openawards

Secure Portal Guidance

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

Contents Page

Accessing the Portal

Logging In

You can access to the Open Awards secure portal via https://portal.openawards.org.uk, or via our website, http://openawards.org.uk, using the Portal Login button at the top of any page.

To log in, you will require a username and password. Your username is initially obtained from Open Awards, and if you are a new portal user you should create your password using the Create New or Reset Password link on the Log In page (see Creating or Resetting Your Password section for more details).

When at the Log In page:
1. Enter your username (this is usually your forename and surname conjoined and in lowercase (e.g. johnsmith)
2. Enter your password
3. Click 'Log In'

By logging into the secure portal you are confirming that you have read, understood and agree to abide by the Terms and Conditions of the service. Full Terms and Conditions can be accessed via the link on Log In page.

Creating or Resetting Your Password

To create your password, or if you have forgotten your password, you should use the Create New or Reset Password link on the Log In page. You will be required to enter your username or registered email address. An automated email will be sent to your registered email address containing a link which will allow you to set/reset your password. If you do not receive an email within 5 minutes, you should check your junk/spam folders before contacting Open Awards.

Passwords must be at least 6 characters long, no more than 12, and contain at least:
1. One digit
2. One uppercase and lowercase character
3. One item of punctuation, e.g. ! % ^ . ? [ ) " $ (not £)

Changing Your Password

For security reasons, it is recommended that you change your password on a regular basis. However, you will be prompted upon login whenever this is required. If you wish to change your password outside of these prompted intervals, you can do so via the [Change Password](#) page.
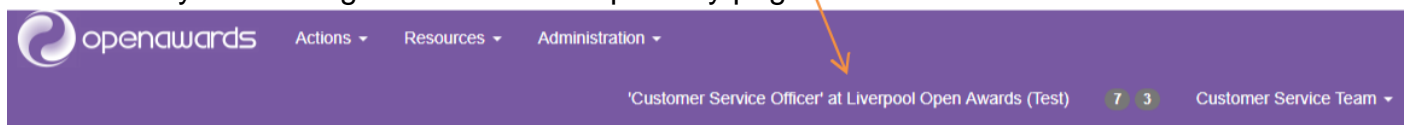
General Functionality

Switching Roles

If you have access to the portal for multiple roles, or organisations, you will be required to switch between roles/ organisations.
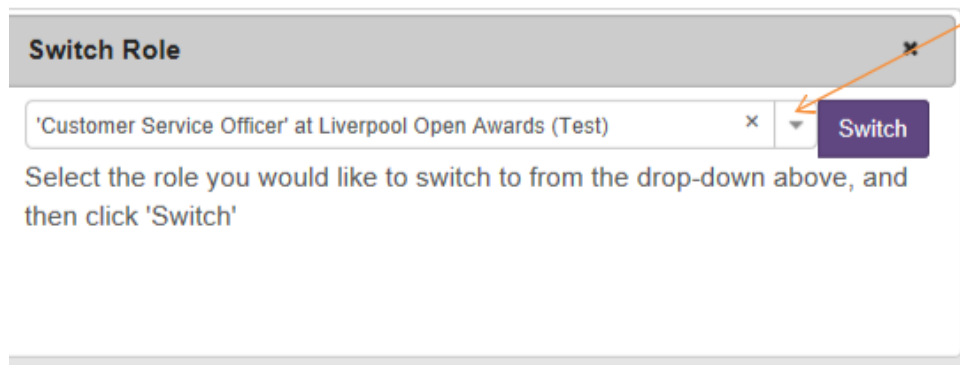
To switch roles/organisations:

1. Click on your role/organisation at the top of any page

2. Select the appropriate role and organisation combination from the 'Switch Role' dropdown (e.g. Administration Contact at Open Awards)
3. Click 'Switch'

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

Roles and their functions

Role	Function
Administrator / Access to HE Administrator / Approved Portal User	Can see all the information for their Centre to: • register, track and recommend award for learners • access learner history, reports and documents Having access to nearly all functions concerned with one centre.
Tutor / Assessor	Can access course runs they are the named tutor/assessor for.

