifier.
- Certificates have been checked by Open Awards.

All of your certificates will be sent to you together, except in cases of learners with outstanding queries. Your certificates will be posted to you via Royal Mail Recorded Delivery or via courier.

Along with the certificates, you will also receive:
1. A Certification Report denoting the course runs certificated.
2. A Certificate Summary report for each Course Run, detailing the certificates generated for each learner.

You must check, confirm receipt of (via the Secure Portal) and distribute certificates to learners as soon as possible. Replacement certificates are subject to charges (please see our Fees & Charges), so care should be taken to ensure that a procedure is in place to receive and process consignments. If a learner contacts you with a request for a new certificate, you can refer them to Open Awards.

Click here to return to the Secure Portal Guidance Menu.

Certificate Receipt Confirmation

You must confirm, within ten working days, receipt of your certificates. To do so:
1. Log in and access the relevant Course Run.
2. Click 'Manage' (middle of course run page).
3. Select 'CRF Received' from the drop down in the Step/Action section.
4. Enter the date you received the certificates (you can add an optional note if required) and click 'Submit.

To help assist with the monitoring of certification receipt confirmation you may use the Certificate Receipt Pending report, available in the Reports page of the Secure Portal.

This report displays course runs for which a confirmation is still required. The report will be blank if there are no outstanding confirmations.

For more information concerning Secure Portal reports, see Using Reporting.

Click here to return to the Secure Portal Guidance Menu.

More Information?

For more information, please contact us.

Documents & Reports

(Secure Portal Guidance)

View and Download Documents

To view and download documents/forms/templates on the Secure Portal:

1. Navigate to the Documents page using the left hand side menu and locate the 'View Documents' section
2. Use the 'type' dropdown to view particular documents (examples noted below) and click search
3. To download a document, click directly on the document title in the search results
4. You can further filter your search results by selecting a document 'subtype'

Any documents that you have submitted to Open Awards can also be viewed via this screen by searching for the relevant document type.

Examples of most commonly downloaded documents:

Document Title	Document Type	Description
LRF	Open Awards Templates	A copy of the Learner Registration Form.
New Course Notification Form	Open Awards Templates	A copy of the NCNF form used to notify Open Awards when you want to deliver a new course.
New Qualification Notification Form	Open Awards Templates	A copy of the NQNF form used to notify Open Awards when you want to deliver a new qualification.
Centre Handbook	Open Awards Guidance Document	The Centre Handbook, containing important operational information about working with Open Awards
Provider Replacement Certificate Form	Open Awards Templates	A provider version of the form used to request a replacement certificate for a learner(s).

Click here to return to the Secure Portal Guidance Menu.

Submitting Documents

To submit documents and forms to Open Awards using the [Secure Portal](#):
1. Navigate to the Documents page using the left hand side menu and locate the 'Submit Documents' section
2. Use the 'type' dropdown to select a type pertinent to the document you want to submit (examples noted below)
3. Select a relevant 'subtype' if applicable (not mandatory)
4. Attach the document/form you want to submit to Open Awards
5. Click 'Submit'

Your submitted document will be available for viewing immediately via the 'View Documents' section.

Examples of typical submission types and subtypes:

Document	Document Type	Document Subtype
New Course Notification Form	New Course Notification Forms	*Not applicable*
New Qualification Notification Form	New Qualification Notification Forms	*Not applicable*

Click here to return to the [Secure Portal Guidance Menu](#).

Using Reports

There are a number of useful reports available to Secure Portal users via the Reports menu. To utilise any of the reports within the menu, click the report name. You can export any of the reports by clicking the 'disk' icon.

If you require any further information, or if there is a report that you would find beneficial, please [contact your Customer Service Advisor](#).

Notable Reports

Valid Programmes at Organisation
Executing this report will provide you with a useful booklet version of your provision with Open Awards. The report details each programme, its qualification (if applicable) and the units contained within. We recommend you export this to Excel and/or print it when required.

Certificate Receipt Pending
This report details all course runs for which Open Awards have issued certificates but are awaiting confirmation of receipt. We recommend you run this report regularly to ensure you have confirmed the receipt of all certificates within the timescales noted on your certification letters.

Click here to return to the [Secure Portal Guidance Menu](#).

More Information?

For more information, [please contact us](#).