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Authorised Internal Verifier (AIV)	Can access course runs they are the named AIV for to verify results and upload AIV reports.

My Details

The My Details page provides important information about you and your organisation, including:
1. Your roles (including your default role)
2. Sites at your organisation (including address and contact details)
3. 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. You should review this screen regularly and communicate staffing changes to Open Awards via Contact Manager (see Contact Manager section for more details).

Administration

The Administration page allows you to track progress of outstanding:
1. Registrations status
2. Results status
3. Documents not yet viewed
4. ULNs – Failed ULN Validations
   This function will let you know if a ULN you have provided for a learner has failed to verify with the Learner Record Service (LRS) showing you the details you provided and the details held by the LRS so you can see why it has failed and make the necessary changes. It is important these changes are made as a learner's results cannot be uploaded to their PLR without a valid ULN.

To make amendments:
1. From the Administration tab click on 'Failed ULN Validations'
2. Click on 'submit amendments' in the end column for each learner you need to amend.
3. Make the necessary amendments in the appropriate field(s)
4. Click 'Submit'
5. Repeat for each learner listed.

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Registering Learners

Registration Forms

To register learners, you should access the appropriate registration form via the eRegistration Submission page, or via the Documents page (see Downloading Documents section for more details).

There are 3 registration forms for different provision types:
1. Standard eRegistration Submission Form (Standard LRF)
2. Access to HE LRF
3. Badge of Excellence LRF

Data provided at the point of registration should include (* indicates mandatory field):

	Standard LRF	Access to HE LRF	Badge of Excellence LRF
ULN (must be 10 numeric digits)	☐	☐*	
Surname	☐*	☐*	☐*
Forename	☐*	☐*	☐*
Date of Birth (DD/MM/YYY)	☐*	☐*	☐*
Individual learner start date		☐*	
Postcode	☐	☐	☐
Gender	☐	☐	☐
Ethnicity	☐	☐	☐
Employment Status	☐		☐
Ability Status / Disability	☐	☐	☐
Learning Difficulty		☐	
Health Problem		☐	
Funding Indicator		☐	
Prior Attainment Level		☐	
Advanced Learning Loan		☐	
Disadvantage Uplift		☐	

ULN is a unique10-digit number used in England, Northern Ireland and Wales to identify an individual learner. The ULN is designed to work with a learner's Personal Learning Record (PLR) to provide proof of their learning and achievements. The ULN is mandatory for all learners aged 14 or over or in receipt of a diploma qualification. ULNs are also mandatory for learners in England

funded by the Education and Skills Funding Agency. We request ULNs from a centre at the point of registration to enable us to upload achievement data to a learner's Personal Learning Record (PLR) as the PLR is a learner's permanent record of their qualifications and qualification units achieved.

Details on how Open Awards use, store and share data you provide us with is available in our Privacy Policy and Learner Privacy Notice. Please ensure you have adhered to the Privacy Notice before sharing data with Open Awards.

Personalised Registration Files

If you prefer to generate registration files from your own database/MIS, Open Awards accommodates data received in any column based format. We just ask that:
1. You provide us with the format before you submit your first registrations
2. The file contains all requisite learner registration information (see detail above)

Registration Submission

To submit your registrations, you should access the eRegistration Submission page via the Actions menu.

On the first page:
1. Select the relevant programme/course of learning from the first dropdown.
2. If you have selected a qualification, or a qualification is attached to the course, this information will automatically populate in the second dropdown (qualification box).
3. Click 'Continue'

1. Complete the appropriate fields from the list below. Not all fields are mandatory, and the fields available will differ depending on the provision type selected on the first page.
   a. Mode of Delivery (select from the dropdown menu) – **For Access to HE courses only**
   b. Course Run Start Date (date learning commenced)
   c. Course Run End Date (anticipated completion date, including any coursework)
   d. Provider Reference (optional internal reference unique to course run)
   e. Purchase Order Number (optional internal reference for invoicing)
   f. Site (delivery venue) – if applicable
   g. Tutor (select the tutor from the dropdown, if their name does not appear click on Add Tutor to create new contact)
   h. AIV (Approved Internal Verifier)
   i. Notes on this submission
2. Attach completed registration form – click 'Select File' choose the completed registration form you wish to submit from your computer.
3. Click 'Continue'
On the third page:

1. Check all details for accuracy
2. Click 'Amend' to go back, or click 'Continue' to create your new course run

Providing there are no discrepancies or ambiguities within the registration data, your learners will be registered directly on to our system and you will be able to view your new course run immediately. You will receive an email to confirm your registration.

Unit Registration

If you are prompted to attach units to a course run at the point of registration, you should:
1. Use the search fields to filter the units you want to register your learners for, or click 'Search' without any criteria to return all units within the course.
2. Click 'Add' to select units (selected units will be compiled in a list above the search results)
3. Click 'Back to Course Run' when complete

Reviewing Course Runs

To review your course runs, you should access the Your Course Runs page via the Actions menu. Use the search fields, or the sort function, to find the course run you require. To open a course run, click on the Course Run ID.

Once open, you can view the basic course information as well as the learners registered on the course run. In this screen you also have access to course specific documentation/reports, learner registration, unit registration and result submission.

Registering Additional Learners

To register additional learners to an existing course run, click 'Learner Registrations' on the menu within the relevant course run, then select 'Submit Additional Learner Registrations'. Your previously submitted course run details will appear, and you should attach a completed registration form containing the details of the additional learners only.

NB: This option is not available on course runs with an End Date in the past, and is only available on Access to HE course runs for 6 weeks from the learner's individual start date.

Withdrawing Learners

To withdraw learners from a course run, click 'Withdraw' against the learners' record within the relevant course run.

Withdrawing learners only hides learners from the results process, learners are not removed from the course run.

All learner registrations submitted to Open Awards will be charged for in accordance with our Fees and Charges.

Awarding Learners

Direct Entry of Results (DER) Overview

DER is an online mechanism for claiming credits for your learners. You can add credit claims at any point during the delivery of your course and they will remain in your online basket until you are ready to submit them.

Claiming Credits via DER

To claim credits by unit **(Recommended)**:
1. Access the relevant course run via the [Your Course Runs](#) page
2. Click 'Results' on the menu, then select 'Direct Entry Results by Unit'
3. Select the first unit you want to claim credit for from the dropdown
4. Select the appropriate result (Achieved or Not Achieved) from the Results dropdown for each learner, or click 'Set Achieved' to apply an Achieved result to all learners on the course run.
5. **For Access to HE courses** - select the appropriate grade from the 'Results' dropdown menu for each graded Level 3 unit and the appropriate result from the dropdown menu for each non-graded unit. Select a comment from the 'Comments' dropdown menu..
6. Click 'Add/Amend Basket' (claimed credits will appear in your basket)
7. Repeat steps for each unit you want to claim credit for

To claim credits by learner:
1. Access the relevant course run via the [Your Course Runs](#) page
2. Click 'Results' on the menu, then select 'Direct Entry Results by Learner'
3. Select the learner you wish to enter results for from the dropdown list.
4. Select the appropriate result from the results dropdown menu for each unit listed.
5. **For Access to HE courses** – select the appropriate grade from the 'Results' dropdown menu for graded L3 units and the appropriate result for non-graded units. Complete the comments box by selecting a comment from the dropdown menu for each unit.
6. Click Save (once saved, results will be added to the basket)
7. Repeat for each learner you wish to claim credit for.

To claim Accredited Prior Learning (RPL/APL):
1. Check you have followed our [Recommending Prior Learning (RPL) guidance](#) to request RPL for a learner at the point of registration and you have received confirmation of this.

2. Claims can then be made through the normal process above
3. Select the result first (i.e. Achieved/Not achieved/Grade) then Click on Add/Amend basket

4. Click on the Set APL button

5. Tick the APL box
6. Select the APL type from the dropdown menu
7. Enter the date you submitted the RPL Request Form to Open Awards as the APL Date.
8. Click on Amend in basket.

Amending Credit Claims

You can amend or remove credit claims from your basket prior to submission, in two ways:

Option 1:
1. Access the relevant course run via the [Your Course Runs](#) page
2. Click 'Results' on the menu, then select 'Direct Entry Results by Unit'
3. Select the unit you want to amend a claim for from the dropdown
4. Amend the grade as appropriate for the given learner. To remove a claim from your basket change the result back to '--Please Select--'
5. Click 'Add/Amend Basket' (your basket will be updated)
6. Repeat steps for each claim you want to amend/remove

Option 2:
1. Access the basket via the bubble at the top of any page
2. Click 'Amend' or 'Remove' against the appropriate claim
3. Amend the result as appropriate for the given learner
4. Click 'Amend in Basket' (your basket will be updated)
5. Repeat steps for each claim you want to amend/remove

DER Reports

Once results have been added to your basket you can review them before submitting:
1. Access the relevant course run via the [Your Course Runs](#) page
2. Click 'Course run Documentation' on the menu, then select 'DER Credit Recommendation Summary'

Submitting Credit Claims

To submit credit claims to Open Awards, you should:

1. Access the basket via the bubble at the top of any page
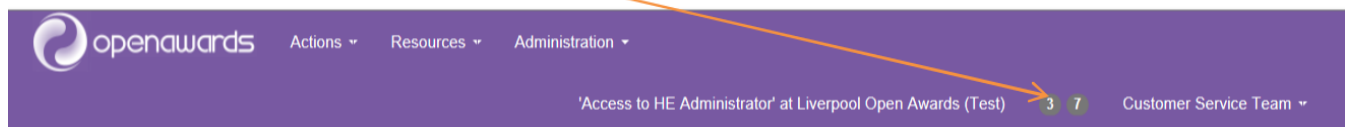
2. Select the course run you want to submit from the dropdown, or select 'All' to submit claims for all course runs.

3. Click 'Submit'
4. Click 'Amend' to go back, or click 'Continue' to submit the claims for verification

Verifying Results

Once results are submitted directly onto the Open Awards portal an automated email will be sent to the AIV/EV attached to the course alerting them that results are waiting to be verified.

To verify results
- Go to **Actions** then select **ERAC Verification**
- A table will appear with a list of results which are currently in processing. Some of them will be awaiting verification by you, in which case there will be a corresponding **Verify** link.
- Review results submitted by clicking **Verify** link
- Review ERAC for course from ERAC Verification screen by clicking link **Review ERAC for course [course run ID]**
- To confirm the results, enter a **Verification Date** and then click **Verify** button
- To decline the results, click **Decline**
- If any supplementary information about these results is required, you will need to complete the **Mini Report**. This is mandatory for declined results.

To upload AIV Report
- Go to **Resources** then **Documents**
- Submit/Upload AIV Report

Please refer to [Authorised Internal Verifier (AIV) Status Policy and Procedures](#) for further details on verification.

Certification

Open Awards will issue certificates within 10 working days of receipt of verified results and completed AIV Report.

Paper based Certificates

Certificates are sent via tracked mail to your designated Administration Contact and require a signature on delivery.

e-Certificates

If e-Certification has been activated for your Centre/course you will be notified by email when e-Certificates are available for download. You must be logged in to the portal with an Administrator profile to access e-Certificates. To download e-Certificates;

1. Access the relevant course run via the Your Course Runs page
2. Click on e-Certificates within the course run
3. Tick the relevant learners
4. Enter password (centre ID number) and click 'Download'
5. A 'zip' file will be created that will contain certificates for the selected learners (the file is encrypted with your password).

Please contact our Customer Service team customerservice@openawards.org.uk should you wish to discuss Certification/e-Certification.

Confirming Receipt of Certificates

You must check you have received certificates for all learners listed on the Certificate Check List and acknowledge receipt within 10 working days.

To acknowledge receipt, you should:

1. Access the relevant course run via the Your Course Runs page
2. Click 'Manage' next to Programme Run Administration Events
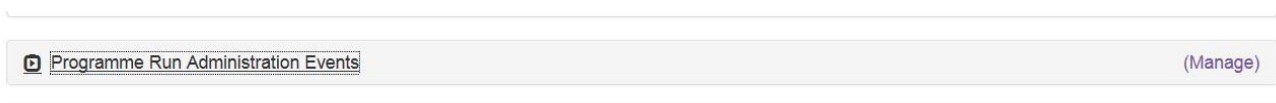
3. Under Progress (Step/Action), select Certificates Received from the dropdown

4. Enter the date you received the certificates
5. Click 'Submit'

Documents and Reports

You can access [Documents](#) and [Reports](#) via the **Resources** drop down menu.

Downloading Documents

To download a document/form, you should:

1. Select the appropriate Document Type (and Sub-type, if applicable) from the dropdown (examples are noted below)
2. Click 'Apply filter by type'
3. Click on the document title

Any documents that you have submitted to Open Awards can also be viewed on this page.

Examples of commonly downloaded documents/forms:

Document Title	Document Type	Description
Changes to Centre Details Request Form	Open Awards Template	This form should be used to notify us of any changes to your Centre details e.g. name/address OR changes to contacts at your Centre.
New Course Request Form	Open Awards Template	This form should be used to apply to package units into a course when: • You wish to offer individual units regulated by OfQual but NOT offer a full qualification • You wish to offer bespoke units tailored to meet your learners need (Quality Endorsed units)
New Course/Qualification Request Form - SFLE	Open Awards Template	This form should be used to submit a request to offer a course leading to a Skills for Further Learning and Employment qualification.
New Qualification Request Form	Open Awards Template	This form should be used to submit a request to offer an Open Awards regulated qualification.
New Qualification Request Form - Functional Skills	Open Awards Template	This form should be used to submit a request to offer Functional Skills qualifications.
New Programme Request Form - BoE	Badge of Excellence	This form should be used to submit a request to offer a Badge of Excellence

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		Programme (Quality Mark highlighting your programme as being of excellent standard).
LRF templates: Standard LRF Access to HE LRF Badge of Excellence LRF	Open Awards Template Access to HE LRF Badge of Excellence	These forms should be used to submit learners to course runs.

Submitting Documents

To submit a document/form, you should:
1. Click on the arrow next to Submit/Upload Document
2. Select the appropriate Document Type and Sub-type (if applicable) from the dropdowns (examples are noted below)
3. Click 'Choose file'
4. Attach completed document/form
5. Click 'Submit'

Document Types and Sub-types

Document	Document Type	Document Sub-Type
Changes to Centre Details Request Form	Changes to Centre Details Request Form	
New Course Request Form	Administration	New Course Request Form
New Course/Qualification Request Form - SFLE	Administration	New Course/Qualification Request Form – SFLE
New Qualification Request Form	Administration	New Qualification Request Form
New Qualification Request Form - Functional Skills	Administration	New Qualification Request Form - Functional Skills
New Programme Request Form - BoE	Administration	New Programme Request Form - BoE
Access to HE Diploma Creator Tool	Access to HE	Completed Diploma Creator Forms

It is important that you select the correct Document Type and Sub-type when submitting documents to ensure it is assigned to the correct department.

Resubmitting Documents

Documents accessible through the Resources menu can be amended and resubmitted by either yourself and Open Awards. To resubmit a document you should:

1. Select '**Documents**' from the **Resources** menu
2. Click on the '**New version**' button next to the document you wish to resubmit (This will only appear on documents you have submitted/uploaded yourself).
3. You will be presented with a message advising that you are re-uploading an existing document to **replace** your current version with a new version.
4. Browse for the updated document.
5. Click '**Upload**'
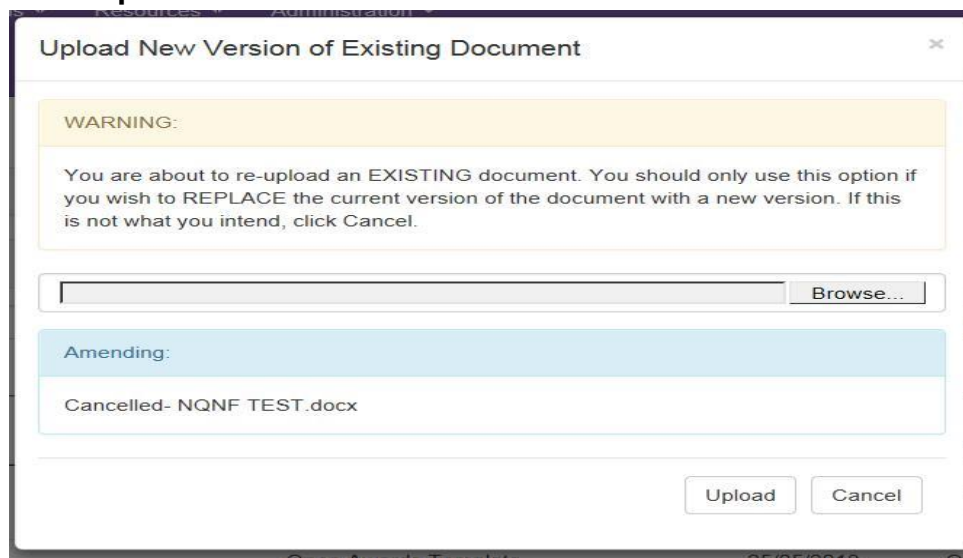
The new uploaded version of the document then becomes the default.

Reports

The following reports are available for you to access on the porta via the [Reports](#) page:

Report	Summary
Awarded Learner	Shows units and qualifications awarded by learner, or by run, for a given period.
Failed A2HE ULNs at Organisation	Shows learners with missing ULNs or ULNs that have failed validation with the LRS. Requiring action to urgently amend.
Learner Achievement on Programme (by Unique Learner Number (ULN).	By entering a learner ULN you can check their achievement on a programme prior to registration to avoid duplication.
Learner Qualification Achievement	Shows qualification awards for a given period.
Learner Registrations	Shows learner registrations by run for a given period.
New Course Confirmation	Provides details of your new course(s) and the date course is valid from. Allows you to check all course details are correct for a given course prior to registering learners.

Outstanding Certificate Receipts	Report shows course runs where receipt of certificates has not been confirmed. Allows you to check you have confirmed receipt of all certificates dispatched to you.
Outstanding Results	Report shows course runs where results have not been submitted after the course has finished. Allows you to check you have submitted results for all completed course runs..
Sectors	Shows the sectors and highest level you are approved to deliver units and qualifications in.
Valid BoE Programmes at Organisation	Gives you details of all your Badge of Excellence programmes.
Valid Programmes at Organisation	Gives you details of all your valid programmes. • Overview of programmes • Breakdown of each programme with unit details.

Other reports can be made available upon request. Please contact Open Awards to discuss.

Contact Manager

Using Contact Manager

    1. Log on to Open Awards Secure Portal (role must be 'Centre Administrator Plus')
    2. Click on the 'Contact Manager' icon

Contact Manager

To Add a New Contact

    1. Click the 'Add New Contact' button
    2. Fill in the contact's name, site, telephone, role, and email
    3. Click 'Add'
    4. New contact should then go the Open Awards website click on 'Portal Login' (top left of screen)
    5. Click on 'Create New or Reset Password' link
    6. Enter their username (this is their full name as entered above by you all lower case no spaces)
    7. They should click 'Continue' they will then be sent a link to create a new password

To Modify Names, Email, Telephone, Job-Title or Site

    1. Click on the 'Actions' menu against the corresponding contact, select: 'Modify'.
    2. Amend the names, email and/or select a different site
    3. Click the 'Modify' button

To Add a New Role to an Existing Contact

    1. Click on 'Actions' menu next to the corresponding contact select: 'Add New role'
    2. Set the required new role and the site at which the contact holds that role
    3. Click the 'Add' button

NB: You cannot modify an existing contact's role however, if a contact changes role you should add a new role (as above) and close the existing role for the contact

To Expire (or Close) an Existing Contact

    1. Press the arrow on the drop-down actions menu left of the contact's details
    2. Click on the 'Close' link next to the contact (role/site) which is to be expired
    3. Confirm